Introducing the PIC Error Dashboard

Prepared by CVR Associates, Inc.

HUD Acknowledgment of Support

Agenda

This webinar will introduce the new PIH Information Center (PIC) Error Dashboard and how public housing authorities (PHAs) can use it to identify PIC errors and track PHA performance.

1. Introduction

2. Importance of Accurate PIC Reporting

3. PIC Error Dashboard

4. Reporting Using Dashboard

5. Overview of Correction Process

6. Benefits of Dashboard

Introduction

Overview of PIC

PIC is the computer system used by HUD to review and monitor information submitted by PHAs regarding the people who participate in subsidized housing programs. PHAs with subsidized housing programs use the Form 50058 to electronically submit the data about the tenants to HUD from the PHA's system of record.

The 50058 contains information about:

Demographics and Citizenship Status

Disability Status

Income and Assets

The Subsidized Unit

Rent Calculations

PIC Data

HUD uses the information submitted in PIC on the 50058 to:

- Monitor PHA performance and assess the effectiveness of subsidized housing programs

- Analyze the program and determine future funding levels

- Detect fraud and monitor family compliance with income reporting requirements and other aspects of eligibility for housing assistance

- Provide information to Congress and other parties

- Provide information to HUD's Enterprise Income Verification (EIV), a computer matching system that verifies HCV tenant-reported income and confirm tenant identity data

Leasing Data Reported to HUD

PHAs report HCV (Housing Choice Voucher) data to HUD (Department of Housing and Urban Development) in two different ways:

1. PIC Transmissions

    ▪ Typically reported by HCV staff

    ▪ Provide demographic, income, HAP (Housing Assistance Payments) amounts, and other data on an individual household basis

2. VMS (Voucher Management System) Submissions

    ▪ Provide Unit Months Leased (UML) and HAP totals by month

    ▪ Transmit other relevant financial and program data

    ▪ Typically reported by finance staff

Leasing Data Reported to HUD

HUD uses this data to provide oversight for HCV operations and management.

1. PIC Transmissions
   - Monitor program demographics
   - Detect fraud and monitor family compliance with income reporting requirements and other aspects of eligibility for housing assistance
   - Provide information to EIV

2. VMS Submissions
   - Determine administrative fee eligibility
   - Populate HUD's Two-Year Tool to monitor and project funding and voucher utilization
   - Determine funding levels for subsequent years

Importance of Accurate PIC Reporting

PIC Delinquency Report

The **PIC Delinquency Report** compares total UML as reported in PIC versus VMS. This report can help PHAs identify if there are reporting errors in either system. HUD can require PHAs with significant variances to take corrective action.

50058 Received reflects active paying 50058s in PIC

50058 Required from recently-reported UML per VMS

Rate below 100% is often an indication of missing Actions 1 or 4 but above 100% is usually a missing Action 5 or 6.

NOTE: HUD may require corrective action if below 95%

| HA FYE	Program Type	ACC Units	VMS Units Leased	As of (MM/YY)	Port Outs	Port Ins	50058 Required 1	50058 Received 2	Difference 3	Reporting Rate	Forms Received		
											Last Month 4	Last 3 Months 5	Last 6 Months 6
06/30	Voucher Funded Assistance	343					325	323	2	99.38	323	0	2
06/30	Voucher Funded Assistance	372	271	06/22	0	0	271	276	-5	101.85	31	276	276

GOAL: 100% reporting rate

Importance of Accurate PIC Reporting

In the future, disbursements of HAP will be more dependent on PIC data; as a result, the timely and accurate submissions of 50058s have greater importance.

For SEMAP purposes, 50058s are due within 60 days of the effective date of the transmission. However, 50058s should be submitted on a regular basis and rejected submissions should be corrected quickly.

Incomplete PIC reporting could result in inaccurate disbursements of HAP.
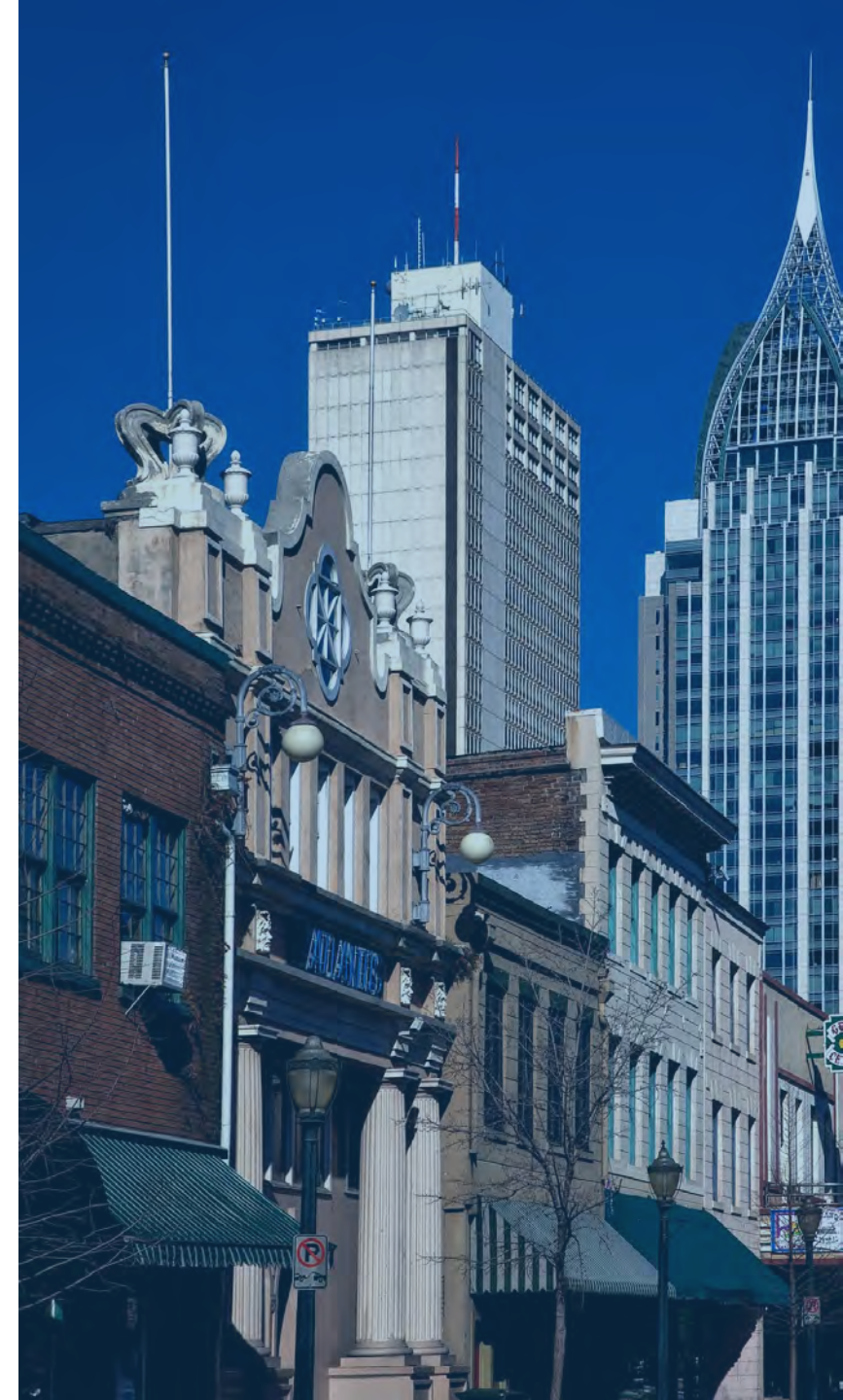
PIC Error Dashboard

Benefits of the Dashboard

HUD developed the PIC Error Dashboard to allow PHAs to access:

Centralized Data

Access errors in one place.

