

# Effective HCV Program Management for SEMAP Success

MODULE 2: Overview of  
SEMAP Indicators





**Module 1: Introduction**

**Module 2: Overview of Indicators**

**Module 3: Intake & Eligibility**

**Module 4: Leasing**

**Module 5: HQS, SPV, VMS & Summary**



# SEMAP Indicators Overview

# SEMAP Indicators Measure



- How much of the funding is being used;
- Whether the agency is complying with regulations regarding rent reasonableness, HQS and reexaminations;
- Whether transactions are timely;
- Whether the rent calculations are accurate and
- Whether there is documentation to support them.

# Indicator 1 – Selection from Wait List



## Performance Standard

- Written policies for selecting applicants from the Waiting List
- Demonstrate that at least 98% of families were selected in accordance with the policies.

## Confirmation

- File samples of families selected from waitlist:
  1. Applicants who were identified to receive a voucher but were determined to be ineligible or did not respond; and
  2. New voucher families that were issued a voucher and leased a unit during the year.
- Universe for both samples based on the number of new admissions during FY

# Indicator 1 – Selection from Wait List



## Questions for the PHA for Success

- Does Administrative Plan define how families will be selected, i.e. preferences, ranking, etc.?
- Does the application for assistance capture the necessary information to adhere to Administrative Plan policy regarding waitlist placement and selection?
- Do the files contain proof of preference for admissions?
- For applicants that reached the top of the wait list but were not selected, does the PHA have supporting documentation?
- For applicants that were selected, were they selected in the proper order?

# Indicator 2 – Rent Reasonableness



## Performance Standard

- The PHA has an adequate written method for determining rent reasonableness and completes rent reasonableness determinations when required:
  - At initial leasing
  - Rent increases
  - If there is a 10% decrease in Fair Market Rents in effect 60 days before the HAP Contract anniversary

## Confirmation

- Review of Administrative Plan and SOP
- File Sample from all assisted families during FY
  - Files in the sample which did not require rent reasonableness performed are considered in compliance)

# Indicator 2 – Rent Reasonableness



## Questions for PHA Success

- Does the Administrative Plan have a methodology for comparing units?
- Does the documentation on file support the methodology?
- Are rent reasonableness determinations being performed when required?
- Do the rents approved support the methodology?



# Indicator 3 – Determination of Adjusted Income



## Performance Standard

- At the time of admission and reexamination
  - PHA properly obtained third party verification of adjusted income or documented why third party verification was not available
  - PHA used the verified information in determining adjusted income; properly attributed allowances for expenses
  - PHA used the appropriate utility allowances for the unit leased in determining the gross rent

## Confirmation

- File reviews of a sample from all units under HAP during FY

# Indicator 3 – Determination of Adjusted Income



## Questions for PHA Success

- Does the Administrative Plan contain verification procedures?
- Was the household income supported by appropriate verification?
- Was the adjusted income correctly calculated?
- Was the correct payment standard used?
- Was the correct utility allowance used based on Request for Tenancy Approval (RFTA), lease and HAP contract? Do they all match?

# Indicator 4 – Utility Allowance Schedule



## Performance Standard

- Review of utility rates annually
- Review of utility allowances if rates change by more than 10% since last revision.

## Confirmation

- Review of utility allowance schedule

# Indicator 4 – Utility Allowance Schedule



## Questions for PHA Success

- Does the PHA review UA schedule annually?
- Does the PHA adjust the schedule when there is a change of 10% or more in the rates since the last time it was reviewed?

# Indicator 5 – HQS QC Inspections



## Performance Standard

- Re-inspection of units to ensure compliance and consistency among inspection staff
- No more than 3 months from original inspection
- Performed by PHA supervisor or other qualified person

## Confirmation

- File reviews of a sample from all units under HAP during FY

# Indicator 5 – HQS QC Inspections



## Questions for PHA Success

- Does the methodology for selecting units ensure that the sample was selected properly?
- Was there a cross-section of neighborhoods selected from re-inspection?
- Was there a cross-section of HQS inspectors selected from re-inspection?
- Is there a copy of the initial and the QC inspection in the file?

# Indicator 6 – HQS Enforcement



## Performance Standard

- For at least 98% of the sample
  - all cited life-threatening deficiencies were corrected within 24 hours
  - non-life threatening deficiencies within 30 days
  - OR the PHA abated HAP payments beginning no later than the first of the month following the specified correction period.

## Confirmation

- File reviews of a sample from all failed inspections during FY
- HAP register to determine if units were property abated

# Indicator 6 – HQS Enforcement



## Questions for PHA Success

- Does the Administrative Plan contain HQS enforcement policies/procedures?
- For each unit that failed inspection, was there a written notification to owner and tenant identifying action required?
- Was there verification that supports that HQS deficiencies were corrected in a timely manner?
- If deficiencies not corrected, was rent abated and/or HAP contract terminated? Is this reflected in HAP register?



# Indicator 7 – Expanding Housing Opportunities



## Performance Standard

- Only applies to PHAs with jurisdiction in Metropolitan FMR Area
- Written policy and documentation that shows PHA has taken action to encourage participation of owners in low poverty areas or areas with low concentration of minorities

## Confirmation

- Review of Administrative Plan and participant briefing packet

# Indicator 7 – Expanding Housing Opportunities



## Questions for PHA Success

- Can PHA document that it implements policy to encourage participation of owners that have units outside of areas of poverty or minority concentration?
- Does PHA have maps delineating areas outside of poverty or minority concentration?
- Does PHA use prepared information on units, services, job opportunities, schools, transportation in non-impacted areas?
- Does PHA include information about non-poverty areas in briefing packet?
- Does the PHA include information on portability in its briefing packet?
- Is there an analysis of voucher holder success in finding units in non-impacted areas?
- Has the PHA analyzed barriers to moving to the areas and considered the appropriateness of seeking exception payment standards?

