



Introducing the PIC Error Dashboard

Prepared by CVR Associates, Inc.



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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

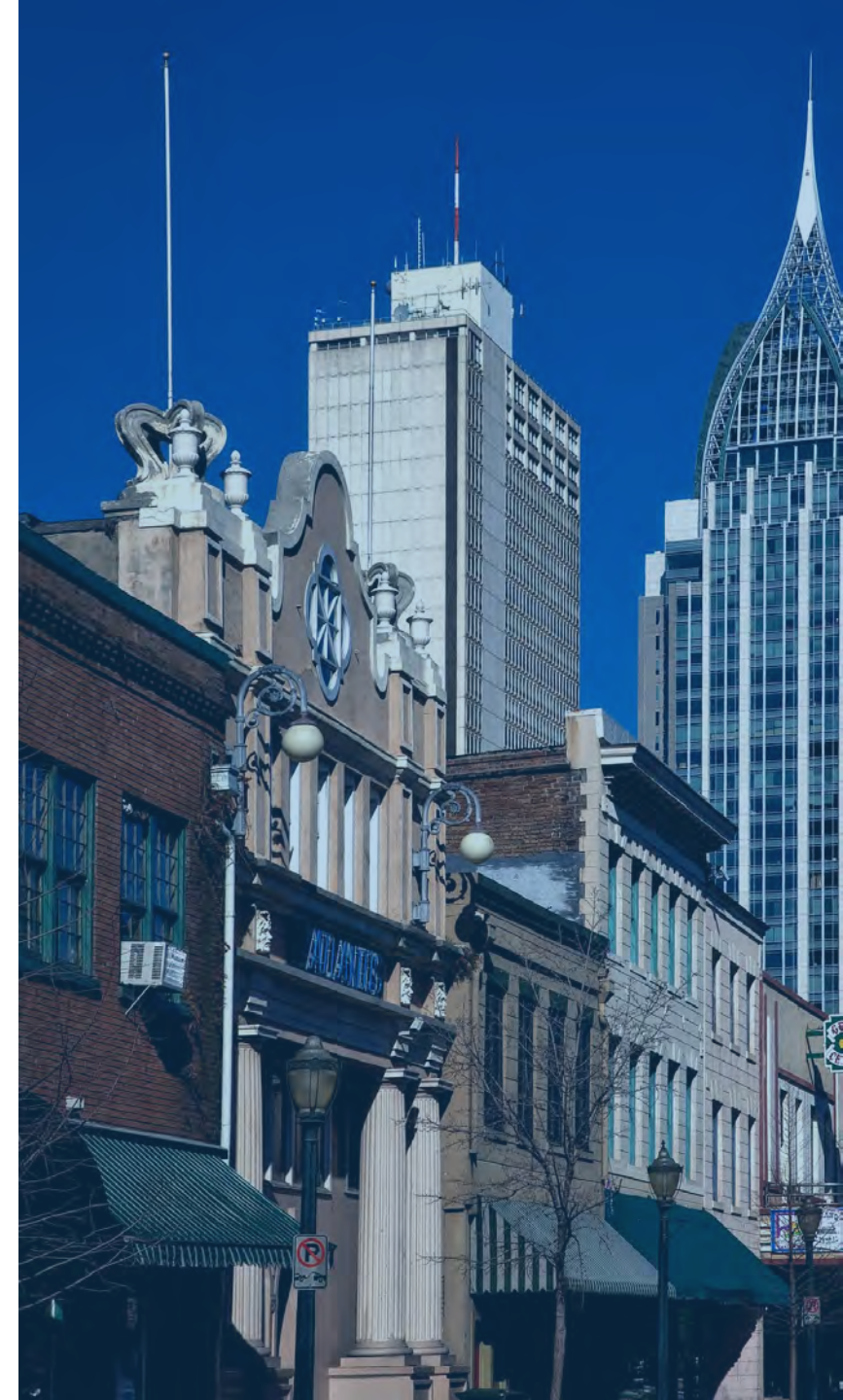
GOAL: 100% reporting rate

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

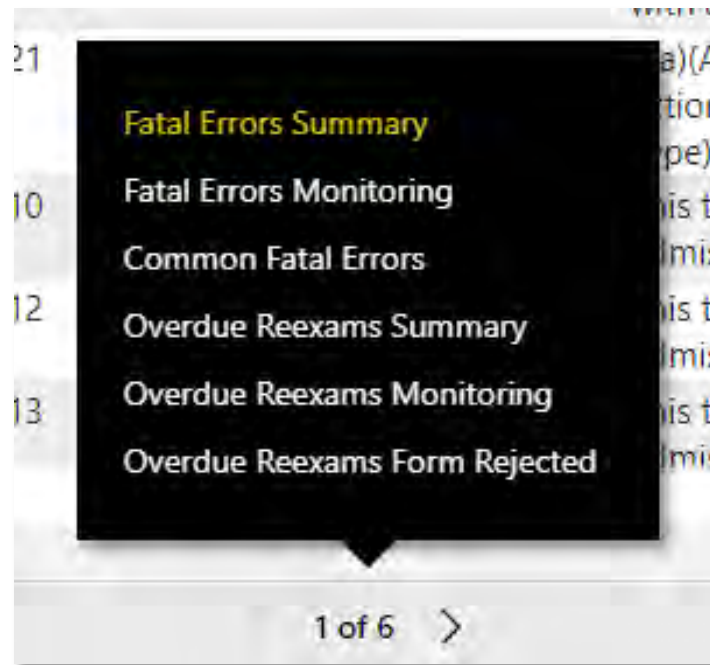
Gather insight into performance.



Reporting in the PLC 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.