Updated Details

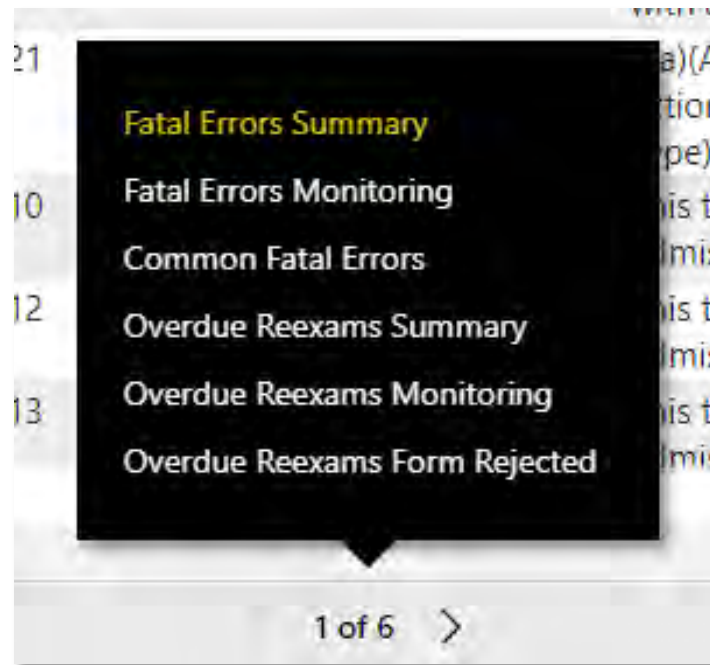View weekly updated information.

Impactful Reports

Gather insight into performance.

Reporting in the PIC Error Dashboard

Navigating the Dashboard

To navigate between the reports in the PIC Error Dashboard, use the arrows at the bottom of the screen or select the text to open the menu.
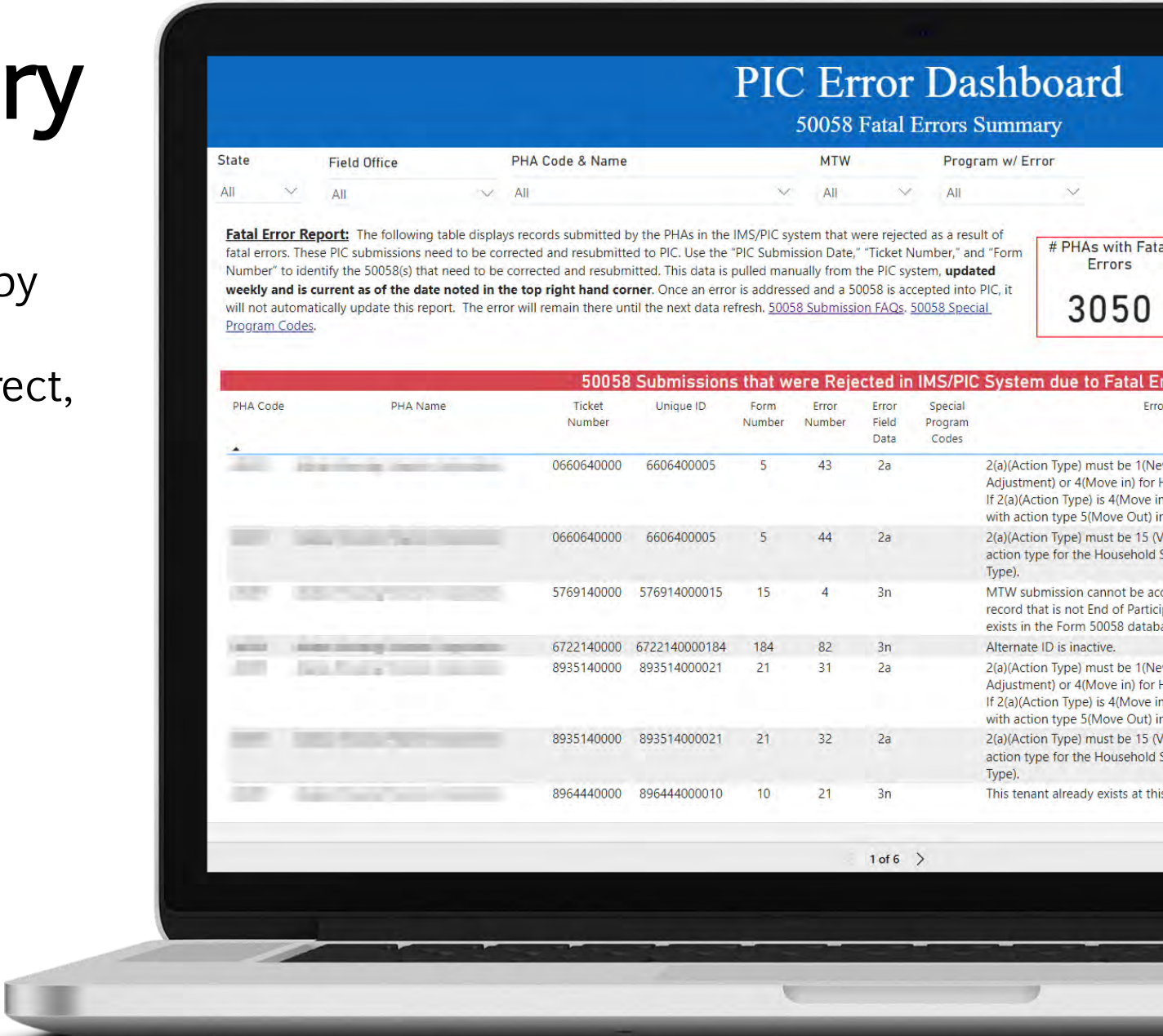
Fatal Errors Summary

This report displays PIC records submitted by PHAs that were rejected due to fatal errors. PHA staff can use this report to locate, correct, and resubmit the 50058s with fatal errors.

Metrics captured include:

- Number of PHAs with fatal errors

- Number of unique PIC rejections

- Number of PIC tickets (a ticket can maintain multiple PIC rejections)

- List of all PIC fatal errors by PHA

PIC Error Dashboard
50058 Fatal Errors Summary

State	Field Office	PHA Code & Name	MTW	Program w/ Error
All	All	All	All	All

Fatal Error Report: The following table displays records submitted by the PHAs in the IMS/PIC system that were rejected as a result of fatal errors. These PIC submissions need to be corrected and resubmitted to PIC. Use the "PIC Submission Date," "Ticket Number," and "Form Number" to identify the 50058(s) that need to be corrected and resubmitted. This data is pulled manually from the PIC system, **updated weekly and is current as of the date noted in the top right hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh. 50058 Submission FAQs. 50058 Special Program Codes.

