



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

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

Public Housing Notice 2020-38

To: Local Housing Authority (LHA) Executive Directors
 From: Ben Stone, Director, Division of Public Housing
 Date: November 19, 2020
 Re: CHAMP PMR Planning Year Criteria

Need to Know

1. CHAMP Criteria will be added into PMRs starting with 3/31/21 Fiscal Year End LHAs.
2. CHAMP PMR Criteria 1 & 2 will be included in Planning Year 2021 and Publishing Year 2022 and can be assessed remotely if necessary.
3. PMR Tracking Reports will be released in CHAMP in January 2021. Until then, LHAs can track their progress through a manual process.

Section 1. Overview

CHAMP went live for use by LHAs in June of 2018 and for use by applicants in April of 2019. After almost two years of experience implementing CHAMP, and after incorporating feedback from stakeholders, DHCD will include Tenant Selection/CHAMP Criteria in the Performance Management Review (PMR) starting with the 3/31/2021 Fiscal Year End (FYE) housing authorities.

Local Housing Authorities (LHAs) with fiscal year end 3/31/2021 will be the first cohort to be reviewed for CHAMP PMR Criteria (review period from April 1, 2020 – March 31, 2021). This will be a planning year only for the new PMR Criteria. DHCD will ultimately institute four Tenant Selection/CHAMP Criteria into the PMR:

- Criteria 1 and 2 in Planning Year 2021;
- Criteria 3 and 4 in Planning Year 2022.

DHCD can assess Criteria 1 and 2 remotely and will evaluate them regardless of the COVID-19 situation in 2021. During the planning year, DHCD will evaluate LHA data and let LHAs know their provisional ratings. In the publishing year, DHCD will publish ratings on DHCD’s website and in the PMR section of LHA Annual Plans. See Table 1 for the timeline.

Table 1. CHAMP PMR Criteria Planning Year vs. Publishing Year Timeline

| | Data Review Period for Planning Year: 1 st Cohort | Data Review Period for Publishing Year: 1 st Cohort |
|---|--|--|
| Criteria 1: Paper applications are available, received and entered into CHAMP | April 2020-March 2021 | April 2021-March 2022 |
| Criteria 2: Vacancies are recorded correctly and occupied using CHAMP | April 2020-March 2021 | April 2021-March 2022 |
| Criteria 3: Fair housing | April 2021-March 2022 | April 2022-March 2023 |
| Criteria 4: Tenant selection follows DHCD regulations and guidance | April 2021-March 2022 | April 2022-March 2023 |

DHCD will release additional information on **Criteria 3: Fair Housing** and **Criteria 4: Tenant Selection** in the spring of 2021. DHCD will provide guidance on fair housing marketing, reasonable accommodation, and language access plans, as well as demographic data, at that time.

Section 2. CHAMP PMR Criteria

Table 2, below, details Criteria 1 and 2, which will be included in Planning Year 2021 and Publishing Year 2022. These criteria evaluate if an LHA is providing and entering CHAMP paper applications and if an LHA is using CHAMP to fill all vacancies. DHCD may adjust ratings thresholds for Publishing Year 2022 based on the results in Planning Year 2021.

A PMR rating of “No Findings” indicates that an LHA meets or exceeds expectations; “Operational Guidance” indicates that the LHA must make slight changes to improve in that performance area; “Corrective Action” indicates that an LHA must develop and implement a plan of action to correct any deficiencies noted in order to improve performance to a satisfactory level. DHCD staff are available to provide targeted technical assistance to LHAs with Operational Guidance or Corrective Action ratings.

Table 2. CHAMP PMR Criteria

| Criteria | No Findings | Operational Guidance | Corrective Action |
|---|---|---|--|
| Criteria 1: Paper applications are available, received and entered into CHAMP | <p>a. Paper applications are available.</p> <p>AND</p> <p>b. Paper applications are date and time stamped and entered correctly (based on random sample).</p> <p>AND</p> <p>c. 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp.</p> <p>AND</p> <p>2% or less of new paper applications are entered more than 30 days after date/time stamp.</p> | <p>a. Paper applications are available.</p> <p>AND</p> <p>b. Paper applications are date and time stamped and entered correctly (based on random sample).</p> <p>AND</p> <p>c. 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp.</p> <p>OR</p> <p>3% - 5% of new paper applications are entered more than 30 days after date/time stamp.</p> | <p>a. Paper applications are not available.</p> <p>OR</p> <p>b. The LHA has failed to date and time stamp paper applications and/or failed to enter them correctly (based on random sample).</p> <p>OR</p> <p>c. Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp.</p> <p>OR</p> <p>More than 5% of new paper applications are entered more than 30 days after date/time stamp.</p> |

