

CHAMP Technical Update

#21

Version 2 (3.30.2021)

Technical Update #21 provides guidance on:

- Section 1. How to Provide Data Required for CHAMP PMR Criteria
- Section 2. General Guidance – Recording Data, Admin Transfers, Handling Paper Applications
- Section 3. PMR Reports in CHAMP – How to Track CHAMP PMR Progress

Please see PHN 2020-38 and PHN 2020-38 Addendum #1 for additional information on CHAMP PMR criteria.

Section 1. How to Provide Data Required for CHAMP PMR Criteria

Table 1. Overview of Steps in PMR Process (see PHN 2020-38 for dates)

FYE
1. Tenant Selection/CHAMP PMR Data Due (60 days after FYE) LHA Action: Automated Note, DHCD will pull data directly from CHAMP and from DHCD's Housing Applications Vacancy System. LHA does not need to take any action. Data is due by 5pm.
2. PMR Document Uploads Page Live on the LHA Admin Tab (61 days after FYE) By end of day, LHAs can log into CHAMP and see: <ul style="list-style-type: none">- New PMR page (to upload documentation)- Official CHAMP PMR data snapshot LHAs will see space where they need to upload required CHAMP PMR documents including, <ul style="list-style-type: none">- 5 – 10 applications (identified by CHAMP; number of applications determined by LHA size)- Tenant Management File(s) (i.e., Move In/Move Out Report, see page 4 for additional information) LHA Action: Review new PMR page in CHAMP; upload requested documents within 14 days.
3. PMR Document Uploads Due (75 days after FYE) LHAs will have 14 calendar days after their LHA PMR CHAMP page is live to upload required CHAMP PMR documents.

PMR Document Uploads Page Live on the LHA Admin Tab (61 days after FYE)

LHA Admin users will be able to access the PMR Document Uploads page from the Admin Tab in CHAMP.

Make sure to check out the new multi offer feature set. You can now view all of your active offers under "Offers" on the Waitlist tab. You can also make multiple offers from a single list.

Administrator Features

Edit an Existing User

Click on name of user you want to edit.

Name	Role	Username(email)	Date Created	Last logged in	Status
Lha_test_user Lha_test_user	LHA Employee	lha_user1@test	Jan. 31, 2020	Feb. 1, 2021	Active
Lha_test_admin Lha_test_admin	LHA Admin	lha_admin1@test	Jan. 31, 2020	March 23, 2021	Active

Create A New Local Housing Authority User Account

Create a user account for your employee.

[CREATE A NEW EMPLOYEE](#)

Edit Organization Information

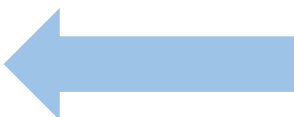
Update the address, website, or phone number for this housing authority/organization.

[EDIT INFORMATION FOR ABINGTON HOUSING AUTHORITY](#)

PMR Document Uploads

This button will take you to the page where you can upload documents for PMR questionnaires.

[UPLOAD PMR DOCUMENTS](#)



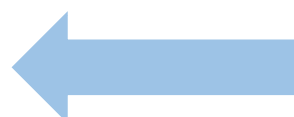
61 days after the FYE, LHAs will see an Upload PMR Documents for the specific FY button. Once this button appears, LHAs will have 14 calendar days to provide the required documents.

Make sure to check out the new multi offer feature set. You can now view all of your active offers under "Offers" on the Waitlist tab. You can also make multiple offers from a single list.

[Admin Dashboard](#) / [PMR Document Uploads](#)

PMR Document Uploads

[UPLOAD PMR DOCUMENTS FOR FY 2021](#)



PMR Document Uploads Due (75 Days After FYE)

Once the PMR Documents Upload page is live on the LHA Admin Tab, LHAs will have 14 calendar days to upload the required documents. DHCD will alert LHAs when they can begin uploading documents in CHAMP. LHAs that do not upload documents will receive Corrective Action for the corresponding criteria; however, LHAs may upload documents until the CHAMP PMR Report is created.