PHAs with Fatal Errors

3050

50058 Submissions that were Rejected in IMS/PIC System due to Fatal Er

PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data	Special Program Codes	Erro
		0660640000	6606400005	5	43	2a		2(a)(Action Type) must be 1(Ne Adjustment) or 4(Move in) for H If 2(a)(Action Type) is 4(Move in with action type 5(Move Out) in
		0660640000	6606400005	5	44	2a		2(a)(Action Type) must be 15 (W action type for the Household S Type).
		5769140000	576914000015	15	4	3n		MTW submission cannot be acc record that is not End of Partici exists in the Form 50058 databa
		6722140000	6722140000184	184	82	3n		Alternate ID is inactive.
		8935140000	893514000021	21	31	2a		2(a)(Action Type) must be 1(Ne Adjustment) or 4(Move in) for H If 2(a)(Action Type) is 4(Move in with action type 5(Move Out) in
		8935140000	893514000021	21	32	2a		2(a)(Action Type) must be 15 (W action type for the Household S Type).
		8964440000	896444000010	10	21	3n		This tenant already exists at thi

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PIC Error Dashboard

50058 Fatal Errors Summary

State	Field Office	PHA Code & Name	MTW	Program w/ Error
All	All	All	All	All

Fatal Error Report: The following table displays records submitted by the PHAs in the IMS/PIC system that were rejected as a result of fatal errors. These PIC submissions need to be corrected and resubmitted to PIC. Use the "PIC Submission Date," "Ticket Number," and "Form Number" to identify the 50058(s) that need to be corrected and resubmitted. This data is pulled manually from the PIC system, **updated weekly and is current as of the date noted in the top right hand corner**. Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh. 50058 Submission FAQs. 50058 Special Program Codes.

# PHAs with Fatal Errors	# Unique PIC Rejections	# PIC Ticket & 58 Forms Needing Revision
3050	189.3K	133.1K

50058 Submissions that were Rejected in IMS/PIC System due to Fatal Errors

PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data	Special Program Codes	Error Description	Last Update Date	Form Effective Date
		0660640000	6606400005	5	43	2a		2(a)(Action Type) must be 1(New Admission) or 14 (Historical Adjustment) or 4(Move in) for Household SSN not in this PHA. If 2(a)(Action Type) is 4(Move in) then there must be a Household SSN with action type 5(Move Out) in MTW or 50058.	9/16/2022	9/9/1999
		0660640000	6606400005	5	44	2a		2(a)(Action Type) must be 15 (Void Action Type), when the previous action type for the Household SSN is 6 (End Of Participation Action Type).	9/16/2022	9/9/1999
		5769140000	576914000015	15	4	3n		MTW submission cannot be accepted for this tenant because an active record that is not End of Participation or Portability Move Out already exists in the Form 50058 database for this SSN under the PHA	6/1/2021	9/9/1999
		6722140000	6722140000184	184	82	3n		Alternate ID is inactive.	3/1/2021	9/9/1999
		8935140000	893514000021	21	31	2a		2(a)(Action Type) must be 1(New Admission) or 14 (Historical Adjustment) or 4(Move in) for Household SSN not in this PHA. If 2(a)(Action Type) is 4(Move in) then there must be a Household SSN with action type 5(Move Out) in MTW or 50058.	4/7/2021	9/9/1999
		8935140000	893514000021	21	32	2a		2(a)(Action Type) must be 15 (Void Action Type), when the previous action type for the Household SSN is 6 (End Of Participation Action Type).	4/7/2021	9/9/1999
		8964440000	896444000010	10	21	3n		This tenant already exists at this PHA in the IMS-PIC database. New	4/4/2022	9/9/1999

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Fatal Errors Monitoring

This report shows which PHAs have the most rejections due to fatal errors. This is used to effectively target technical assistance.

Metrics captured include:

- Number of unique PIC rejections for all programs

- List of PHAs with a high % of errors as compared to portfolio size

- List of PHAs with **the most errors** (largest)
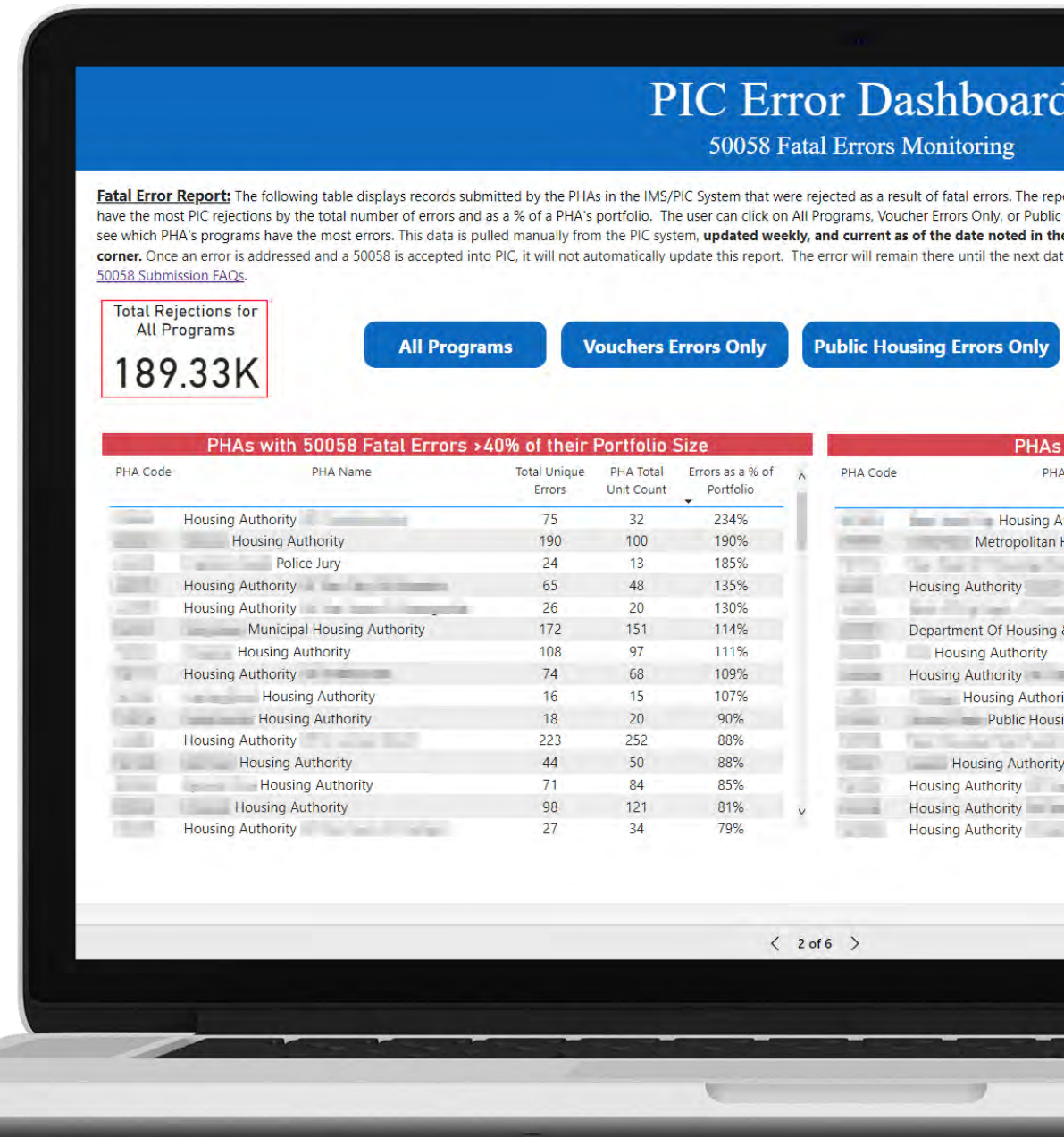
PIC Error Dashboard

50058 Fatal Errors Monitoring

Fatal Error Report: The following table displays records submitted by the PHAs in the IMS/PIC System that were rejected as a result of fatal errors. The report displays PHAs that have the most PIC rejections by the total number of errors and as a % of a PHA's portfolio. The user can click on All Programs, Voucher Errors Only, or Public Housing Errors only to see which PHA's programs have the most errors. This data is pulled manually from the PIC system, **updated weekly, and current as of the date noted in the top right hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh.