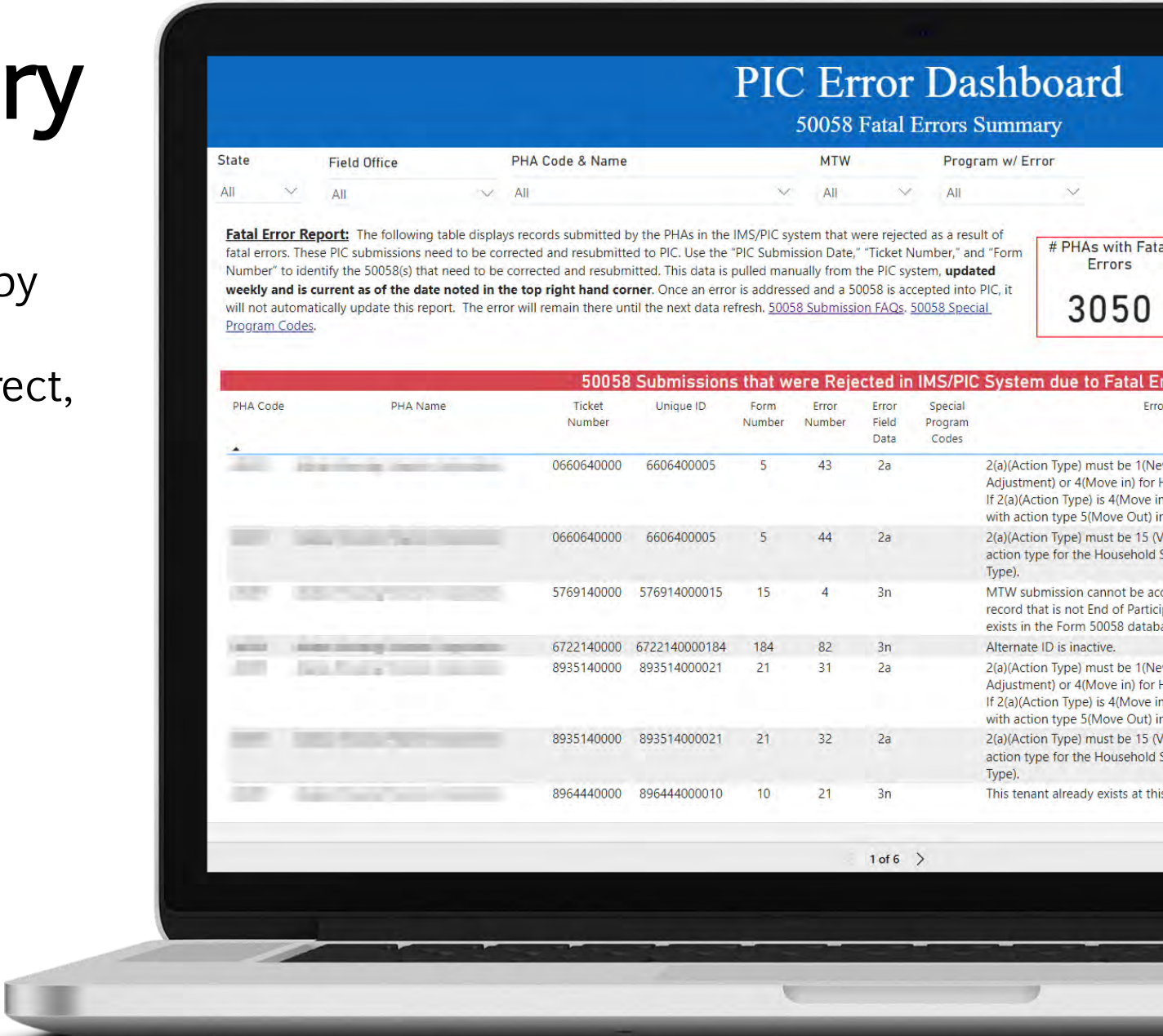


Fatal Errors Summary

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

Clear All Filters



Data current as of: 9/19/2022

Source: IMS/PIC System

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

Unique PIC Rejections

189.3K

PIC Ticket & 58 Forms Needing Revision

133.1K

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

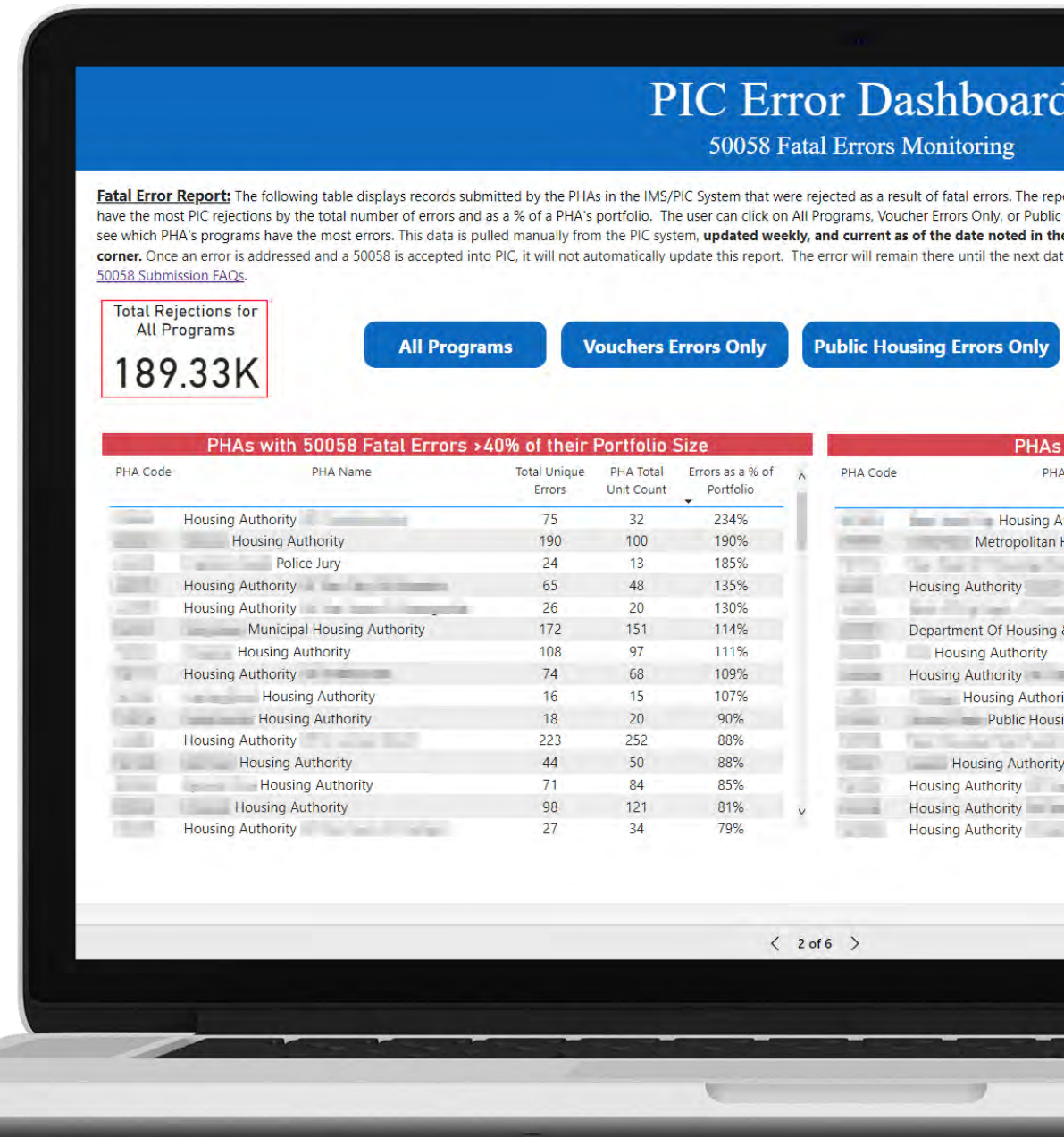
PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data	Special Program Codes	Error Description	Last Update Date	Form Effective Date
0660640000	6606400005	5	43	2a		2(a)(Action Type) must be 1(New Admission) or 14 (Historical Adjustment) or 4(Move in) for Household SSN not 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