Admin Dashboard / PMR Document Uploads / FY 2021

PMR Document Uploads for FY 2021

Upload Tenant Management File

Select tenant management file to upload *

No file chosen

Upload Application Scans

Applicant ID	First Name	Last Name	Date of Birth	Upload Scan
2692036415	Amherst	good2	Jan. 1, 1979	<input type="button" value="UPLOAD SCAN"/>
2692042469	amherst	good3	Jan. 1, 1979	<input type="button" value="UPLOAD SCAN"/>
2692067961	amherst	good5	Jan. 1, 1979	<input type="button" value="UPLOAD SCAN"/>
2692006846	Amherst	good	Jan. 1, 1979	<input type="button" value="UPLOAD SCAN"/>
2692016381	Amherst	Average	Jan. 1, 1979	<input type="button" value="UPLOAD SCAN"/>

CHAMP Applications: LHAs will need to upload the original paper application for 5-10 applicants that CHAMP has selected for review. The exact number of paper applications that LHAs will need to upload depends on their size. Small LHAs will need to upload 5, Medium LHAs will need to upload 7, and Large LHAs will need to upload 10. CHAMP will randomly select these applicants from among the paper applications that your LHA entered during the Fiscal Year.

Steps for Uploading Paper Applications

1. Access the PMR Document Uploads page for the Fiscal Year (see screenshots above)
2. Review the applicants CHAMP has selected
3. Scan and Save a copy of their ORIGINAL paper application that your LHA entered for each selected applicant onto your computer
 - a. If you have already uploaded this paper application into CHAMP: Access the CHAMP Applicant File, find the original paper application that your LHA entered, download it, and save it onto your computer
4. Upload the saved copy of the paper application by clicking the **Upload Scan** button

Tenant Management File(s) on FY Vacancies: LHAs will need to upload documentation from their tenant management system to report to DHCD the number of units that became vacant during the fiscal year.

LHAs with a tenant management software may need to work with their software vendor in order to find the most appropriate report. LHAs without a software vendor should upload their tenant ledger in whatever form it is maintained. If you do not have a software vendor and have questions about which file you should be uploading, please contact your HMS.

Below are details on the type of information that should be contained in this report and what format the report should be in.

- The report should include **all** units that became vacant during the fiscal year. To the extent possible the report should contain the following information:
 - Building/Unit ID, address
 - Date tenant moved out/vacated unit
- Many LHAs have Move in/Move out reports in their tenant management system already. LHAs may need to contact their software vendor to identify the most appropriate report that contains the required data if you do not already know about or use this report.
- The report should be provided to DHCD as an excel file if possible (if not, you can upload word documents or pdf scans)

Example of Tenant Management File(s) from major tenant management systems.

- **PHAWeb:** “Move In/Move Out/Transfer” Report
- **MRI/HAB:** “Tenant Move-In/Move Out” Report
- **PHANet:** “Public Housing Unit Transfers, Move-ins and Vacancies” Report

Steps for Uploading Tenant Management File(s) on FY Vacancies

1. Obtain the correct file(s) from your tenant management system and save them to an easy to find location on your computer
 - a. If your LHA does not have a tenant management system print your tenant ledger in whatever form it is maintained and then scan it to a .pdf OR save a copy if this is kept digitally to an easy to find location on your computer
2. Access the PMR Document Uploads page for the Fiscal Year (see screenshots above)
3. Click the **Choose File** button under the Upload Tenant Management File section of the page
4. Select the file(s) you want to upload using the file browser pop-up
5. Once you have selected the file(s) you need, click the **Upload** button

Section 2. General Guidance - Recording Data, Admin Transfers, Handling Paper Applications

Recording Vacancy Data

- All vacancies must be recorded in DHCD's Housing Applications Vacancy System within 30 days of the vacated date.
- The LHA can quickly review the number of days it took to enter a vacancy by reviewing the "Days to Enter" column in the "Vacancy Report - Current Status of Units Vacated Between Selected Dates."

Vacancy Reporting System - Admin															
Home	Manage Waiver	Unit Selection	Admin Reports	Return to Housing Apps											
Vacancy Report – Current Status of Units Vacated Between Selected Dates															
LHA: <input type="text"/>		From Date: <input type="text" value="1/1/2020"/>		To Date: <input type="text" value="11/18/2020"/>		<input type="button" value="View Report"/>									
	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Days to Enter
1	<input type="text"/>	71 SHAW AVENUE - P	P4	43481	1	Poor	10/21/2020							10/27/2020	6

Recording Offers and Applicant Data

- All Unit Offers must be recorded in DHCD's Housing Applications Vacancy System for each vacancy.
- All Housed Applicants must be recorded in DHCD's Housing Applications Vacancy System for each vacancy.
 - When recording Unit Offers or Housed Applicants, LHAs must include the Applicant ID and List Pull ID from CHAMP.
 - Before recording the Housed Applicant for a vacancy, the LHA should ensure the unit in the Vacancy Report System matches the unit from the Offer in CHAMP. (LHAs should not record Housed Applicants in the vacancy system until they are Housed in CHAMP.)