50058 Submission FAQs.

Clear All Filters

Total Rejections for All Programs

189.33K

[All Programs] [Vouchers Errors Only] [Public Housing Errors Only] [MTW]

PHAs with 50058 Fatal Errors >40% of their Portfolio Size

PHA Code	PHA Name	Total Unique Errors	PHA Total Unit Count	Errors as a % of Portfolio
	Housing Authority	75	32	234%
	Housing Authority	190	100	190%
	Police Jury	24	13	185%
	Housing Authority	65	48	135%
	Housing Authority	26	20	130%
	Municipal Housing Authority	172	151	114%
	Housing Authority	108	97	111%
	Housing Authority	74	68	109%
	Housing Authority	16	15	107%
	Housing Authority	18	20	90%
	Housing Authority	223	252	88%
	Housing Authority	44	50	88%
	Housing Authority	71	84	85%
	Housing Authority	98	121	81%
	Housing Authority	27	34	79%

PHAs with the Most 50058 Fatal Errors

PHA Code	PHA Name	Total Unique Errors	PHA Total Unit Count	Errors as a % of Portfolio
	Housing Authority	15,672	266,964	6%
	Metropolitan Housing Authority	3,871	15,390	25%
		3,782	38,316	10%
	Housing Authority	3,130	14,054	22%
		2,949	24,413	12%
	Department Of Housing & Community Development	2,859	22,869	13%
	Housing Authority	2,796	24,090	12%
	Housing Authority	2,565	57,990	4%
	Housing Authority	2,129	74,166	3%
	Public Housing And Community Dev	1,821	27,332	7%
		1,773	49,933	4%
	Housing Authority	1,746	6,654	26%
	Housing Authority	1,714	5,411	32%
	Housing Authority	1,694	12,393	14%
	Housing Authority	1,661	27,304	6%

Common Fatal Errors

This report provides a high-level overview of rejected records by **Action Type**. This highlights the most fatal errors, which helps target what areas require additional training to improve PHA operations and outline reporting requirements.

Metrics captured include:

- Number of fatal errors by Action Type (New Admission, Reexams, Exits, etc.)

- Number of unique errors by Action Categories

- Error detail by count of PIC errors
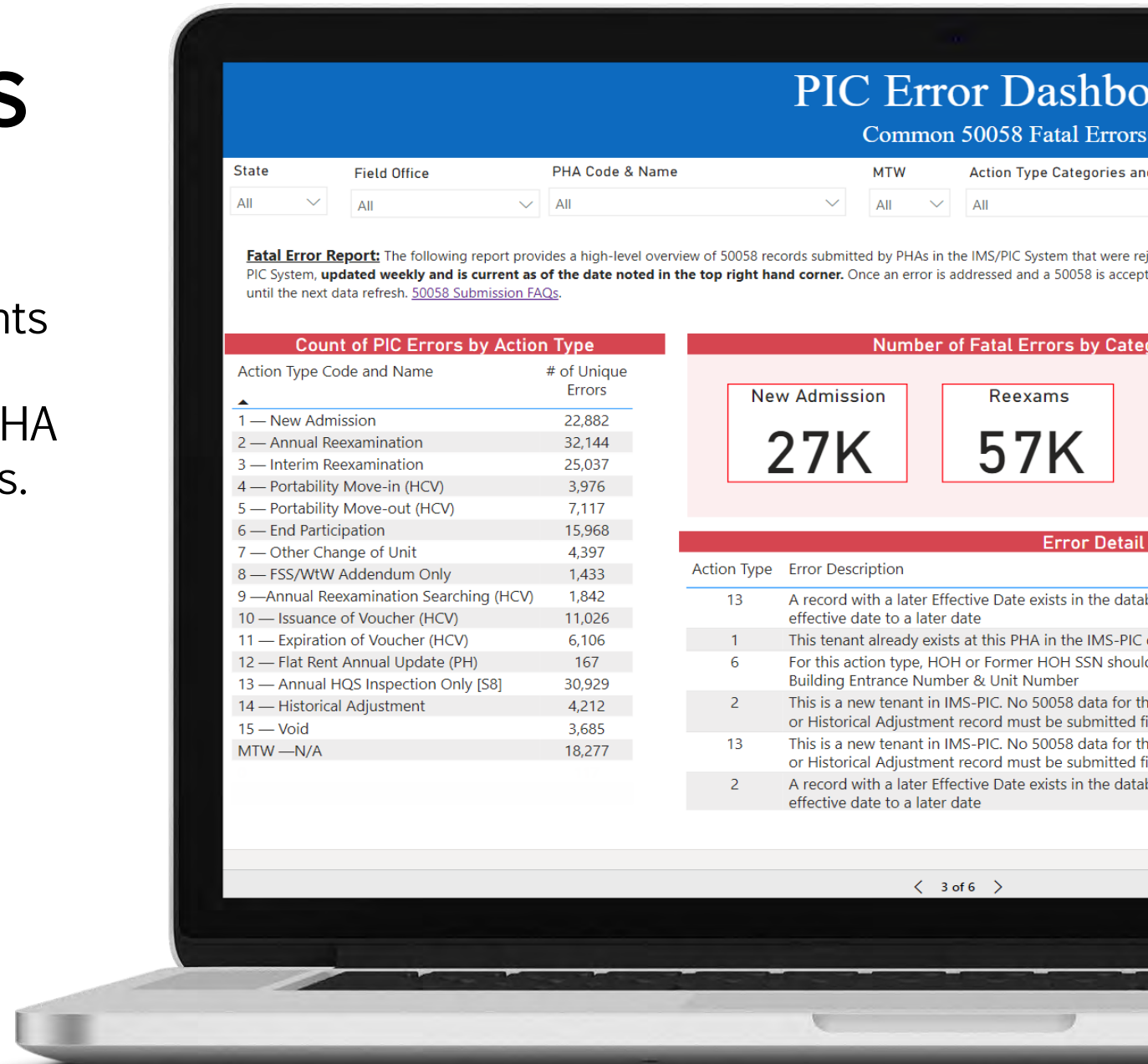
PIC Error Dashboard

Common 50058 Fatal Errors

State	Field Office	PHA Code & Name	MTW	Action Type Categories and Codes	Clear All Filters
All	All	All	All	All	
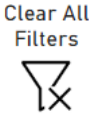
Fatal Error Report: The following report provides a high-level overview of 50058 records submitted by PHAs in the IMS/PIC System that were rejected as a result of fatal errors by Action Type. The data is pulled manually from the PIC System, **updated weekly and is current as of the date noted in the top right hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh. 50058 Submission FAQs.

Count of PIC Errors by Action Type

Action Type Code and Name	# of Unique Errors
1 — New Admission	22,882
2 — Annual Reexamination	32,144
3 — Interim Reexamination	25,037
4 — Portability Move-in (HCV)	3,976
5 — Portability Move-out (HCV)	7,117
6 — End Participation	15,968
7 — Other Change of Unit	4,397
8 — FSS/WtW Addendum Only	1,433
9 —Annual Reexamination Searching (HCV)	1,842
10 — Issuance of Voucher (HCV)	11,026
11 — Expiration of Voucher (HCV)	6,106
12 — Flat Rent Annual Update (PH)	167
13 — Annual HQS Inspection Only [S8]	30,929
14 — Historical Adjustment	4,212
15 — Void	3,685
MTW —N/A	18,277

Number of Fatal Errors by Category

New Admission	Reexams	Exits
27K	57K	23K

Action Categories

Action Type Category	# of Unique Errors
Reexams (2,3)	57,181
Other	82,203
New Admission (1,4)	26,858
Exits (5,6)	23,085
Total	**189,327**