| Criteria | No Findings | Operational Guidance | Corrective Action |
|--|--|--|---|
| <p>Criteria 2: Vacancies are recorded correctly and occupied using CHAMP.</p> <p>*If the LHA had no vacancies during the review period, this criteria will be determined 'Not applicable.'</p> <p>**If the LHA housed no applicants during the review period, this criteria will be determined 'Not applicable.'</p> | <p>a. All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System within 30 days.*</p> <p>AND</p> <p>b. The Housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers.**</p> <p>AND</p> <p>25% or less of occupied units have data entry errors.**</p> | <p>a. All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System. All vacancies are not recorded within 30 days.*</p> <p>OR</p> <p>b. The Housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers.**</p> <p>AND</p> <p>Greater than 25% of occupied units have data entry errors (minimum of 4 data entry errors).**</p> | <p>a. All vacancies during the fiscal year are not recorded in DHCD's Housing Applications Vacancy System.*</p> <p>OR</p> <p>b. The Housed Applicant ID and Pull List ID do not match (or data is missing) between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers.**</p> |

Section 3. Tenant Selection Data

DHCD will pull the data from CHAMP 60 days after the fiscal year end.

Table 3. FYE and 60 Days After

| FYE | 60 Days After |
|--------------|---------------------------------|
| March 31 | May 30 |
| June 30 | August 29 |
| September 30 | November 29 |
| December 31 | March 1 (if leap year, Feb. 29) |

Section 4. Preparing for CHAMP PMR Criteria

Table 4 below provides information on how to prepare for the CHAMP PMR Criteria. DHCD is working with the CHAMP developer to make tracking reports for LHAs which will be available in January 2021. Assessing your Housing Authority's performance will be easier once these reports are available. LHAs that want to check on current progress before those reports are released can follow a manual process as described below. See additional details in a forthcoming CHAMP Technical Update which will be released in December 2020.

Table 4. How to Track CHAMP PMR Criteria Progress

| Criteria | How LHAs can track progress now | How LHAs can track progress in January 2021 |
|--|---|--|
| <p>Criteria 1. Paper applications are available, received and entered into CHAMP</p> | <p>a. Ensure that paper applications are available to applicants at your LHA (by request and literature display).</p> <p>b. Review sample of new paper applications that were entered into CHAMP during the fiscal year to see that each application was date/time stamped and that the date/time stamp was appropriately entered into CHAMP. (Check the applicant history to compare the CHAMP submission date/time against paper submission date/time stamp.)</p> <p>c. Review sample of new paper applications that were entered into CHAMP during the fiscal year and compare the data entry date/time stamp against the application received date/time stamp. The application should be entered within 15 calendar days.</p> | <p>a. No change.</p> <p>b. No change.</p> <p>c. CHAMP PMR Progress Report: This monthly report will allow LHAs to see what percent of new paper applications were entered into CHAMP within 15 calendar days or over 30 calendar days from the application time stamp (for the fiscal year to date).</p> |
| <p>Criteria 2: Vacancies are recorded correctly and occupied using CHAMP.</p> | <p>a. Check that all units vacant at any point during the fiscal year, as reported in LHA system, are recorded in DHCD’s Housing Applications Vacancy System. Ensure that all units reported in DHCD’s vacancy system were reported within 30 days of <i>vacancy date</i>.</p> <p>b. For all applicants housed during the fiscal year, check that data in DHCD’s Housing Applications Vacancy System matches CHAMP data.</p> <p>LHAs should compare Applicant IDs, Pull List IDs, Lease Start Dates, and CPS unit addresses to confirm that the data matches.</p> | <p>a. No change.</p> <p>b. For all applicants housed during the fiscal year, check DHCD’s Housing Applications Vacancy System data against data in the PMR Offers Report. This monthly report will allow LHAs to view which applicants were housed through CHAMP.</p> <p>LHAs should compare Applicant IDs, Pull List IDs, Lease Start Dates, and CPS Unit IDs to confirm that the data matches.</p> |

Please contact your HMS with any questions regarding this notice.