

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

PIC Replacement Concept

Summer 2015



PIC

Current State

PIC design and funding

- PIC was designed in 1998-1999 as a replacement for both the IBS and the MTCS (form 50058) data systems. Neither offered HA access.
- PIC has not had money for system development since 2007, only very limited operations and maintenance funding which expires March 31, 2016.
- PIC uses Microsoft SQL Server instead of HUD's standard platform and requires maintaining multiple platforms which is very costly.

What does PIC do?

PIC allows HAs to:

- Submit tenant data via the Form HUD-50058. This collects and verifies identity and income information for assisted tenants.
- Maintain building and unit data to provide a picture of our Public Housing inventory for funding.
- Maintain HA contact information so that HUD can reach HA staff.
- Submit inventory removal applications.
- Submit Capital Fund and Section 8 Management Assessment Program certifications.

PIH Information Center (PIC)
IMS-PIC Release 7.9 [Web Server 1]

Welcome Matthew (H02346)! Your last logon was on Nov 26 2014 4:26PM.
Your user id was certified on 05/31/2014.

PIC Maintenance

- User Profile
- Reference
- Security Administration

PIH Information

- SEMAP
- Risk Assessment
- KDHAP
- DIS

Housing Inventory

- Housing Agency
- Development
- Inventory Removals

Executive Summary

- HA Executive Summary

Form 50058

- Submission
- Viewer
- Reports
- Tenant ID Management

ADHOC

- Form 50058 Adhoc Report
- MTW Adhoc Report
- HA Query Report

PIC Downloads

- Building And Unit

MTW

- Data Collection
- Viewer
- Reports

PIC Headlines

- **50058 Summarization this weekend - 11/12/2014**
Monthly Summarization to run Nov. 14th [\[full text\]](#)
- **Form-50058 summarization not run - 11/10/2014**
Form-50058 monthly summarization did not run [\[full text\]](#)
- **Vendor Conference Call - 7/1/2014**
Conference Call to discuss the Rental Assistance Demonstration Program [\[full text\]](#)

[Browse all PIC Headlines.](#)

PICHELP information

PICHELP: If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to REAC_TAC@hud.gov or telephone the Technical Assistance Center (TAC) at 1-888-245-4860 between 7:00am and 8:30pm Eastern on business days.

All PIC password resets are handled by Security Administrators at the PHA or in the local HUD Field Office. **The REAC TAC cannot reset passwords.**

[? Get Help](#) | [Logout / Return to Secure Systems](#)

Why does PIC exist?



- PIC facilitates the exchange of information between PHAs and HUD. There are approximately 50+ vendors and PHA software packages that interface with PIC.



- PHAs are responsible for entering accurate information in PIC under rules at 24 CFR 908 for tenant information, 982 for Housing Choice Voucher, 990 for Operating Subsidy, 905 for Capital Funding, and 970 for Inventory Removals