Recording Administrative Transfer Data

- LHAs do not use CHAMP to house Administrative Transfers. These are handled outside of CHAMP.
- LHAs still must record the transfer in the correct vacancy in DHCD's Housing Applications Vacancy System.
- When recording Administrative Transfers as the occupant of a vacancy in the Vacancy Reporting System, LHAs should:
 - Enter Pull List ID #: 00000
 - Enter Application ID #:
 - Use CHAMP App ID number (if they were originally housing through CHAMP) or control number if available
 - Use 00000 if applicant does not have CHAMP App ID number or control number
 - Enter priority of application: "Admin" **[DO NOT CHOOSE A NUMBER PRIORITY]**

Handling Paper Applications, Written Correspondence from Applicants, and other Paper Documents

- LHAs should date/time stamp all documents received from applicants, even if documents are uploaded into CHAMP by an LHA.
 - a. LHAs do not need to date/time stamp any documents uploaded into CHAMP by the Applicant or otherwise already in CHAMP.
- We encourage LHAs to upload paper applications after they have been entered into CHAMP. Guidance on this process is provided in CHAMP Technical Update #20.

Section 3. PMR Reports in CHAMP – How to Track CHAMP PMR Progress

PMR Reports in CHAMP

LHAs can access the PMR Reports by clicking the **View PMR Reports** button in the PMR Reports section of the Reports Tab in CHAMP. To access the PMR Reports page:

1. Access the Reports Tab in CHAMP
2. Go down to the PMR Reports section of the Reports Tab
3. Click the “View PMR Reports” button

The screenshot shows the CHAMP web interface. At the top is a navigation bar with the 'dhed Massachusetts' logo, the 'CHAMP' title, and several menu items: 'HELP', 'APPLICANT', 'WAITLIST', 'SCREENING', 'REPORTS' (which is highlighted in green), 'DOCUMENTS', 'ADMIN', 'SETTINGS', and 'LOGOUT'. Below the navigation bar, a status bar indicates 'SIGNED IN AS: lha_test_admin lha_test_admin, [redacted]'. The main content area is divided into three sections. The first section, 'Select an instance of Report 22 to download:', features a dropdown menu with the selected item 'abington_lha_application_intake_report_2021-03-15.csv' and a green 'DOWNLOAD AS CSV' button. The second section, 'Merged Applications Report', has a similar dropdown menu (currently empty) and a grey 'DOWNLOAD AS CSV' button. The third section, 'PMR Reports', is highlighted with a blue rounded rectangle and a large blue arrow pointing to it from the right. It contains a green 'VIEW PMR REPORTS' button. Below this is the 'Deprecated Reports' section, which includes a note: 'Some reports have been changed and/or are not going to be generated anymore. Access to these older reports is provided below.' This section contains a report titled 'Deprecated version - Applicant Demographics at Waitlist level at each LHA - LHA' with a dropdown menu showing 'deprecated_report_abington_lha_program_and_bedroom_demographics_report_2019-04-01.csv' and a green 'DOWNLOAD AS CSV' button.

Official Reports & Progress Reports in CHAMP

LHAs will be able to **View PMR Reports** on the **PMR Reports** page. There is a section for **Official Reports** and **Progress Reports**. Official Reports will be available for each official PMR Snapshot from CHAMP. These reports contain the data upon which HMS will base their desk reviews. Progress Reports will be available once a month and will show LHAs their data from the start of the most recent Fiscal Year to the date of the report. These reports can be used to track LHA performance.

PMR Overall Report

This report contains summary information on the following topics:

1. Data Entry stats on new paper applications in the FY
2. Stats on the number of people housed in the FY using CHAMP

PMR Unit Offers Report

This report contains information for applicants housed using CHAMP in the FY.

PMR Paper Applications Report

This report contains information for each new paper application that was entered by, or on behalf of, the LHA in the FY. These records are the back-up data that the summary stats in the PMR Overall Report are based on.