# Indicator 8 – FMR Limit & Payment Standards



## Performance Standard

- PHA payment standards are no more than 110% (and no less than 90%) of the current Fair Market Rent, unless approved by HUD.

## Confirmation

- Review of Administrative Plan and most recent payment standard schedule

# Indicator 8 – FMR Limit & Payment Standards



## Questions for PHA Success

- Does PHA review its payment standard schedule to make sure it aligns with the published FMRs?
- Are the payment standards within 90-110% of FMRs?
- Did the PHA use the correct current HUD-published FMR to calculate the payment standard?

# Indicator 9 – Timely Annual Reexaminations



## Performance Standard

- Under 5% of all reexaminations are no more than 2 months overdue = 10 points
- 5% - 10% all reexaminations are no more than 2 months overdue = 5 points

## Confirmation

- Based on 50058 records uploaded and accepted into the MTCS PIC database

# Indicator 9 – Timely Annual Reexaminations



## Questions for PHA Success

- Does the PHA have a process in place to ensure that reexams are completed within 12 months of the prior reexam?
- Is the PHA tracking the completion of reexams as well as delinquent reexams?
- Does PHA maintain PIC reporting rate at 95% or more?
- Does the PHA have a procedure to correct PIC errors to ensure that transactions are uploading?
- Does the PHA monitor this PIC indicator regularly?
- Does PHA monitor reporting rates by comparing PICs Delinquency report and Ad Hoc reports with VMS for same timeframe?

# Indicator 10 – Correct Tenant Rent Calculations



## Performance Standards

- 98% of tenant rent calculations must be correct - 5 points
- Related to Indicator 3—if adjusted income not correct, many times the tenant rent portion will also be wrong

## Confirmation

- PIC report showing percentage of correct transactions

# Indicator 10 – Correct Tenant Rent Calculations



## Questions for PHA Success

- What does the PHA do to ensure accurate rent calculations?
- Was the adjusted income correctly calculated?
- Was the correct payment standard used?
- Was the correct utility allowance used?



# Indicator 11 – Pre-Contract HQS Inspections



## Performance Standard

- Prior to lease up and HAP execution
- 98% units with passed HQS inspections

## Confirmation

- PIC report indicating passed HQS and HAP effective date

# Indicator 11 – Pre-Contract HQS Inspections



## Questions for PHA Success

- How does the PHA track move-ins (new admissions, moves and port-ins) to make sure there is a passed inspection prior to HAP execution and lease up?

# Indicator 12 – Annual HQS Inspections



## Performance Indicator

- Annual inspections must be completed once every 12 months
  - For PHAs with biennial inspections, every 2 years
  - 95% = 10 points
  - 90% = 5 points

## Confirmation

- PIC report indicating date of last annual inspection

# Indicator 12 – Annual HQS Inspections



## Questions for PHA success

- What procedures are in place to ensure that every leased unit is inspected annually?
- Are inspections uploaded to PIC on a timely basis?
- How does the PHA deal with no-show or no-access inspections?

# Indicator 13 – Lease-up



## Performance Standard

- Percentage of units leased in the program against ACC unit allocation, *or*
- \$ spent against Budget allocation
- 98% = 20 points
- 95-97% = 15 points

## Confirmation

- VMS data reflecting number of units leased
- FMC data reflecting budget expended

# Indicator 13 – Lease-up



## Questions for PHA success

- Is the PHA using the 2-year tool or other method to regularly determine utilization rates?
- Does the PHA have procedures to conduct an efficient lease up process when the PHA is under leased?
- Does the PHA restate VMS so that units leased are accurately represented in VMS?

# Indicator 14 – FSS Enrollment & Escrow



## Performance Standards

- 2 components
  - required number of families in the program
  - percentage of FSS participants with escrows
- 80% of required slots or more of FSS participants, 30% with escrow=10 points
- 60-79% of required slots filled with 30% escrow= 8 points
- 60-79% of required slots filled and less than 30% escrow=3 points

## Confirmation

- PIC report indicating enrollees and escrow amounts

# Indicator 14 – FSS Enrollment & Escrow



## Questions for PHA success

- Does the PHA have a strong recruitment program to engage potential enrollees?
- Does the PHA have strong marketing materials that effectively explain the program and its benefits?
- Does the PHA engage current enrollees, celebrate successes and maintain close contact with them in order to encourage continued participation?
- Does the PHA have strong partners and a community presence that provides FSS enrollees with the support they need to obtain education and better employment so that they can have escrow accounts?



# Indicator 15 – Deconcentration Bonus



This is an optional indicator and only applies to PHAs with jurisdiction in a Metropolitan FMR area.

## Performance Standard

- The PHA must meet one of three criteria to qualify for the points:
  - Half or more of all HCV families with children assisted by the PHA in its principal operating area resided in low poverty census tracts at the end of the last PHA FY;
  - The percent of HCV mover families with children who moved to low poverty census tracts in the PHA's operating area during the last PHA FY is at least two percentage points higher than the percent of all HCV families with children who resided in low poverty census tracts at the end of the last PHA FY;
  - Same as (2), but during the last two PHA fiscal years.

## Confirmation

- The PHA must respond to questions using data from its system of record about participant moves and census tracts.

# Indicator 15 – Deconcentration Bonus



## Questions for PHA Success

- Is the PHA in a Metropolitan FMR area?
- Does the PHA have information in its voucher briefing packet about low-poverty areas including information about schools, transportation, large employers in the area, cost of living, etc.?
- Does the PHA have an outreach program to attract landlords in low poverty areas?



**End of  
Module 2**