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



Data current as of: 9/19/2022

Source: IMS/PIC System

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

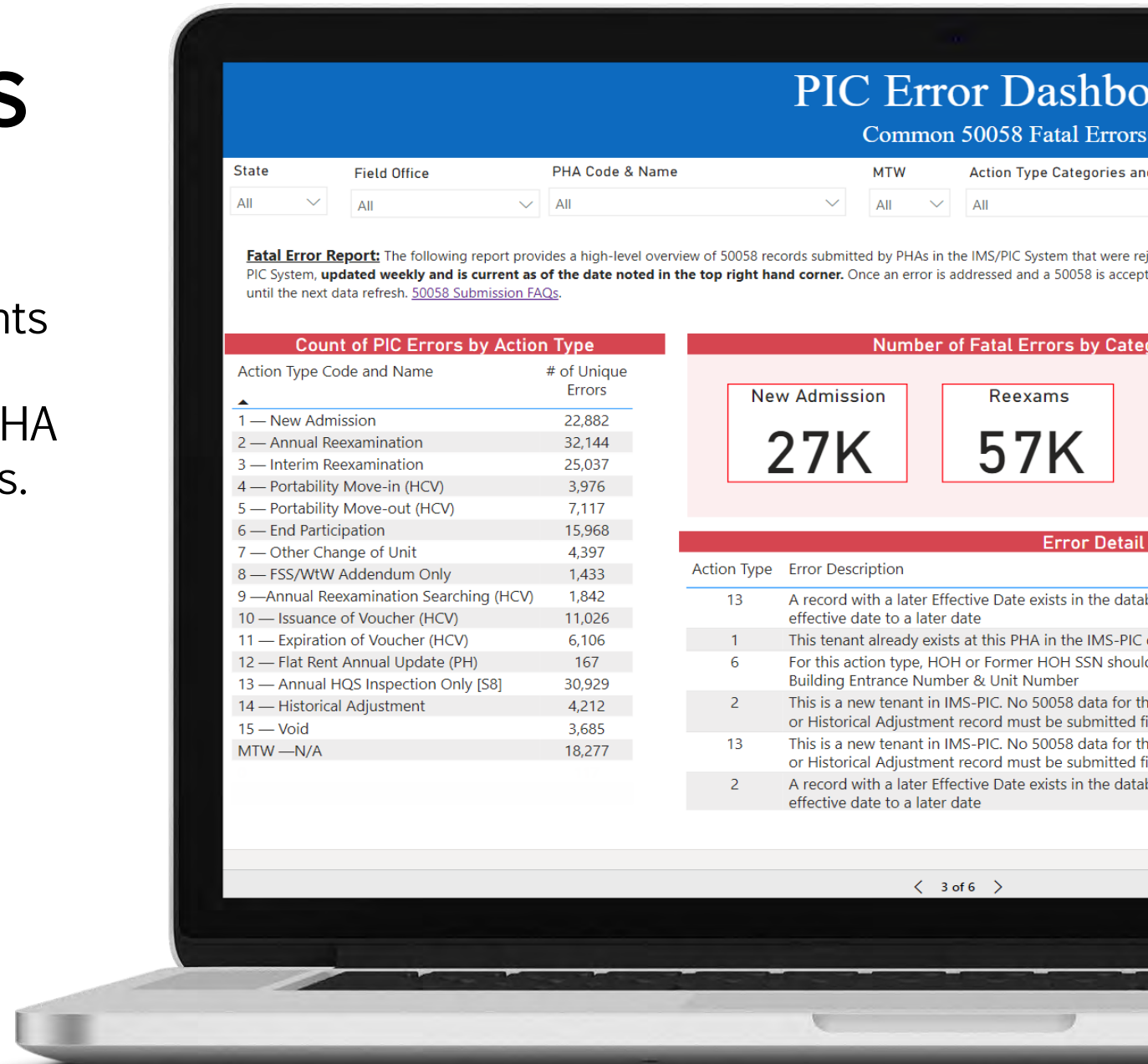
PHA Code	PHA Name	Total Unique Errors	PHA Total Unit Count	Errors as a % of Portfolio
	Housing Authority	15,672	266,964	6%
	Metropolitan Housing Authority	3,871	15,390	25%
		3,782	38,316	10%
	Housing Authority	3,130	14,054	22%
		2,949	24,413	12%
	Department Of Housing & Community Development	2,859	22,869	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