The screenshot displays the CHAMP web application interface. At the top, a navigation bar includes links for HELP, APPLICANT, WAITLIST, SCREENING, **REPORTS**, DOCUMENTS, ADMIN, SETTINGS, and LOGOUT. Below the navigation bar, a green banner indicates the user is signed in as 'lha_test_admin' for the 'Abington Housing Authority'. The main heading is 'PMR Reports', followed by a descriptive paragraph. The page is divided into two main sections: 'Official Reports' and 'Progress Reports', both highlighted with blue boxes and arrows. The 'Official Reports' section contains three report cards: 'Official PMR Overall Report' (Report 34), 'Official PMR Unit Offers Report' (Report 35), and 'Official PMR Paper Applications Report' (Report 33). Each card has a dropdown menu to select an instance and a 'DOWNLOAD AS CSV' button. The 'Progress Reports' section contains two report cards: 'Progress PMR Overall Report' (Report 37) and 'Progress PMR Unit Offers Report' (Report 38). These cards also feature dropdown menus and 'DOWNLOAD AS CSV' buttons. The dropdown for the 'Progress PMR Overall Report' shows a selected file: 'abington_smr_overall_report_progress_report_2021-05-01.csv'.

How to Track PMR CHAMP Progress

The following section lists each of the components of the “No findings” rating for the two CHAMP PMR criteria, followed by the steps that LHAs can take to track their progress on each component of the criteria.

Criteria 1a. Paper applications are available.

LHAs should ensure that applications are available at the LHA office for applicants to pick up and are available to be mailed upon request. LHAs should confirm that paper applications are available to applicants.

Criteria 1b. Paper applications are date and time stamped and entered correctly (based on random sample).

LHAs can track this component of Criteria 1 by following the below steps:

1. Determine if they are a Small, Medium, or Large LHA
2. Access the Reports Tab in CHAMP
3. Go to the PMR Reports section of the Reports Tab
4. Click the “View PMR Reports” button
5. Download the latest PMR Paper Applications Progress Report (or the Official Report if available)
6. Randomly select the appropriate number of new paper applications (rows in the file) based on your LHA size (S = 5, M = 7, L = 10). Each row in this report represents a new paper application that your LHA entered and that was submitted to CHAMP in the FY.
7. Review and note the submission date/time stamp of the randomly selected “new paper applications” as recorded on the paper application itself. Date/time stamps should have been physically marked on application (e.g., stamped or written) prior to the application being uploaded to CHAMP, digitally saved at your LHA, or put into a paper file.
 - a. **If you keep paper applications in files** – refer to the original paper application to find the date/time stamp.
 - b. **If you keep paper applications digitally or in CHAMP** – refer to the scanned copy of the original paper application to find the date/timestamp.
8. Compare each of the date/time stamps physically marked on each of the original paper applications (either digital or hard copy depending on file storage policy) to the date/timestamp recorded in Column H (**Timestamp of Application Received**) for the corresponding application in the PMR Paper Applications Progress Report.
9. All of the date/timestamps physically marked on the original paper application that your LHA entered should match the date/timestamps recorded in Column H (**Timestamp of Application Received**) for that application. Please note: HMS will be reviewing a random sample of new paper applications contained in this report. CHAMP selects this random sample when the CHAMP data snapshot is taken.

Example of PMR Paper Applications Progress Report; columns A – E not displayed

	F	G	H	I	J	K	L
	Data Entry Finished	Days Spent	Timestamp of Application Received	Days Between	Application Scans From Before Data Entry Finished Timestamp	Within 15 Days	Over 30 Days
1	2020-04-14 19:15:14.130221+00:00		2020-01-01 17:00:00+00:00	14	No	Yes	No
2	2020-04-13 16:55:10.773270+00:00		2020-03-29 13:00:00+00:00	12	No	Yes	No
3	2020-04-14 05:11:57.966836+00:00		2020-01-03 06:01:00+00:00	10	No	Yes	No
4	2020-04-14 05:13:44.209222+00:00		2020-02-19 17:17:00+00:00	28	No	No	No
5	2020-04-16 14:59:03.742469+00:00		2020-04-15 16:10:00+00:00	15	No	Yes	No
6	2020-12-29 12:59:28.825155+00:00	25	2020-01-13 20:18:00+00:00	9	No	Yes	No

Criteria 1c. 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp.

AND

2% or less of new paper applications are entered into CHAMP more than 30 calendar days after date/time stamp.

LHAs can track this component of Criteria 1 by following the below steps:

1. Access the Reports Tab in CHAMP
2. Go to the PMR Reports section of the Reports Tab
3. Click the “View PMR Reports” button
4. Download the latest **PMR Overall Progress Report** (or the Official Report if available)
5. Review Column C (**Percent of new paper apps entered within 15 calendar days**). This should be 90% or greater for No Findings.
6. Review Column E (**Percentage of new paper apps that took more than 30 days to enter**). This should be no more than 2% for No Findings.