Error Detail by Count of PIC Errors
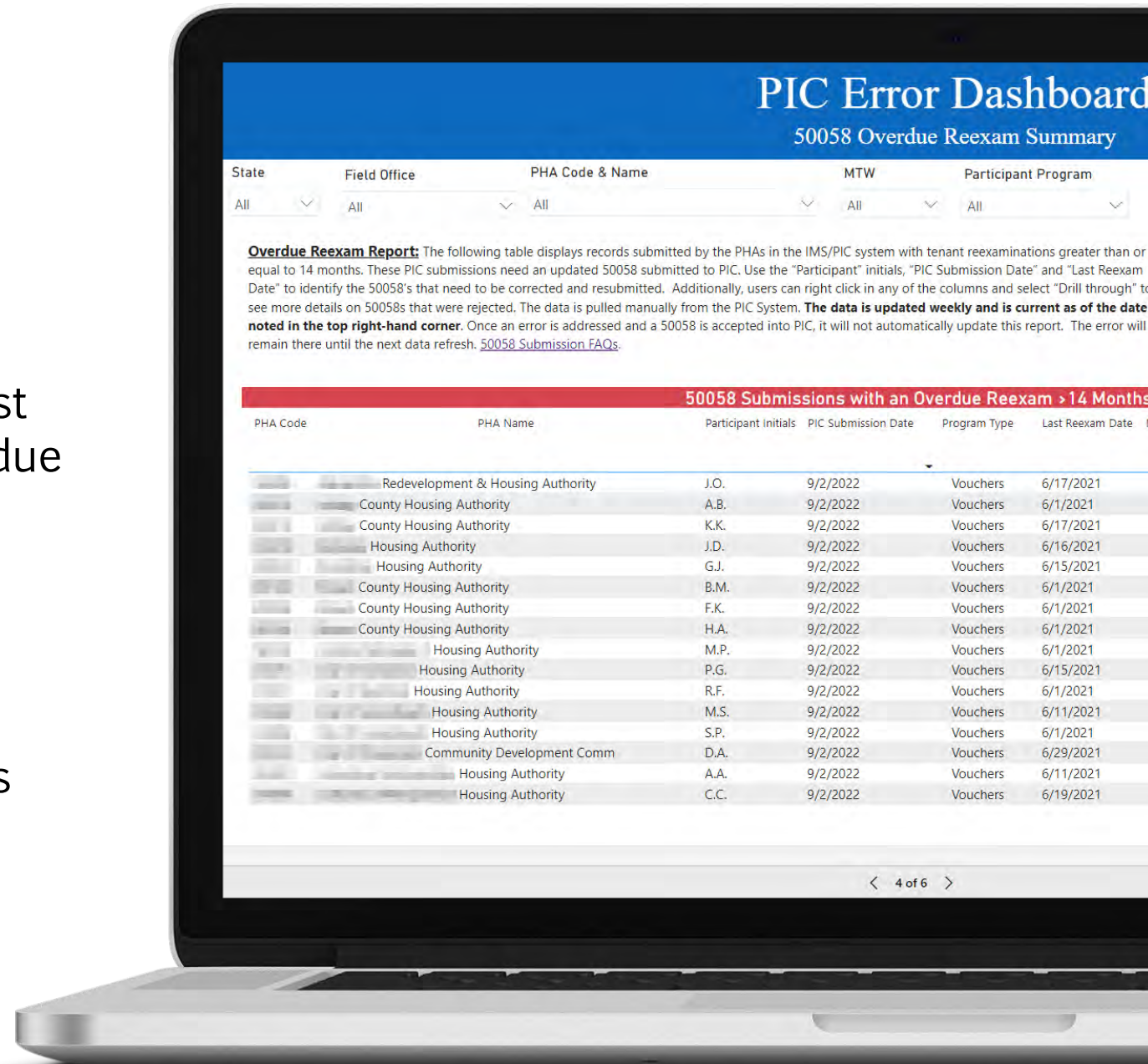
Action Type	Error Description	# of Unique Errors
13	A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date	13,624
1	This tenant already exists at this PHA in the IMS-PIC database. New admission cannot be accepted	10,060
6	For this action type, HOH or Former HOH SSN should be same as the one existing for this Building Number, Building Entrance Number & Unit Number	9,233
2	This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjustment record must be submitted first	9,025
13	This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjustment record must be submitted first	7,793
2	A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date	6,751

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Overdue Reexams Summary

This report summarizes all PHAs that have submissions with a reexam overdue by at least 14 months. PHAs can use this to locate overdue reexams, update them, and submit to PIC.

Metrics captured include:

- List of all overdue reexams by PHA

- Number of PHAs with overdue reexams

- Average months overdue

- Number of overdue reexams

PIC Error Dashboard

50058 Overdue Reexam Summary

State	Field Office	PHA Code & Name	MTW	Participant Program		Clear All Filters	Data current as of: 9/19/2022
All ⌄	All ⌄	All ⌄	All ⌄	All ⌄			Source: IMS/PIC System

Overdue Reexam Report: The following table displays records submitted by the PHAs in the IMS/PIC system with tenant reexaminations greater than or equal to 14 months. These PIC submissions need an updated 50058 submitted to PIC. Use the "Participant" initials, "PIC Submission Date" and "Last Reexam Date" to identify the 50058's that need to be corrected and resubmitted. Additionally, users can right click in any of the columns and select "Drill through" to see more details on 50058s that were rejected. The data is pulled manually from the PIC System. **The data is updated weekly and is current as of the date noted in the top right-hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh. 50058 Submission FAQs.

# PHAs with Overdue Reexams	Avg Months Overdue	# of Overdue Reexams
1988	**22**	**161K**

50058 Submissions with an Overdue Reexam >14 Months

PHA Code	PHA Name	Participant Initials	PIC Submission Date	Program Type	Last Reexam Date	Months from Last Reexam	Last Submitted 50058 Action Type	Error Status
	Redevelopment & Housing Authority	J.O.	9/2/2022	Vouchers	6/17/2021	14	1	Form Rejected
	County Housing Authority	A.B.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	County Housing Authority	K.K.	9/2/2022	Vouchers	6/17/2021	14	1	Form Rejected
	Housing Authority	J.D.	9/2/2022	Vouchers	6/16/2021	14	1	Form Rejected
	Housing Authority	G.J.	9/2/2022	Vouchers	6/15/2021	14	1	Form Rejected
	County Housing Authority	B.M.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	County Housing Authority	F.K.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	County Housing Authority	H.A.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	Housing Authority	M.P.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	Housing Authority	P.G.	9/2/2022	Vouchers	6/15/2021	14	1	Form Rejected
	Housing Authority	R.F.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	Housing Authority	M.S.	9/2/2022	Vouchers	6/11/2021	14	1	Form Rejected
	Housing Authority	S.P.	9/2/2022	Vouchers	6/1/2021	14	1	Form Rejected
	Community Development Comm	D.A.	9/2/2022	Vouchers	6/29/2021	14	1	Form Rejected
	Housing Authority	A.A.	9/2/2022	Vouchers	6/11/2021	14	1	Form Rejected
	Housing Authority	C.C.	9/2/2022	Vouchers	6/19/2021	14	1	Form Rejected

On the **Overdue Reexams Summary Report**, gather more information about why an overdue reexam was rejected by using the **drill through** feature. If a reexam shows an **Error Status** of **Form Rejected**, drill through to identify why the form was rejected and how to correct it in PIC.

6/1/2021		14	1	Form Rejected
6/1/2021	Copy >		1	Form Rejected
6/1/2021	Show as a table		1	Form Rejected
6/1/2021	Include		1	Form Rejected
6/11/2021	Exclude			Form Rejected
6/1/2021	Drill through >	Drill Down Forms Rejected		No Pending Rejections

Participant Initials	PIC Submission Date	Last Reexam Date	Months from Last Reexam	Action Type	Error Status	Rejected Ticket Number	Form Number	Error Submission Date
B.M.	9/2/2022	6/1/2021	14	1	Form Rejected	13568490	7	1/13/2022

Drill Through for Data

Overdue Reexams Monitoring

This report displays the PHAs with the most reexams overdue by at least 14 months by the total number and as a percentage of the portfolio. This information is used to effectively target technical assistance.