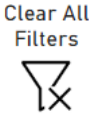
State

Field Office

PHA Code & Name

MTW

Action Type Categories and Codes



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

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

27K

Reexams

57K

Exits

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

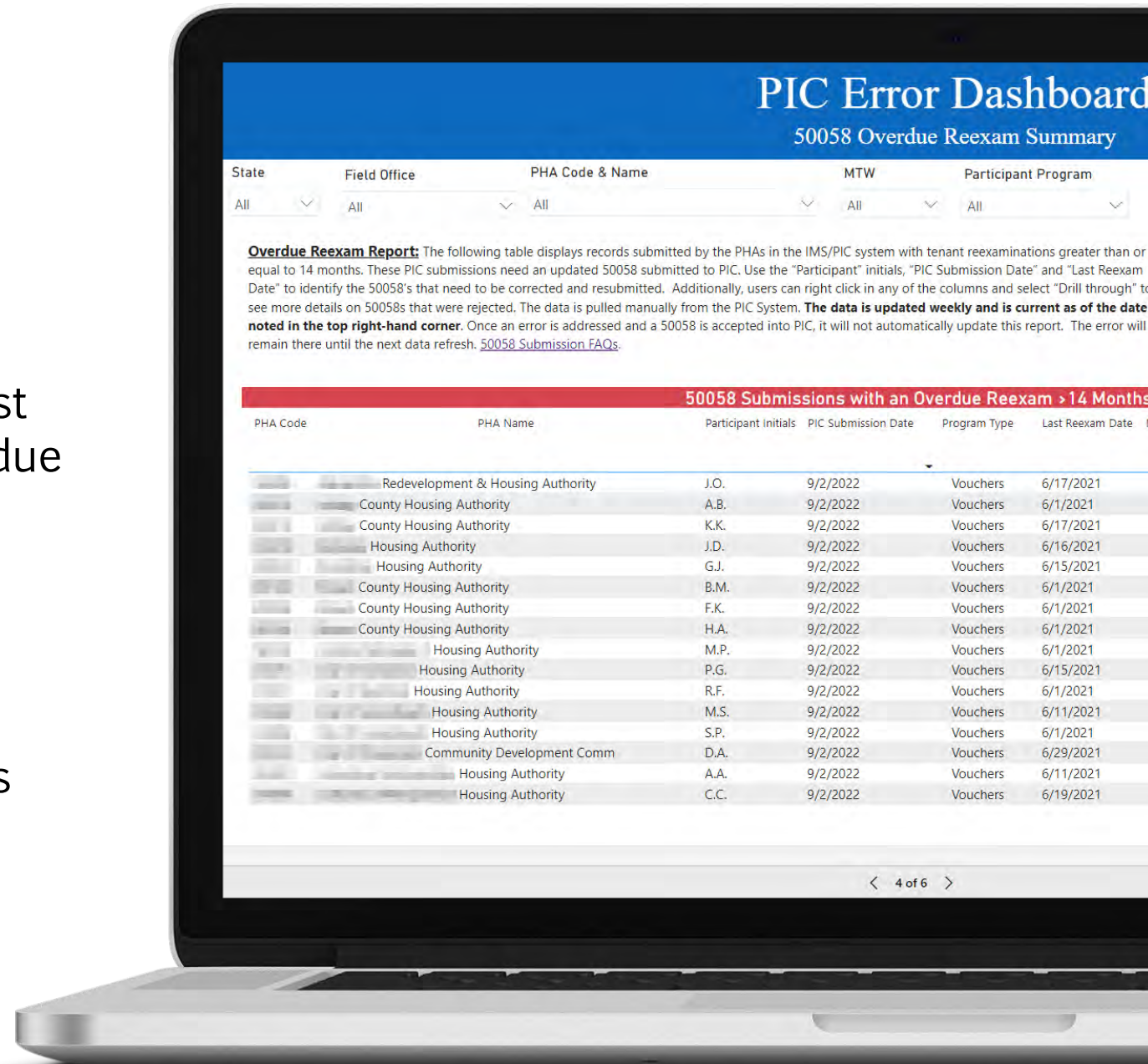
Action Type	Error Description	# of Unique Errors
13	A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date	13,624
1	This tenant already exists at this PHA in the IMS-PIC database. New admission cannot be accepted	10,060
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

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



The image shows a laptop screen displaying the 'PIC Error Dashboard' with the title '50058 Overdue Reexam Summary'. The dashboard includes a filter section at the top with dropdown menus for 'State' (All), 'Field Office' (All), 'PHA Code & Name' (All), 'MTW' (All), and 'Participant Program' (All). Below the filters is a text box explaining the 'Overdue Reexam Report', stating that it displays records submitted by PHAs in the IMS/PIC system with tenant reexaminations greater than or equal to 14 months. It provides instructions on how to use the report to identify 50058s that need to be corrected and resubmitted, and notes that the data is updated weekly and is current as of the date noted in the top right-hand corner. Below the text box is a table titled '50058 Submissions with an Overdue Reexam >14 Months'. The table has columns for 'PHA Code', 'PHA Name', 'Participant Initials', 'PIC Submission Date', 'Program Type', and 'Last Reexam Date'. The table lists 15 rows of data, showing various PHAs and their submission details.