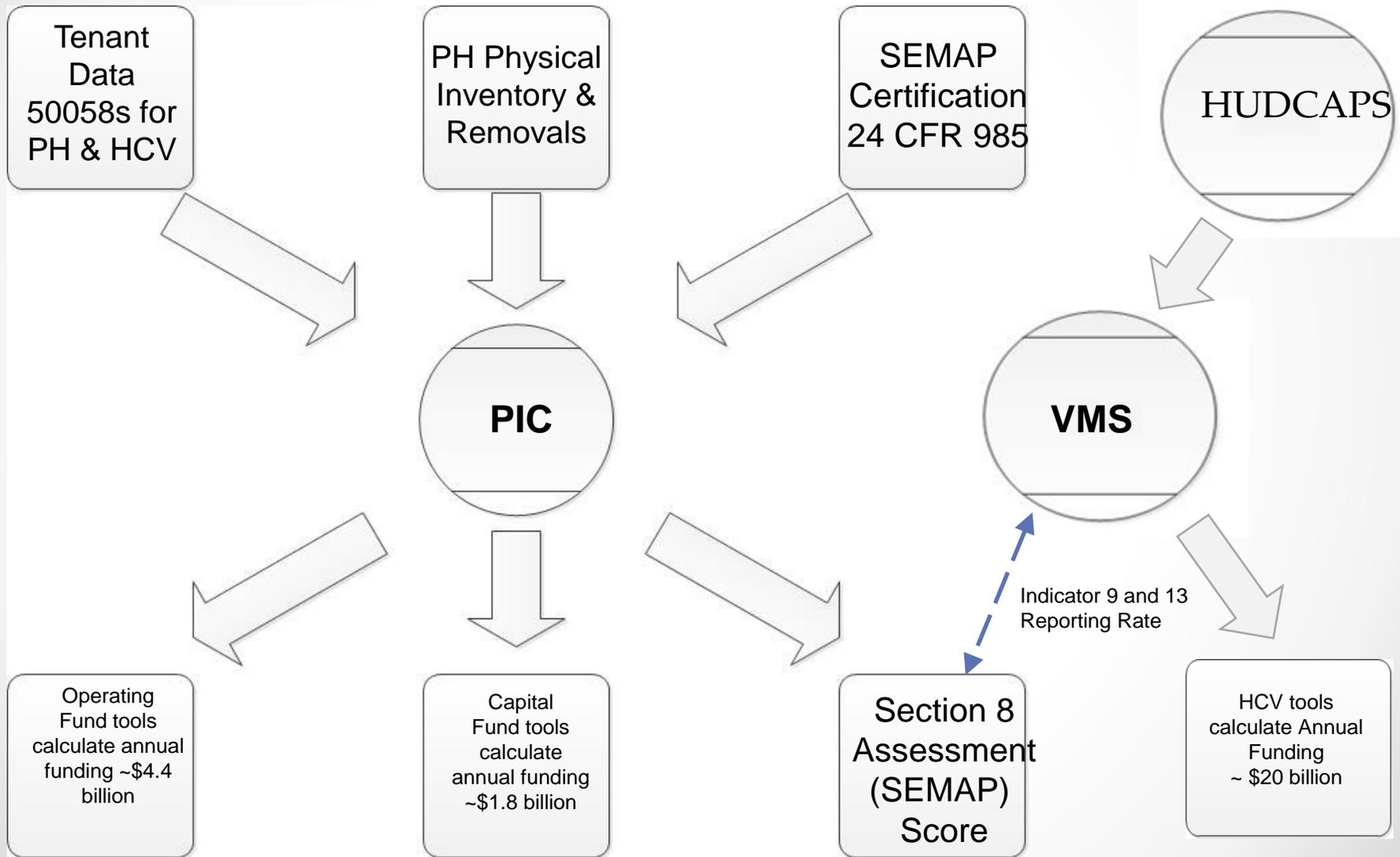
- HUD staff approve, monitor, and evaluate the information in PIC to identify and address potential management and occupancy issues.

Who Uses PIC and How Often?

PIC User Type	Number of Active User Accounts
HUD Users (Includes HUD staff, Contractors and Super User types)	4,250
HA Users	44,200

Date	Unique Logins
10/01/2014 – 10/03/2014	6,356
10/6/2014 – 10/10/2014	9,384
10/13/2014 – 10/17/2014	7,727
10/20/2014 – 10/24/2014	9,363
10/27/2014 – 10/31/2014	10,132

PIC and VMS are the sources of data to fund and monitor all PIH programs



How Busy is PIC?

HCV Tenant Forms Uploaded with an Effective Date in October 2014

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
Week 1				26,167	14,709	12,252	518	53,646
Week 2	217	14,186	12,409	11,788	11,916	17,053	805	68,374
Week 3	312	6,651	11,737	13,165	12,477	9,692	1,082	55,116
Week 4	358	11,950	13,027	14,391	13,813	11,738	1,090	66,367
Week5	311	14,415	15,929	15,257	14,997	11,656		72,565
Totals	1,198	47,202	53,102	80,768	67,912	62,391	3,495	316,068

PH Tenant Forms Uploaded with an Effective Date in October 2014

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
Week 1				7,626	5,656	4,596	169	18,047
Week 2	73	5,941	4,969	4,194	4,379	4,402	252	24,210
Week 3	46	1,829	4,554	4,135	4,692	4,060	150	19,466
Week 4	202	5,314	4,484	4,489	4,615	4,899	150	24,153
Week5	131	7,481	5,402	5,885	7,478	6,473		32,850
Totals	452	20,565	19,409	26,329	26,820	24,430	721	118,726

October 2014 PH Unit Status Changes

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Week 1				4,663	1,936	2,661	113	9,373
Week 2	78	1,745	1,316	1,215	1,316	1,434	114	7,218
Week 3	68	677	1,314	1,529	1,342	1,462	100	6,492
Week 4	38	1,428	1,137	1,032	1,131	1,450	117	6,333
Week5	60	1,231	1,205	1,091	1,508	4,704		9,799
Totals	244	5,081	4,972	9,530	7,233	11,711	444	39,215

Fatal errors cause the delay or loss of data to be delivered to HUD

	Forms with Fatal Errors	Percent of Forms with Fatal Errors	Total Forms with Warnings	Percent of Forms with Warnings
October 2014	43,972		34,552	
Weekly Averages	10,993	6.0%	8,638	4.7%

- Fatal errors are mistakes on the form that prevent us from accepting the record: the HA needs to correct fatal errors for them to be accepted
- Warnings are data/items that fall outside of expected ranges but are accepted and flagged for the HA to verify
- Approximately 528,000 forms rejected each year. Approximately 415,000 thousand forms with warnings for nearly a million from a year that require correction or review

Why do we need to replace PIC?

