Learning Activity 3-1: PIC Cases

GROUP ACTIVITY

Directions: Divide into three groups. Group 1 will take cases 1-3; group 2 will take cases 4-6; and group 3 will take cases 7-9.

Decide what the PHA should do in each case.

If you finish your three assigned cases before the time is up, proceed to the other cases

EXAMPLE

Verna Van was admitted to the HCV program on 10/31/22. When her Annual Reexamination was transmitted to PIC, the following error message was received: *Verification failed—Surname matched, but date of birth did not match with SSA records 01/09/1958*. Original 50058 that was submitted shows a birth date of 01/09/1955.

What should the PHA do?

CASE STUDY 1

Sally Smith is a participant in the Housing Choice Voucher program. She ported into the Big City Housing Authority and her Port In (action code 4) was effective 09/04/18. Her 2019 annual reexamination was processed on 07/11/19 and made effective 09/01/19. After it was submitted to PIC, the following error message was received: 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 must be submitted first. What should the PHA do?

Sally Smith is not in PIC. This could be for various reasons: The IHA submitted

an End of Participation (action code 6) before the RHA processed its Port In (Action

Code 4) has a later effective date of than the IHA's Port Out (action code #5) (i.e. Code 5

is effective 9/30/2018 but code 4 is effective 09/04/2018); the family was an applicant at the

IHA and should have been a New Admission (action code 1). The reality is the error/issue

should have been resolved in 2018 but it now must be corrected in 2019. The PHA should

submit a Historical Adjustment (action code 14) to get the family into PIC. Then they

should resubmit the 09/01/19 annual reexamination.

CASE STUDY 2

Rebecca Davis had her annual reexamination processed on 07/13/17 and it was effective 09/01/17. The owner submitted a rent increase on 05/15/17 requesting an effective date of 08/01/17. The rent increase was not processed timely. The PHA can approve the rent increase based on policy and the gross rent is still below the payment standard. Therefore, the tenant portion will not increase, and the RI can be processed retroactively. It was processed on 08/13/17 and was made effective 08/01/17. The 50058 with the rent increase received the following error message: 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. What should the PHA do?

This is a sequential error. Because the effective date of the rent increase is

prior to the annual reexamination, it is being rejected since it is out of order. This should be

corrected by voiding the 09/01/17 annual reexamination; then submitting the rent increase

effective 08/01/17, and then resubmitting the 09/01/17 annual reexamination.

CASE STUDY 3

Maria Garcia was the head of household in the voucher program and lived with her son, Juan Garcia. In March of 2017, she passed away. Juan Garcia wished to fulfill the responsibilities of head of household as a remaining family member. An interim was processed effective 04/01/17 removing Maria and promoting Juan to head of household. Juan attended his annual reexamination interview on 07/15/17; it was processed on 08/11/17 and made effective 10/01/17. When the 10/01/17 annual was submitted to PIC, the following error message was received: 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 must be submitted first. What should the PHA do?

Check the 04/01/17 interim reexamination. It's likely that <u>line 3W</u> of the

50058 (Former Head of Household SSN) was not populated with the 04/01/17 interim.

The previous HoH is still active in PIC and it does not recognize the new HoH. Submit a

correction 58 with Maria's SSN on line 3W. This will get PIC to recognize the new HoH.

CASE STUDY 4

Theresa McRay has been residing in a Moderate Rehabilitation unit since 2011. Her name was recently selected from the Housing Choice Voucher waiting list. She was determined eligible and leased up 07/15/17. The specialist processed her lease up as an Other Change of Unit (Action Code 7) since she was previously assisted. When the action code 7 was submitted to PIC, the following error was given: Program Type is different than program type in current record. EOP is required to change program type. What should the PHA do?

Since the Mod Rehab program is not part of the housing voucher program, an

End Of Participation (Action Code 6) **should be processed effective the date she exited the**

program. A *New Admission (Action Code 1)* **should be processed effective 07/15/17 to reflect**

her entrance into the HCV program. The New Admission (Code 1) must have an effective

date after the effective date of the EOP to avoid sequential errors.

CASE STUDY 5

Anthony Stevens missed his two recertification appointments. Consequently, he was issued an Intent To Terminate (ITT) per the PHA's policy. He failed to request a hearing within the required time frame and End of Participation (action code 6) was processed effective 05/31/17. He later brought in a letter from his doctor stating that he has been in the hospital all this time and therefore was unable to respond. Consequently, he was reinstated to the program and provided all of the documents regarding his annual reexamination. His Annual Reexamination (action code 2) was processed effective 06/01/17. When the 06/01/17 annual reexamination was submitted to PIC, the following error message was received: 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 must be submitted first. What should the PHA do?