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



PIC Error Dashboard

50058 Overdue Reexam Summary

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

Clear All
Filters



Data current as of: 9/19/2022

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

1988

Avg Months
Overdue

22

of Overdue
Reexams

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		1	Form Rejected
6/1/2021		1	Form Rejected
6/1/2021		1	Form Rejected
6/11/2021			Form Rejected
6/1/2021	14	1	Pending Rejections

Copy

Show as a table

Include

Exclude

Drill through

Drill Down Forms Rejected

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



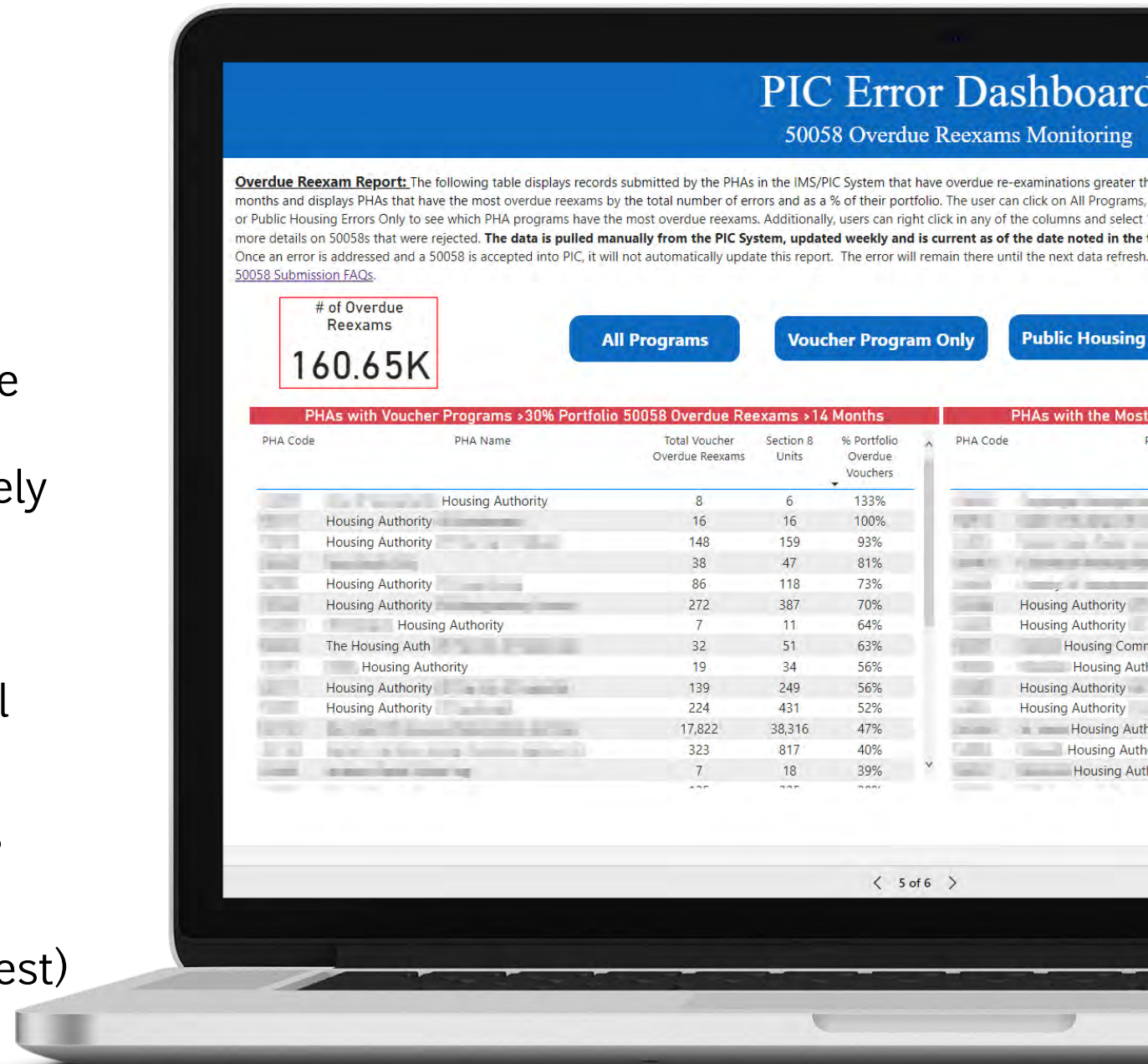
Drill Through for Data

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



Data current as of: 9/19/2022

Source: IMS/PIC System

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

PHA Code	PHA Name	Total Voucher Overdue Reexams	Section 8 Units	% Portfolio Overdue Vouchers
	Housing Authority	8	6	133%
	Housing Authority	16	16	100%
	Housing Authority	148	159	93%
		38	47	81%
	Housing Authority	86	118	73%
	Housing Authority	272	387	70%
	Housing Authority	7	11	64%
	The Housing Auth	32	51	63%
	Housing Authority	19	34	56%
	Housing Authority	139	249	56%
	Housing Authority	224	431	52%
		17,822	38,316	47%
		323	817	40%
		7	18	39%