- Outdated, unstable system software
- System design makes managing data quality challenging
- A significant investment is needed to perform all fixes and upgrade from SQL Server to a stable platform
- Unable to fully utilize BI tools

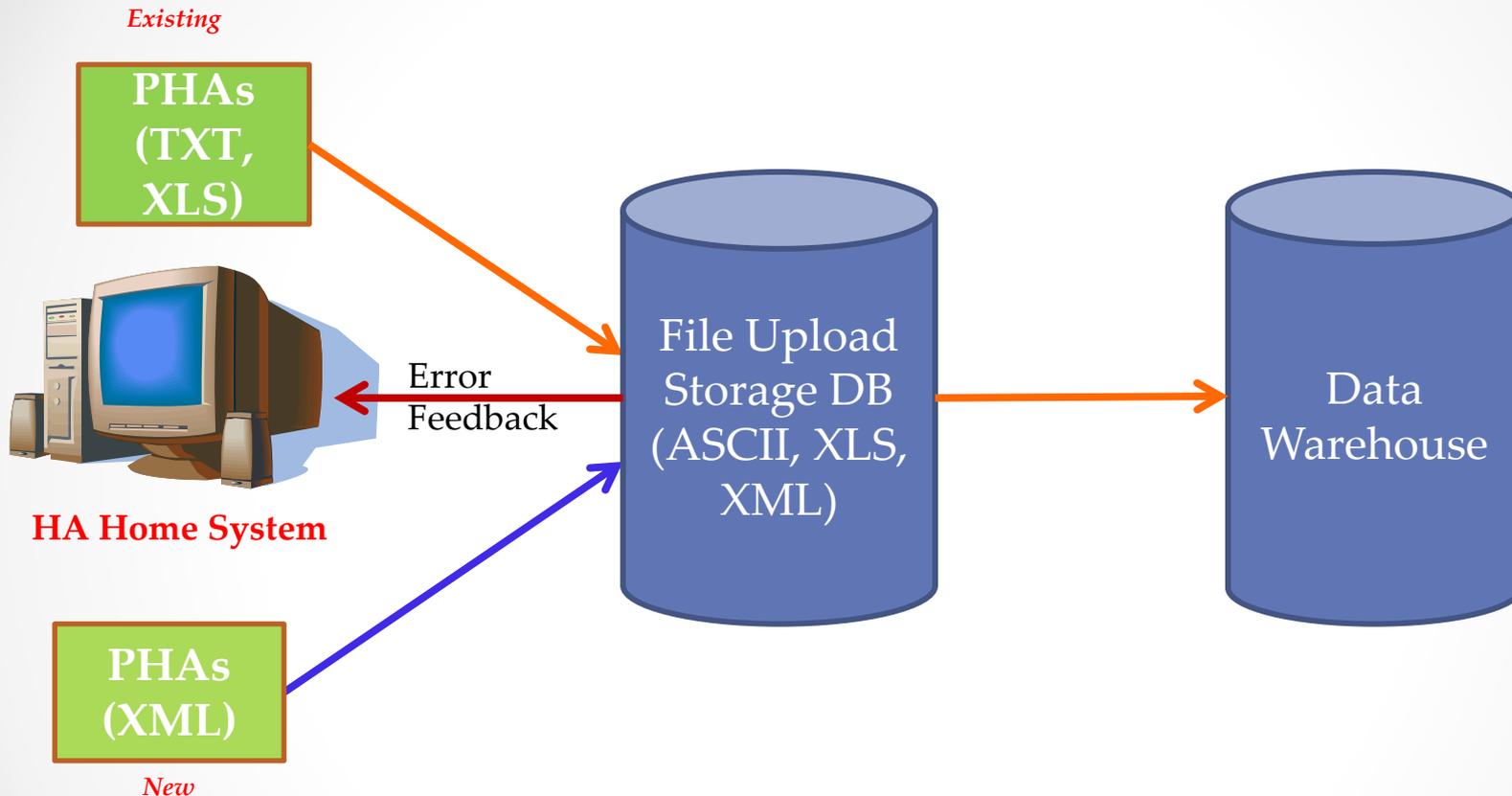
Conceptual Solution

Who will use the proposed replacement system?