PIC thinks the person was removed from the program. Process a *Void (action*

code 15) **to the** *End of Participation (action code 6)***; this will reactivate the person in PIC.**

Then resubmit the annual reexamination.

CASE STUDY 6

Patricia Givens participates in the Mid City Housing Authority's (MCHA) Housing Choice Voucher program. On 05/25/17, she submits an interim request to remove her granddaughter, Sammy Givens. It was not logged into the PHA's tracking system properly and therefore it was not processed. On 08/15/17, the Small Town Housing Authority sent a letter to MCHA stating that they wish to lease up Rebecca Givens (mother of Sammy Givens) in their HCV program effective 07/01/17. Rebecca Givens now has custody of Sammy Givens and they need an interim reexamination processed effective 06/01/17 with Sammy removed from Patricia's record to avoid a multiple subsidy. Removing Sammy effective 6/1/17 will raise the tenant's portion retroactively by removing the dependent allowance. Patricia complied with program requirements by reporting that her daughter was being removed. What should the PHA do?

Process interim effective 06/01/17 to remove Sammy but see if the software

can cancel out the adjustment raising Patricia's rent. HUD may require the PHA to pay

this out of admin fee reserves since this was a PHA-caused error.

CASE STUDY 7

Johnny Roberts currently resides in public housing. He was recently selected from the Housing Choice Voucher program's waiting list and has been determined eligible for the program. The public housing department informed that he is in good standing and therefore he is eligible to lease up. He submitted an RTA and a HAP contract was executed effective 07/05/17. He gave notice to public housing that he was vacating on 06/30/17. When attempting to submit his New Admission (action code 1), the PHA received the following error: This SSN is an active record in the MTCS database. The 50058 submission cannot be accepted until there is an EOP. The voucher department communicates with public housing and learns that Johnny did not turn in his keys until 07/07/17. Public housing made their End of Participation (action code 6) effective 07/07/17. This creates a problem because the PHA has an executed contract effective 07/05/17. PIC will not accept a New Admission (action code 1) for the voucher program effective 7/5/17 unless the End of Participation (action code 6) from public housing is 07/04/17 or earlier. What should the PHA do?

HCV department can ask the owner to modify the effective date to be after

public housing move-out date. Note: The owner does not have to do this because they have

a signed contract. Public housing can submit the EOP date earlier and but charge the

tenant for the additional days the keys were not returned. HCV can pay effective 07/07/17

and do a manual adjustment for the days prior (admin fee reserve).

CASE STUDY 8

The HCV manager ran the late reexams ad hoc report from PIC on 09/15/17. Kristine Adams appears as overdue. The only transaction in PIC is her new admission effective 11/01/15. The manager looks at the software and discovers that her 11/01/16 annual reexamination was processed on 09/22/17. However, it was not accepted into PIC. After doing research, he discovers that Derick Adams (Kristine's son) is also being claimed by Jenny Adams (Derick's grandmother; Kristine's mother). Jenny has been a Housing Choice Voucher program participant since 2009 and has been claiming Derick as her dependent since 2010. When Kristine's new admission was processed in 2015, Derick's SSN was entered incorrectly on the 50058. When this was corrected in 2016, PIC flagged the case a multiple subsidy and rejected the 11/01/16 annual reexamination. An investigation shows Derick has been living with his mother (Kristine) since November 2015. Since Nov 2015, Derick has been on a total of four 50058s under Jenny's record: Annual Reexamination 5/1/17; Annual Reexamination 5/1/16; Interim 2/1/16; Interim 12/1/15. What should a PHA do?

In order to get the 11/01/16 annual reexamination into PIC, Derick must be removed from the other household retroactive to 2015. However, there are multiple transactions in PIC. Voiding out all 58s for Jenny with Derick on them may create a large retroactive owner adjustment in the software. The PHA should explore different ways of addressing this case. This PHA voided all the actions with Derick overlapping with Kristine's participation in the HCV but did not approve the adjustment in the software. They issued an ITT for noncompliance and a repayment agreement for excess subsidy paid for the months in question. Then they submitted the 11/01/16 annual reexamination and it was accepted.

The PHA should also consider policy regarding enforcement of family obligations. There will likely be a repayment agreement since having Derick as a family member increased the voucher size (depending on the PHA) and a dependent allowance given in error.

CASE STUDY 9

The HCV manager ran the late reexams ad hoc report from PIC on 09/15/17. Rebecca Simmons appears as overdue. She has not been scheduled for an interview or assigned to a specialist. A review of the file shows that she was admitted to the program effective 03/01/17 and her projected effective date of her next reexamination (line 2i of HUD 50058) was set to 06/01/17. What does the PHA do?

Process an Interim Reexamination (action code 3) updating line 2i with the correct

next reexam date of 3/1/18. The effective date should not be after HAP since no adjustments

should be created (no other items are being modified).