PHAs with the Most Voucher Program 50058 Overdue Reexams >14 Months

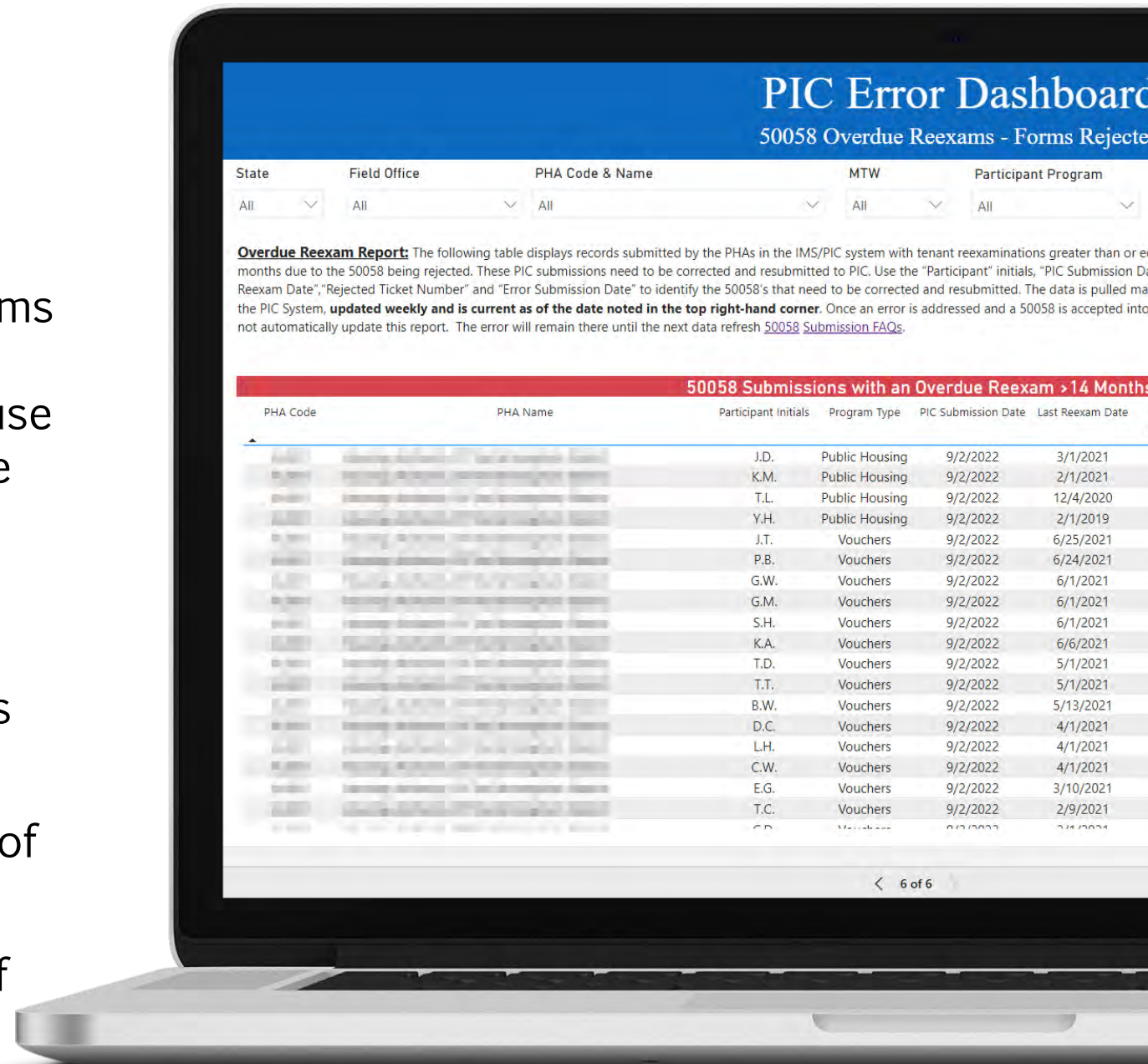
PHA Code	PHA Name	Total Voucher Overdue Reexams	Section 8 Units	% Portfolio Overdue Vouchers
	Housing Authority	5,051	15,598	32%
		4,138	24,413	17%
		3,461	19,658	18%
	Housing Authority	3,187	15,037	21%
	Housing Authority	2,358	13,300	18%
	Housing Authority	2,216	51,502	4%
	Housing Authority	2,172	14,616	15%
	Housing Commission	1,909	6,479	29%
	Housing Authority	1,512	18,436	8%
	Housing Authority	1,448	6,960	21%
	Housing Authority	1,325	13,726	10%
	Housing Authority	1,166	7,202	16%
	Housing Authority	1,051	7,257	14%
	Housing Authority	1,022	3,214	32%

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



The screenshot shows the 'PIC Error Dashboard' with the title '50058 Overdue Reexams - Forms Rejected'. It features a filter bar with dropdowns for State, Field Office, PHA Code & Name, MTW, and Participant Program, all set to 'All'. Below the filters is an 'Overdue Reexam Report' section with a detailed explanation of the data. The main part of the dashboard is a table titled '50058 Submissions with an Overdue Reexam >14 Months'. The table has columns for PHA Code, PHA Name, Participant Initials, Program Type, PIC Submission Date, and Last Reexam Date. The data is sorted by Last Reexam Date in descending order.

PHA Code	PHA Name	Participant Initials	Program Type	PIC Submission Date	Last Reexam Date
PH001	PH001 PHA Name	J.D.	Public Housing	9/2/2022	3/1/2021
PH002	PH002 PHA Name	K.M.	Public Housing	9/2/2022	2/1/2021
PH003	PH003 PHA Name	T.L.	Public Housing	9/2/2022	12/4/2020
PH004	PH004 PHA Name	Y.H.	Public Housing	9/2/2022	2/1/2019
PH005	PH005 PHA Name	J.T.	Vouchers	9/2/2022	6/25/2021
PH006	PH006 PHA Name	P.B.	Vouchers	9/2/2022	6/24/2021
PH007	PH007 PHA Name	G.W.	Vouchers	9/2/2022	6/1/2021
PH008	PH008 PHA Name	G.M.	Vouchers	9/2/2022	6/1/2021
PH009	PH009 PHA Name	S.H.	Vouchers	9/2/2022	6/1/2021
PH010	PH010 PHA Name	K.A.	Vouchers	9/2/2022	6/6/2021
PH011	PH011 PHA Name	T.D.	Vouchers	9/2/2022	5/1/2021
PH012	PH012 PHA Name	T.T.	Vouchers	9/2/2022	5/1/2021
PH013	PH013 PHA Name	B.W.	Vouchers	9/2/2022	5/13/2021
PH014	PH014 PHA Name	D.C.	Vouchers	9/2/2022	4/1/2021
PH015	PH015 PHA Name	L.H.	Vouchers	9/2/2022	4/1/2021
PH016	PH016 PHA Name	C.W.	Vouchers	9/2/2022	4/1/2021
PH017	PH017 PHA Name	E.G.	Vouchers	9/2/2022	3/10/2021
PH018	PH018 PHA Name	T.C.	Vouchers	9/2/2022	2/9/2021
PH019	PH019 PHA Name	G.D.	Vouchers	9/2/2022	2/1/2021