PIC User Type	Number of Active User Accounts
HUD Users (Includes HUD staff, Contractors and Super User types)	4,250
HA System interfaces	44,200 ~ 50 vendors and HAs that write their own software for ~ 3,900 connections from the PHA networks
HA Users will only access HUD business intelligences reports	Common interface to all PIH business reports

Note: The PHA staff will continue to log in and enter data in their local systems but will not need to login into PIC to transfer or enter data.

Concept to receive and store the data



- Current file formats will continue to be supported
- XML protocol will be developed to modernize the transfer process

Housing Agencies will realize a significant Administrative Burden Reduction

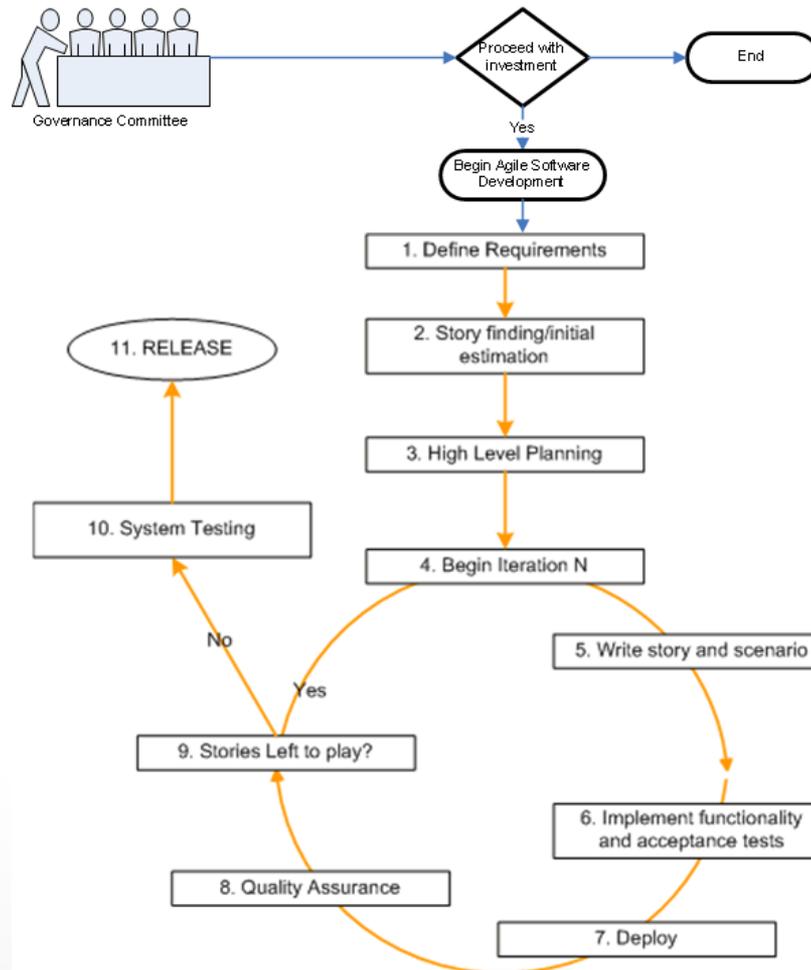
- No time lost due to system not processing 50058 submittals because of “fatal errors”, and incomplete or incorrect data.
- Access to internal HUD reports showing analytical data for similar size HAs.
- User only logs in to the home HA software, so no time lost with accessing HUD systems to upload data.
- Once data becomes reliable the 50058 data could be used to populate much of VMS.

PIC replacement is planned to deploy in the Cloud

HA Advantages	HUD Advantages
<ul style="list-style-type: none"> Creates the ability to combine functions of PIH information systems into one simplified system. (Future) 	<ul style="list-style-type: none"> Less expensive to design and maintain
<ul style="list-style-type: none"> No upload denial – Targeted incorrect upload data dramatically decreases Admin burden ~ 250,000 hours reduced 	<ul style="list-style-type: none"> No hardware or software upgrades
<ul style="list-style-type: none"> Prepopulated tenant form 50058s? 	<ul style="list-style-type: none"> No system fixes – data validation only
<ul style="list-style-type: none"> Simplified user access and roles 	<ul style="list-style-type: none"> Continuity of operations
<ul style="list-style-type: none"> PHA users work in their own systems and data streams to HUD 	<ul style="list-style-type: none"> Oracle database that can be adopted by NGMS
<ul style="list-style-type: none"> Ease of data correction 	<ul style="list-style-type: none"> Transition to monitoring data from data approvals (ERM friendly)
<ul style="list-style-type: none"> Frees HA staff to mission of assisting tenants instead of feeding data to HUD 	<ul style="list-style-type: none"> Allows more time to be devoted to business intelligence rather than system operations

The software will be developed using an Agile Process to speed up fixes

Agile Software Development Method



Questions/Feedback