Metrics captured include:

- Number of unique PIC rejections for all programs

- List of PHAs with a high % of errors as compared to portfolio size

- List of PHAs with **the most errors** (largest)
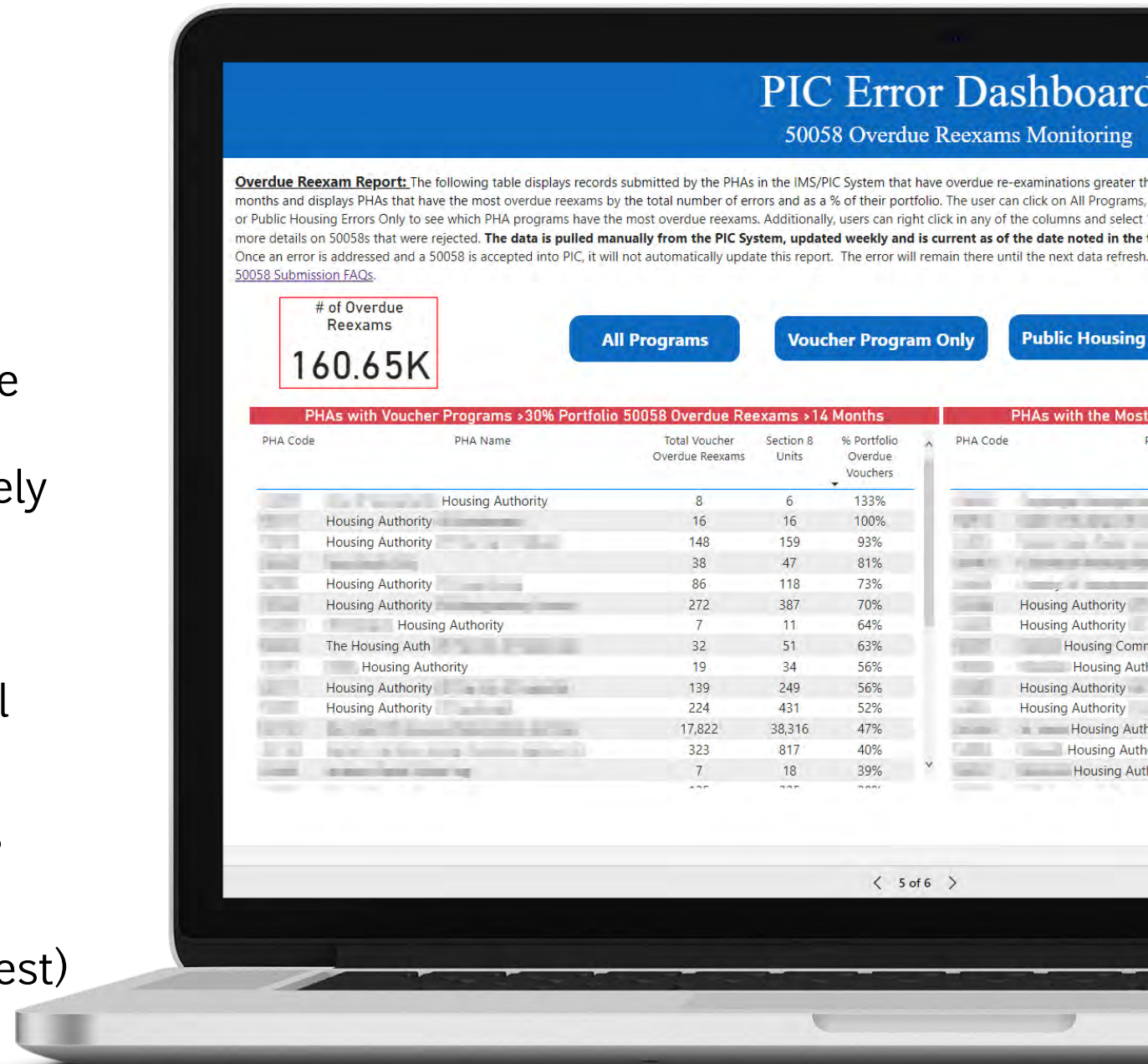
PIC Error Dashboard

50058 Overdue Reexams Monitoring

Overdue Reexam Report: The following table displays records submitted by the PHAs in the IMS/PIC System that have overdue re-examinations greater than or equal to 14 months and displays PHAs that have the most overdue reexams by the total number of errors and as a % of their portfolio. The user can click on All Programs, Voucher Errors Only, or Public Housing Errors Only to see which PHA programs have the most overdue reexams. Additionally, users can right click in any of the columns and select "Drill through" to see more details on 50058s that were rejected. **The data is pulled manually from the PIC System, updated weekly and is current as of the date noted in the top right-hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh.
50058 Submission FAQs.