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



Data current as of: 9/19/2022
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 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

1053

of Overdue
Reexams because of
Forms Rejected

22K

50058 Submissions with an Overdue Reexam > 14 Months

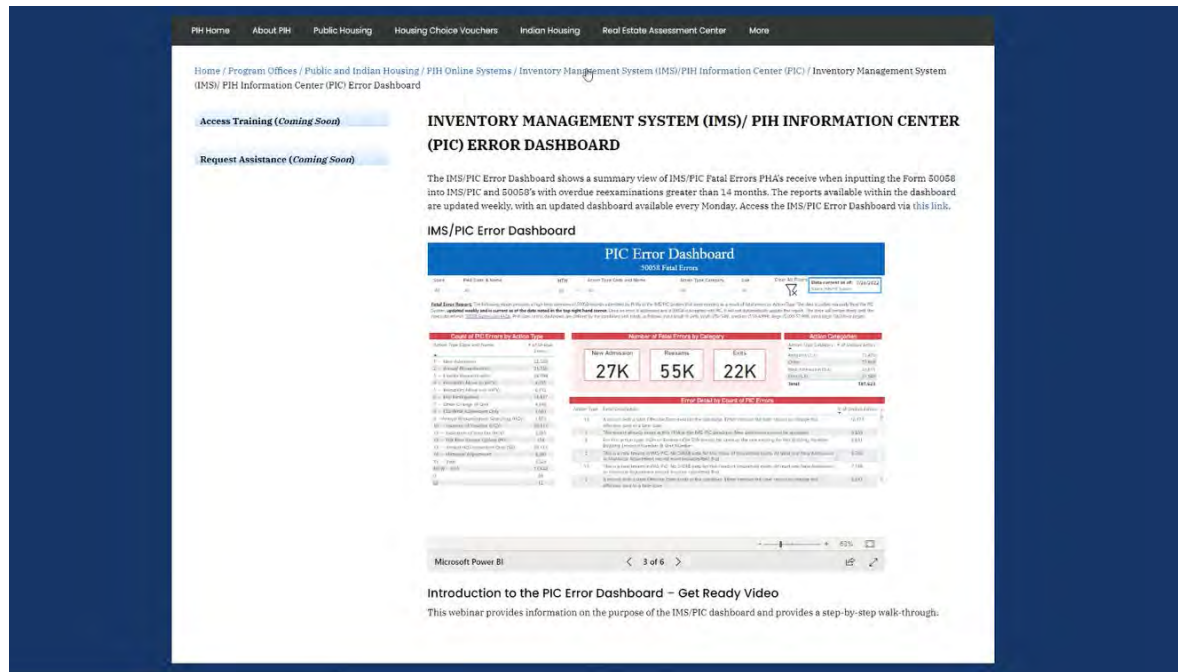
PHA Code	PHA Name	Participant Initials	Program Type	PIC Submission Date	Last Reexam Date	Months from Last Reexam	Action Type	Error Status	Rejected Ticket Number	Form Number
00001	Public Housing	J.D.	Public Housing	9/2/2022	3/1/2021	17	3	Form Rejected	14165369	1
00002	Public Housing	K.M.	Public Housing	9/2/2022	2/1/2021	18	3	Form Rejected	13928196	12
00003	Public Housing	T.L.	Public Housing	9/2/2022	12/4/2020	20	1	Form Rejected	13588134	18
00004	Public Housing	Y.H.	Public Housing	9/2/2022	2/1/2019	42	2	Form Rejected	13254216	1
00005	Vouchers	J.T.	Vouchers	9/2/2022	6/25/2021	14	1	Form Rejected	13779514	86
00006	Vouchers	P.B.	Vouchers	9/2/2022	6/24/2021	14	1	Form Rejected	13982730	328
00007	Vouchers	G.W.	Vouchers	9/2/2022	6/1/2021	14	2	Form Rejected	13779514	95
00008	Vouchers	G.M.	Vouchers	9/2/2022	6/1/2021	14	2	Form Rejected	14082886	11
00009	Vouchers	S.H.	Vouchers	9/2/2022	6/1/2021	14	3	Form Rejected	13776142	227
00010	Vouchers	K.A.	Vouchers	9/2/2022	6/6/2021	14	9	Form Rejected	13655816	271
00011	Vouchers	T.D.	Vouchers	9/2/2022	5/1/2021	15	2	Form Rejected	14166465	23
00012	Vouchers	T.T.	Vouchers	9/2/2022	5/1/2021	15	7	Form Rejected	14097716	22
00013	Vouchers	B.W.	Vouchers	9/2/2022	5/13/2021	15	9	Form Rejected	14002987	81
00014	Vouchers	D.C.	Vouchers	9/2/2022	4/1/2021	16	2	Form Rejected	14025780	63
00015	Vouchers	L.H.	Vouchers	9/2/2022	4/1/2021	16	2	Form Rejected	14166465	64
00016	Vouchers	C.W.	Vouchers	9/2/2022	4/1/2021	16	4	Form Rejected	13443189	104
00017	Vouchers	E.G.	Vouchers	9/2/2022	3/10/2021	17	1	Form Rejected	12826398	7
00018	Vouchers	T.C.	Vouchers	9/2/2022	2/9/2021	18	1	Form Rejected	14166465	13
00019	Vouchers	C.D.	Vouchers	9/2/2022	2/1/2021	18	2	Form Rejected	14166465	10



Overview of PLC 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.



INVENTORY MANAGEMENT SYSTEM (IMS)/ PIH INFORMATION CENTER (PIC) ERROR DASHBOARD

The IMS/PIC Error Dashboard shows a summary view of IMS/PIC Fatal Errors PHAs receive when inputting the Form 50056 into IMS/PIC and 50059 with overdue reexaminations greater than 14 months. The reports available within the dashboard are updated weekly, with an updated dashboard available every Monday. Access the IMS/PIC Error Dashboard via this link.

