



*eVMS and Housing
Information Portal (HIP)
software vendor update
February 2023*



Agenda

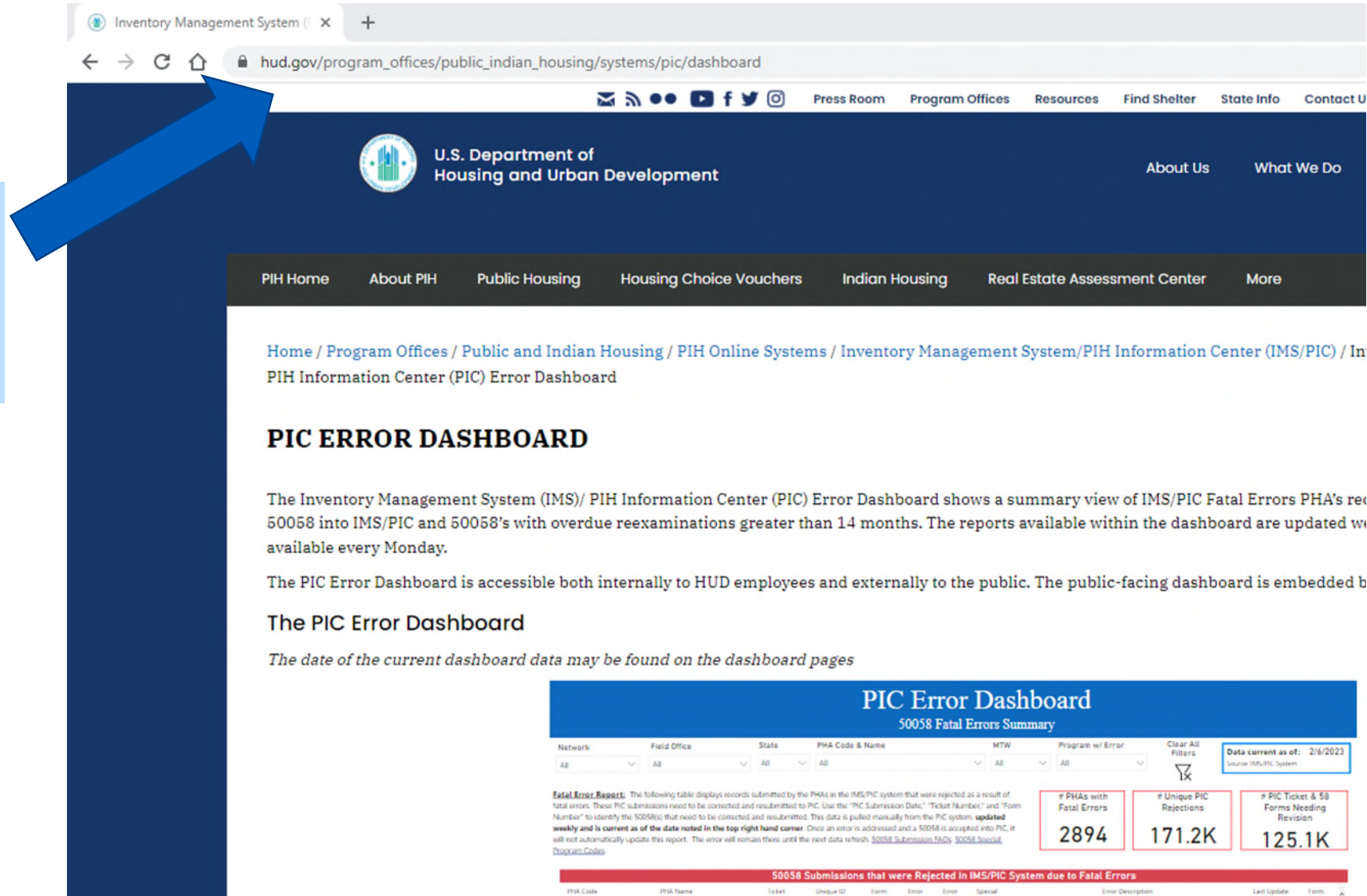
- eVMS
 - Highlight HUDs focus on PIC accuracy
 - Brief Demo the PIC Error Dashboard
 - Overview of TA Materials
 - Overview of Direct TA for Resolving PIC Errors
- HIP
 - JSON Web Token (JWT) demo
 - HIP IT system update
 - HIP Technical Information page
 - HUD communications through HUDITVendorComms@hud.gov mailbox