Clear All Filters

of Overdue Reexams

160.65K

All Programs   **Voucher Program Only**   **Public Housing Program Only**

of Overdue Reexams in Voucher Programs

106.48K

PHAs with Voucher Programs >30% Portfolio 50058 Overdue Reexams >14 Months					PHAs with the Most Voucher Program 50058 Overdue Reexams >14 Months				
PHA Code	PHA Name	Total Voucher Overdue Reexams	Section 8 Units	% Portfolio Overdue Vouchers	PHA Code	PHA Name	Total Voucher Overdue Reexams	Section 8 Units	% Portfolio Overdue Vouchers
	Housing Authority	8	6	133%		Housing Authority	5,051	15,598	32%
	Housing Authority	16	16	100%			4,138	24,413	17%
	Housing Authority	148	159	93%			3,461	19,658	18%
		38	47	81%		Housing Authority	3,187	15,037	21%
	Housing Authority	86	118	73%		Housing Authority	2,358	13,300	18%
	Housing Authority	272	387	70%		Housing Authority	2,216	51,502	4%
	Housing Authority	7	11	64%		Housing Authority	2,172	14,616	15%
	The Housing Auth	32	51	63%		Housing Commission	1,909	6,479	29%
	Housing Authority	19	34	56%		Housing Authority	1,512	18,436	8%
	Housing Authority	139	249	56%		Housing Authority	1,448	6,960	21%
	Housing Authority	224	431	52%		Housing Authority	1,325	13,726	10%
		17,822	38,316	47%		Housing Authority	1,166	7,202	16%
		323	817	40%		Housing Authority	1,051	7,257	14%
		7	18	39%		Housing Authority	1,022	3,214	32%
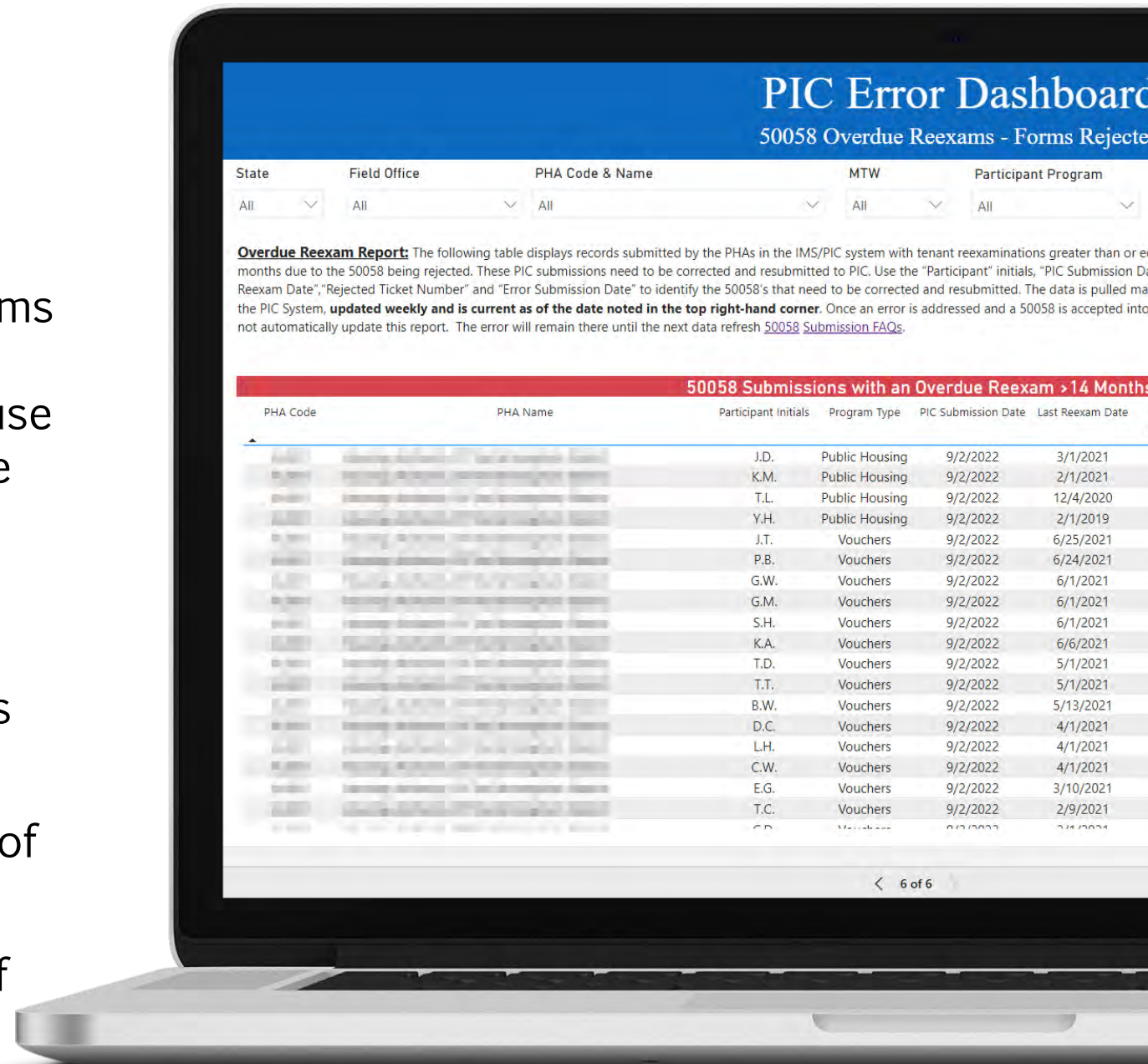
< 5 of 6 >

Overdue Reexams Forms Rejected

This report displays PHAs with overdue reexams by at least 14 months **because the submitted form was rejected due to fatal errors.** PHAs use this report to locate overdue reexams, update and fix the fatal error(s), and resubmit to PIC.

Metrics captured include:

- Number of PHAs with overdue reexams because of forms rejected

- Number of overdue reexams because of forms rejected

- List of all overdue reexams because of forms rejected

PIC Error Dashboard

50058 Overdue Reexams - Forms Rejected

State	Field Office	PHA Code & Name	MTW	Participant Program
All ⌄	All ⌄	All ⌄	All ⌄	All ⌄

Clear All Filters

Overdue Reexam Report: The following table displays records submitted by the PHAs in the IMS/PIC system with tenant reexaminations greater than or equal to 14 months due to the 50058 being rejected. These PIC submissions need to be corrected and resubmitted to PIC. Use the "Participant" initials, "PIC Submission Date", "Last Reexam Date","Rejected Ticket Number" and "Error Submission Date" to identify the 50058's that need to be corrected and resubmitted. The data is pulled manually from the PIC System, **updated weekly and is current as of the date noted in the top right-hand corner**. Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh 50058 Submission FAQs.

# PHAs with Overdue Reexams because of Forms Rejected	# of Overdue Reexams because of Forms Rejected
1053	**22K**

50058 Submissions with an Overdue Reexam >14 Months
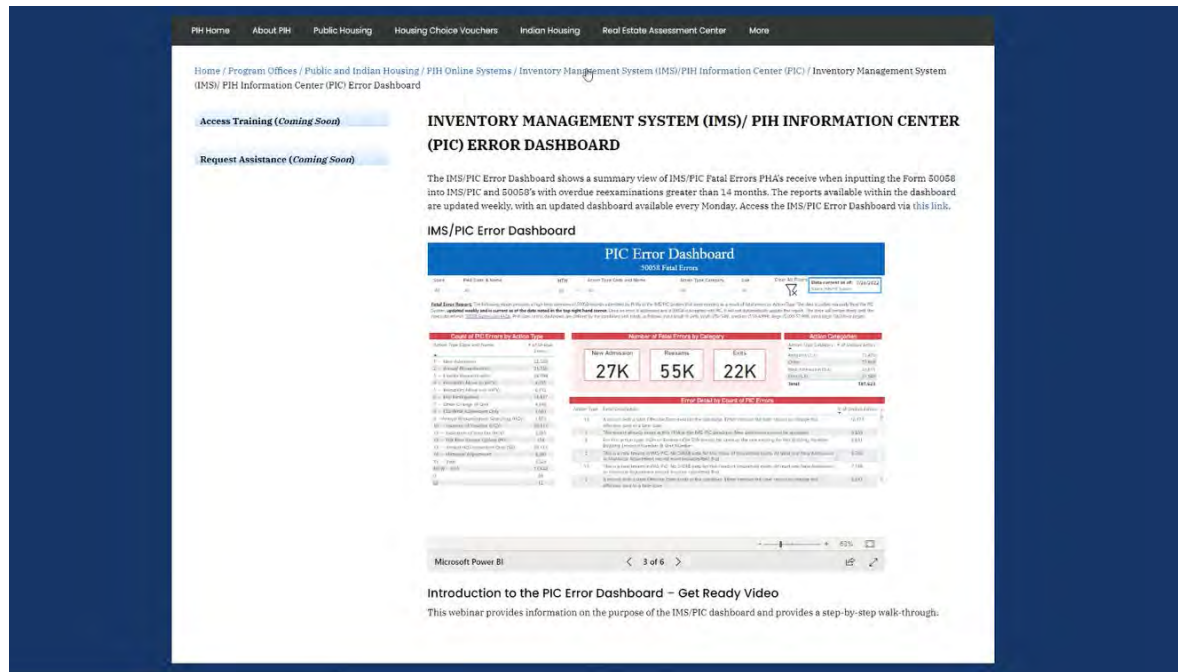
PHA Code	PHA Name	Participant Initials	Program Type	PIC Submission Date	Last Reexam Date	Months from Last Reexam	Action Type	Error Status	Rejected Ticket Number	Form Number
		J.D.	Public Housing	9/2/2022	3/1/2021	17	3	Form Rejected	14165369	1
		K.M.	Public Housing	9/2/2022	2/1/2021	18	3	Form Rejected	13928196	12
		T.L.	Public Housing	9/2/2022	12/4/2020	20	1	Form Rejected	13588134	18
		Y.H.	Public Housing	9/2/2022	2/1/2019	42	2	Form Rejected	13254216	1
		J.T.	Vouchers	9/2/2022	6/25/2021	14	1	Form Rejected	13779514	86
		P.B.	Vouchers	9/2/2022	6/24/2021	14	1	Form Rejected	13982730	328
		G.W.	Vouchers	9/2/2022	6/1/2021	14	2	Form Rejected	13779514	95
		G.M.	Vouchers	9/2/2022	6/1/2021	14	2	Form Rejected	14082886	11
		S.H.	Vouchers	9/2/2022	6/1/2021	14	3	Form Rejected	13776142	227
		K.A.	Vouchers	9/2/2022	6/6/2021	14	9	Form Rejected	13655816	271
		T.D.	Vouchers	9/2/2022	5/1/2021	15	2	Form Rejected	14166465	23
		T.T.	Vouchers	9/2/2022	5/1/2021	15	7	Form Rejected	14097716	22
		B.W.	Vouchers	9/2/2022	5/13/2021	15	9	Form Rejected	14002987	81
		D.C.	Vouchers	9/2/2022	4/1/2021	16	2	Form Rejected	14025780	63
		L.H.	Vouchers	9/2/2022	4/1/2021	16	2	Form Rejected	14166465	64
		C.W.	Vouchers	9/2/2022	4/1/2021	16	4	Form Rejected	13443189	104
		E.G.	Vouchers	9/2/2022	3/10/2021	17	1	Form Rejected	12826398	7
		T.C.	Vouchers	9/2/2022	2/9/2021	18	1	Form Rejected	14166465	13
		C.D.	Vouchers	9/2/2022	3/1/2021	19	3	Form Rejected	14166465	19