Example of PMR Overall Progress Report (columns headings formatted for display, test data)

	A	B	C	D	E	F	G
	LHA	Total Number of new paper apps	Percent of new paper apps entered within 15 calendar days	Number of new paper apps entered within 15 calendar days	Percent of new paper apps that took more than 30 days to enter	Number of new paper apps that took more than 30 days to enter	Total number of people housed from lists
1							
2	Housing Authority		33.33333333	2	66.66666667	4	7

Criteria 2a. All vacancies during the fiscal year are recorded in DHCD’s Housing Applications Vacancy system within 30 calendar days.

LHAs can track Criteria 2a by comparing the vacancies during the fiscal year that are recorded in their tenant management system (e.g., PHAWeb, PHANet, HAB, manual list, or in their tenant ledger) to the vacancies during the fiscal year that are recorded DHCD’s Housing Applications Vacancy System. LHAs should also make sure that all vacancies recorded in DHCD’s Housing Applications Vacancy System are recorded in the system within 30 calendar days of the vacated date. In order to do this, LHAs should:

1. Pull the **Vacancy Report – Current Status of Units Vacated Between Selected Dates** from the Vacancy Reporting System in Housing Apps.
 - a. Select the dates that match the fiscal year start to date. The report will show units that were *vacated* between the chosen dates.
2. Obtain a copy of your software vendor’s **Move-In/Move-Out Report that you plan to upload to CHAMP** (or other report that you plan to upload into CHAMP; see Tenant Management File(s) on FY Vacancies section above on page 4). When generating this report select the dates that match the fiscal year to date.
3. Review to make sure that all vacancies in your internal tenant management system are also in the DHCD system and vice versa. Match units based on facility/unit information or other columns.

- Review the “Days to Enter” column, which calculates the difference between “Vacated Date” and “Data Entry Date.” The “Days to Enter” for each vacancy should be 30 days or less.

Vacancy Reporting System - Admin

Home

Manage Waiver

Unit Selection

Admin Reports

Return to Housing Apps

Vacancy Report – Current Status of Units Vacated Between Selected Dates

LHA: Abington Housing Authority

From Date: 1/1/2020

To Date: 11/18/2020

View Report

	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Days to Enter
1	667-02 - VINSON BLANCHARD GARDENS	71 SHAW AVENUE - P	P4	43481	1	Poor	10/21/2020							10/27/2020	6

Criteria 2b. 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.

AND

25% or less of occupied units have data entry errors.

LHAs can track Criteria 2b by comparing data on Housed Applicants during the fiscal year in the Vacancy Reporting System to data on Housed Applicants during the fiscal year contained in the **PMR Unit Offers Progress Report**. To do this LHAs should:

- Lease Report – Current Status of Units Lease Started Between Selected Dates** or the “**Lease Report**” for short. This is a new report DHCD has created to help LHAs track their occupancies from the Vacancy Reporting System in Housing Apps.
 - Select the dates that match the fiscal year to date. The report will show units that were *occupied* between the chosen dates.

Vacancy Reporting System - Admin

Home

Manage Waiver

Unit Selection

Admin Reports

Return to Housing Apps

Lease Report – Current Status of Units Lease Started Between Selected Dates

LHA:

From Lease Start Date:

1/1/2020

To Lease Start Date:

11/18/2020

View Report

	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Days to Enter
1		9 and 10	10D	47260	1	Good	08/17/2020	09/30/2020	10/05/2020	11265029	3401610364	1	Local	08/20/2020	3

- Once the **Lease Report** has been pulled, the LHA should confirm that each Housed Applicant listed has a corresponding record in the **PMR Unit Offers Progress Report** (or Official Report if available).
- To do this comparison, LHAs will need to assess the CPS Unit ID Column in the **Lease Report** for each recorded occupancy and check that each of the CPS Unit IDs appears in the **PMR Unit Offers Progress Report** from CHAMP. This can be done by using the CPS Unit Identifier column in the **PMR Unit Offers Progress Report**. If a CPS Unit ID appears more than once you should match records using the Lease Start date for each occupancy. Once all occupancies in the **Lease**

Report have been matched to their corresponding record in the **PMR Unit Offers Progress Report**, LHAs should assess the Applicant ID numbers and List Pull ID numbers for each recorded occupancy in both reports. All occupancies must appear in both reports and all corresponding Applicant IDs and List Pull IDs must match for No Findings.

4. To Access **PMR Unit Offers Progress Report**
 - a. Access the Reports Tab in CHAMP
 - b. Go to the PMR Reports section of the Reports Tab
 - c. Click the “View PMR Reports” button
 - d. Download the latest **PMR Unit Offers Progress Report** (or the Official Report if available)