



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lieutenant Governor ♦ Jennifer D. Maddox, Undersecretary

Public Housing Notice 2020-25

To: All Local Housing Authority Executive Directors
From: Laura Taylor, Director, Bureau of Housing Management
Subject: Temporary Changes to Performance Management Review (PMR) Program
Date: July 1, 2020

This PHN delineates how DHCD will adjust the PMR program to reflect the COVID-19 pandemic's significant disruption to LHA operations.

- DHCD will maintain the quarterly PMR structure, but will **not issue or publish ratings** for the four FYE cohorts starting with the 3/31/20 LHAs.
- DHCD will conduct remote PMR/desk audits for the 3/31/20 cohort, but may resume on-site inspections and possibly HMS site visits for future cohorts depending on the public health situation at that time.

Fiscal Years Impacted

The temporary adjustment to the PMR program will be effective for all PMRs with fiscal years ending 3/31/20, 6/30/20, 9/30/20 and 12/31/20.

Structure of PMR

At least initially (for the 3/31/20 cohort), the PMRs will be done through a remote phone call(s) with HMS/FMS. It is possible that later PMRs might be able to be scheduled in person, at least in part, based on the Reopening Phase in effect at the time.

These calls will start to take place from July through early September for the 3/31/20 cohort.

The structure of the PMR will be three part:

- Check-in with what steps the LHA has taken since the last PMR to address areas of operational guidance/corrective action
- Check- in with how the LHA is doing, in particular addressing how COVID is affecting LHA operations
- Offer DHCD technical assistance as-needed to help LHAs during this challenging time

There will be no ratings assigned and no formal report issued for any of these four cohorts.

FMS Support and Follow-Up Post PMR

At **SELECT** LHAs post PMR beginning with FYE 3/31/20s, the DHCD Facilities Maintenance Staff (FMS) will follow-up and provide assistance depending on the needs of the LHA. Possible areas of assistance include:

PMR Specific Areas

- Inspection Systems
- Emergency System
- Work Order Systems
- Assisting with the development of preventive/routine/deferred maintenance plans to help meet Annual Plan/PMR criteria

Other Support Areas

- COVID related topics:
 - Contingency planning
 - Address any COVID-19 supply shortages such as respirators and cleaning products
 - Backlog planning for in-unit work orders once restrictions are lifted in Phases III & IV
 - Other COVID related maintenance challenges
- As allowed by FMS schedule, the following types of inspection assistance, which will inform vacancy turnover and preventive maintenance efforts:
 - Inspecting exteriors/vacant units/certain mechanical rooms (once reaching Phase 3 of Governor's Reopening Plan)
 - Inspecting units (once reaching Phase 4 of Governor's Reopening Plan)
- Any other topics the LHAs needs assistance on

FMS are currently developing additional measures of support to **ALL LHAs** that will be phased in over time, including the following:

- Larger group trainings (Performance Management Review overview, Inspections, Preventive Maintenance). Announcements for trainings will go out as they are scheduled.
- Smaller online topic-based discussions (tailored to LHAs of different sizes). Topics will be similar to those listed above. FMS will be phasing these in over time and inviting LHAs to participate. These invitations will initially go out to Executive Directors, but please forward them to your maintenance staff as the trainings/online topics will be tailored to them.

HMS Support and Follow-Up Post PMR

Housing Management Specialists (HMS) will also be offering technical assistance post-PMR where needed in the following areas:

- PMR specific areas including rent collection, financial management, and vacancy turnover
- Connecting you to CHAMP experts that can help you with tenant selection issues
- COVID specific issues
- Any other topics LHAs need assistance on

CHAMP Criteria in the PMR

CHAMP is not at this time incorporated into the PMR. In the upcoming year, DHCD may start to pilot some CHAMP criteria in the PMR, beginning with selected pilot LHAs over summer 2020 and initial “planning year” assessments starting with 12/31/20 cohort. **Again, no ratings will be issued for the 3/31/20 – 12/31/20 cohorts.**

Change to PMR Response Process

Previously, LHAs had 30 days to respond to the Performance Management Review in writing. That response, along with the LHA’s PMR was published on DHCD’s website. Going forward, LHAs no longer need to respond to DHCD in writing to the PMR. The LHA’s response will be captured as part of the Annual Plan process and published on DHCD’s website as part of the Annual Plan. Since DHCD will not issue formal PMR reports for the LHA fiscal years ending 3/31/20 through 12/31/20, the Annual Plans for the LHA fiscal years beginning 4/1/21 through 1/1/22, which would normally rely on those reports, will not include a PMR section.

Please reach out to your DHCD Housing Management Specialist with any questions.