< 6 of 6 >

Overview of PIC Error Correction Process

Step 1: Access Systems

On two separate tabs or windows in a web browser, open the PIC Error Dashboard and log into PIC.

Check HUD's website to access the dashboard: hud.gov/program_offices/public_indian_housing/systems/pic/dashboard

Step 2: Filter the Dashboard

In the PIC Error Dashboard, access the Fatal Errors Summary Report. Filter by state and PHA.

Step 3: Locate the Error

Locate the error on the Fatal Errors Summary and collect the data for reference in PIC.

Fatal Error Report: The following table displays records submitted by the PHAs in the IMS/PIC system that were rejected as a result of fatal errors. These PIC submissions need to be corrected and resubmitted to PIC. Use the "PIC Submission Date," "Ticket Number," and "Form Number" to identify the 50058(s) that need to be corrected and resubmitted. This data is pulled manually from the PIC system, **updated weekly and is current as of the date noted in the top right hand corner.** Once an error is addressed and a 50058 is accepted into PIC, it will not automatically update this report. The error will remain there until the next data refresh. 50058 Submission FAQs. 50058 Special Program Codes. PHA sizes in this dashboard are defined by the combined unit totals, as follows: extra small (0-249), small (250-549), medium (550-4,999), large (5,000-57,999), extra large (58,000 or larger).

# PHAs with Fatal Errors	# Unique PIC Rejections	# PIC Ticket & 58 Forms Needing Revision
1	1	1

50058 Submissions that were Rejected in IMS/PIC System due to Fatal Errors

PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data	Special Program Codes	Error Description	Last Update Date	Form Effective Date
		61	49	74	1	3n		This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjust...	6/27/2022	3/31/2022

Reference the **Ticket Number, Form Number,** and **Error Field(s).**

Step 4: Access the Ticket in PIC
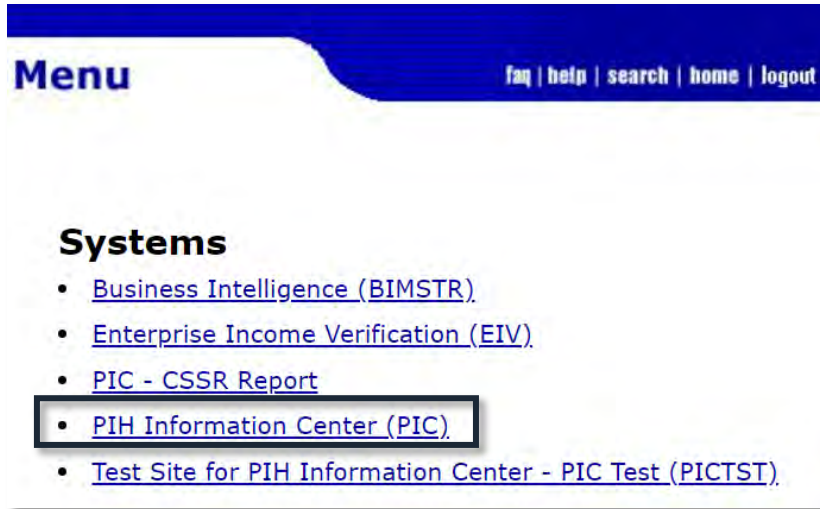
In PIC, first select **PIH Information Center (PIC)** on the home page.

Select **Submission** under the **Form 50058** heading.

Select **Report** (above Upload Data File).

Step 5: Select the Ticket in PIC

In the populated list, select the **Ticket Number** in PIC that matches the **Ticket Number** in the dashboard.

Match the **Ticket Number** in PIC and the PIC Error Dashboard.

Step 6: Open the Fatal Report

Under the **Submission Error Report Format** header, select **HTML – Fatal.**

Step 7: Locate the Specific Error

Locate the correct **Form Number.** Then, locate the **Error Number** and **Field Number.**

First, match the **Form Number** in PIC to the dashboard.

Then, verify the **Error Number** and **Field Number.**

Step 8: Correct and Submit

- Pull the family's file (electronic or paper) and open it in the system of record.

- In the system of record, identify the 50058 with the error as reported by PIC.

- Correct the error by following [HUD's guidance for PIC error correction](#).

- BEST PRACTICE: Have a manager approve the correction.

- Once the 50058 is approved, transmit the updated 50058 to PIC.

- Check the resubmission ticket in PIC to determine if the errors were corrected.

- Check the PIC Error Dashboard to ensure the error is no longer present.*

- Review PIC errors on a monthly basis (or timeframe established in the PHA's transmission policy).

    *NOTE: Repaired errors will not "fall off" the PIC Error Dashboard in real time but will be removed once the dashboard is updated (weekly).

Data current as of: 9/19/2022
Source: IMS/PIC System

PIC
ons

PIC Ticket & 58 Forms
Needing Revision

6K

127.7K

	Last Update Date	Form Effective Date
...ged.		
...his Head of ...torical	1/14/2021	6/1/2019
...base. Either	1/14/2021	6/1/2019

Conclusion & Wrap-Up

Benefits Summary

- Locate Errors Needing Correction
- Monitor Errors Requiring Attention
- Access Updated Information
- All Errors in 1 Place
- Track Common Mistakes
- Provide Transparency into Performance

Additional Resources

In addition to this webinar, PHAs will be able to access the following resources in the near future on HUD Exchange:

- **Additional webinars** designed to review specifics of using the PIC Error Dashboard and best practices for implementation

- **PIC Error Correction Guidebook** that reviews using PIC and correcting common PIC errors

- **Videos and handouts** about the most common PIC errors and correction walkthroughs

View the [PIC/IMS User Manuals](#), which provide comprehensive instruction on IMS/PIC sub-modules.

Total Unique Errors	PHA Total Unit Count	Errors as a % of Portfolio
23	13	177%
108	97	111%
66	68	97%
62	80	78%
183	244	75%
86	115	75%
350	481	73%
12	18	67%
3	5	60%
46	90	51%
137	270	51%
215	437	49%
597	1,249	48%
99	208	48%
134	283	47%

All Programs | Vouchers Err

>40% of their Portfolio Size

Use the feedback link for any outstanding questions or to provide feedback about the training.

Thank You

See HUD Exchange for additional documents and resources.