eVMS: Highlight HUDs focus on PIC accuracy

- In preparation for the transition to eVMS, HUD is focused on helping PHAs improve the timeliness and accuracy of PIC reporting.
 - PIC Error Dashboard
 - Technical Assistance Materials: (Guidebook, Job Aids, and Video Shorts)
 - Direct Technical Assistance for Resolving PIC Errors
- Improve HCV program transparency with issuance and leasing success rates
- Correlation and Collaboration
- Reminder New Program Code ("SV") for Stability Vouchers (See [PIH Notice 2022-24](#) for more details)

eVMS: Brief Demo the PIC Error Dashboard

https://www.hud.gov/program_offices/public_indian_housing/systems/pic/dashboard



The screenshot shows a web browser window displaying the HUD PIC Error Dashboard. A blue arrow points from the URL in the address bar to the text box on the left. The dashboard header includes the U.S. Department of Housing and Urban Development logo and navigation links. The main content area features a breadcrumb trail, a title for the dashboard, and introductory text. At the bottom, there is a summary table for 50058 Fatal Errors.

Inventory Management System (x +)
hud.gov/program_offices/public_indian_housing/systems/pic/dashboard

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PIC ERROR DASHBOARD

The Inventory Management System (IMS)/ PIH Information Center (PIC) Error Dashboard shows a summary view of IMS/PIC Fatal Errors PHA's re 50058 into IMS/PIC and 50058's with overdue reexaminations greater than 14 months. The reports available within the dashboard are updated w available every Monday.

The PIC Error Dashboard is accessible both internally to HUD employees and externally to the public. The public-facing dashboard is embedded b

The PIC Error Dashboard

The date of the current dashboard data may be found on the dashboard pages

PIC Error Dashboard

50058 Fatal Errors Summary

Network	Field Office	State	PHA Code & Name	MTW	Program w/ Error	Clear All Filters	Data current as of: 2/6/2023 Source: IMS/PIC System
AB	AB	AB	AB	AB	AB		

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 Social Program Codes](#)

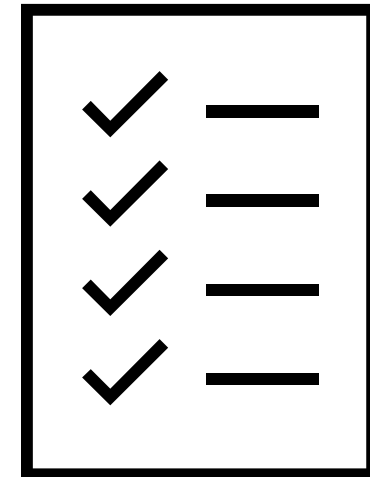
# PHAs with Fatal Errors	# Unique PIC Rejections	# PIC Ticket & 58 Forms Needing Revision
2894	171.2K	125.1K

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

PHA Code	PHA Name	Ticket	Unique ID	Form	Error	Error	Special	Error Description	Last Update	Form
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eVMS: Overview of TA Materials

- **PIC Error Correction Guidebook for the HCV Program**
- **Correcting PIC Errors Job Aid and Video Shorts**
 - PIC Error 4174: New Tenant
 - PIC Error 4080: Record with Later Effective Date
 - PIC Error 5280: Voucher Record Does Not Exist
 - PIC Error 4182: Tenant Already Exists



eVMS: Direct TA for Resolving PIC Errors

- Overview
 - Up to 32 hours per PHA
 - 3 PHAs, Onboarding 5 more
 - During TA calls, it is common to go through the PHA's system of record and assist them with submitting 50058s and diagnosing fatal errors
- Common Issues
 - In some instances, the PHA has mentioned they are working with their software vendor for troubleshooting, training, and/or guidance
- Collaboration
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JWT Demo

Other HIP Items

- HIP IT system update
- HIP Technical Information page
- HUD communications through HUDITVendorComms@hud.gov mailbox

Q&A