IMS/PIC Error Dashboard

PIC Error Dashboard
30056 Fatal Errors

Error Type	Count
1 - Invalid PHA Number	27K
2 - Invalid PHA Number	55K
3 - Invalid PHA Number	22K

Microsoft Power BI

Introduction to the PIC Error Dashboard - Get Ready Video
This webinar provides information on the purpose of the IMS/PIC dashboard and provides a step-by-step walk-through.



Secure Systems

Main Menu

faq | help | search | home | logout

Welcome

system administration

- [Password Change](#)

systems

- [Business Intelligence \(BIMSTR\)](#)
- [Enterprise Income Verification \(EIV\)](#)
- [PIC - CSSR Report](#)
- [PIH Information Center \(PIC\)](#)
- [Test Site for PIH Information Center - PIC Test \(PICTST\)](#)

System Administration

- [Password Change](#)

Content updated January 6, 2018

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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.

A screenshot of the PIC Error Dashboard interface. At the top, there are three filter sections: "State" with a dropdown menu showing "WI", "Field Office" with a dropdown menu showing "All", and "PHA Code & Name" with a dropdown menu showing "All". Below these filters, there is a section titled "Fatal Error Report:" followed by a paragraph of text explaining that the table displays fatal errors and that PIC submissions need to be corrected. The text mentions "Number" to identify the 50058(s) that need to be corrected and states that the report is updated weekly and is current as of the date noted in the report. Below the text, there is a red horizontal bar. At the bottom, there are two columns labeled "PHA Code" and "PHA Name". On the right side, there is a list of PHA codes (WIO) with checkboxes next to them, indicating a selection process.

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

1

Unique PIC Rejections

1

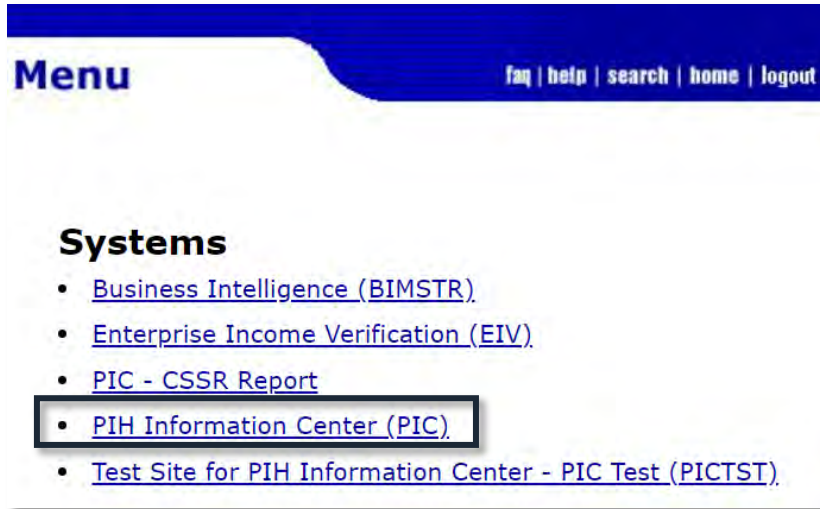
PIC Ticket & 58 Forms
Needing Revision

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
00000	State of Maryland	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.

Tenant ID Management Logoff	Recent Submissions			
	Records 1 to 50 of 4670			
	Ticket Number ▲	File Name ▲	Upload Date Time	Status
	65	01.asc	05/31/2022 17:45:02.020	Complete
	61	46.asc	05/31/2022 17:44:31.647	Complete
	96	2022.ASC	05/31/2022 17:36:18.430	Complete

50058 Submissions that were Rejected									
PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data	Special Program Codes	Last Update Date	Form Effective Date
0000	...	61	49	74	1	3n		6/27/2022	3/31/2022

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**.

A screenshot of a web application interface for generating error reports. At the top, there are tabs for "Upload" and "Report", with "Report" being the active tab. Below the tabs is a "View Report" link and a "Frequent Errors" section. The main area displays "Form 50058 Report Details" with fields for "Field Office:", "Housing Authority:", "Submission Date: 2022-05-26", "Submission Time: 16:10:18", "Submission Filename: 14.asc", and "Ticket Number: 53". Below this is a "Submission Error Report Format" section with a list of options: HTML, HTML - WARNING, HTML - FATAL, XML, CSV, TXT, and ANALYSIS. The "HTML - FATAL" option is highlighted with a black rectangular box. To the right of each format option is a brief description of what the report will contain.

Submission Error Report Format	
HTML	HTML representation of the Entire Error report
HTML - WARNING	HTML representation of the Warnings only
HTML - FATAL	HTML representation of the Fatal Errors only
XML	XML representation of the Error report
CSV	Comma Separated Values -- can be viewed in MS-Excel
TXT	Text representation of the Error Report
ANALYSIS	Analysis Report on Error Messages

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.

Validations against the Technical Reference Guide have been performed.
Validations against the MTCS Database have been performed.

Form Number : 74

Last Name
SSN
Program Type VO
Effective Date 10-01-2021
PHA USE ONLY

Error Number: 1 **Field Number: 3n**
Error Message
FATAL: 4174 - This is a new submission first

Rec Nbr in Error	Section
000323	B

Form Number : 78

50058 Submissions that we						
PHA Code	PHA Name	Ticket Number	Unique ID	Form Number	Error Number	Error Field Data
	Housing Authority	61	49	74	1	3n

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).

A screenshot of the PIC Error Dashboard interface. At the top, a blue header bar is visible. Below it, a white box contains the text "Data current as of: 9/19/2022" and "Source: IMS/PIC System". To the left, a red-bordered box displays "6K" under the heading "PIC Errors". To the right, another red-bordered box displays "127.7K" under the heading "# PIC Ticket & 58 Forms Needing Revision". Below these, a table with a red header bar shows columns for "Last Update Date" and "Form Effective Date". The table contains two rows of data, with the first row showing "1/14/2021" and "6/1/2019".

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

All Programs		
Vouchers Error		
40% of their Portfolio Size		
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%



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.