HIP_System_Tribal_Training

Elmore, Flora M 0:06

Hello everyone and welcome to the Tribal HUD VASH training on the reporting tool. I am going to start by sharing my screen.

All right. This is intended for grantees, tribes, and TDHE's, who will be using the HIP {HUD's Housing Information Portal} system as a digital record keeping system for their program.

The tribal HUD VASH reporting tool HIP, a little bit of background...

The tribal HUD VASH module in HIP.

We call it the reporting tool because we know that the BIA has a system called HIP that is related to housing, and we do not want there to be any confusion. {For Tribes using the system}

It {Tribal HUD VASH Reporting Tool} was developed to replace past methods used to collect household demographic, personal and rental information as required for the tribal HUD VASH program.

This {Tribal HUD VASH} is found in program Notice #2016-05.

It was also put in for implementation of tribal HUD VASH Supportive housing program. The consolidation Notice FR6091-N-01.

This {Reporting Tool} will replace the reporting that some of you submit to your area ONAP office on tenant data, and that is the biweekly report that some of you have been sending in for years.

Once you start using the HIP {Reporting Tool} system, you will not have to do that anymore.

So what your role is in this, you will need to obtain and maintain system access, which I will talk to you about in a little while and go further into it and once you are in, you will need to enter and maintain tenant data.

Right now, the HIP reporting tool is unable to produce reports, but we are working very quickly to get that fixed so that you can produce reports like an LPR form.

The knowledge articles for using the HIP module are located on the HIP training page. There is links in this slideshow for that, and we can also send you links through your area office if you need more assistance then your area office is the place to go. You can give them a call.

Tell them what the issue is and if it needs to be escalated to the ONAP office here in Headquarters it will be and then if it is something that has to do with the system we will reach out to the IT HUD support staff and see what we can do to fix it. As issues and questions are raised, we will work to update the knowledge articles and publish FAQs, training recordings and slides will be posted to CODETALK.

OK, I'm going to do a demonstration so, we will move to here {HIP System}. Once you have your email information for your login and you have gone in to reset your password, you will get into the HIP system, and this is what it looks like. {Dashboard to "Create New Form", Review Previous Forms" and "Account Profile"}

You will not have any previous forms, but once you start inputting information, you will have this {Screen shot of options} on your dashboard.

We will start with this one. {Selected Create New Form}

When this page comes up, you should see your tribe, the tribes code, and then over here you can decide if you are going to do a tenant based assistance or project based depending on your applicant.

For this demonstration, we are going to use tenant based and I promise that the project base looks almost identical, so the type of action that you will do for all new information you are putting in, even if the client's been here for a while that type of thing, all new things, are new admission for you.

Once, however, you have been putting forms in and you need to do an annual reexamination, or something like that, you will hit that {select "annual reexamination"} and then it will give you an opportunity to go through and select their name on a list.

Once you do, it prepopulates everything in the system for you.

But for this one, we are going to do a new admission, which is what you should be doing.

Now, if they are new to the program, the effective date would be the date that you enter the information.

You cannot put a past date in HIP for the date of admission into your program.

It will have to be the date that you put in for the date of action.

Right now the correction button does not drop down and it does not work.

We are working on that so you can go in and make a correction as you need to.

We will say that you are going to reexamine this case in a year.

And then you will hit the save and next button.

To add the members of the household, you click that button. We will only be putting

in one person today, but we know that a lot of times people have kiddos or have a large family.

So it will take a minute to put in the client information. As you go through here, you will see that you can drop things down. {dropdown boxes}

My recommendation is the first person that you put in, you mark them as the head of household and the veteran.

The system recognizes that veterans are eligible and puts a priority on them, so it kind of makes things slow down when you don't make them the head of household. I realize it may be different for each tribe how they define head of household, but for this computer system we have to do it this way.

The eligible citizen means that they are an eligible U.S. citizen.

Social Security numbers have to be put in without any dashes.

And again, select veteran.

First, we are going to give them two bedrooms.

Former head of household uh let's say that the person was married and they are no longer married and that person was the head of household.

You will have to put that head of household's Social Security number in there if they were in your program. If they weren't, just skip it.

All right.

You will have to answer yes, they {family) were homeless at time of admission.

I realize that our program allows for people who are at risk of being or are potentially homeless, but for this system it says that they have to be homeless.

I wish I was in Palm Springs right now, but the weather is good here. {selected Palm Springs for City}

You will have to identify if it {unit address} is the same {used as} mailing address.

Some people have a PO Box that type of thing, and this is where you would change it if you said no. If the mailing address is different there would be a field that would pop up to ask you what the mailing address is.

Once again, we are going to give them two bedrooms.

If there is three or more {bedrooms in unit} than what we said {bedrooms eligible for} they needed, you will have to provide a justification.

The justification could include PTSD and cannot share the same room as a spouse, they have a live in aid or it might be the only unit available in the area.

You probably know more about the justifications than I do so you will know what to say.

This one {unit} is going to be manufactured housing the tenant has decided to pay $100 towards their rent.

Mark the voucher as two bedrooms unit size for the voucher.

You have to select yes that the family is moving in. The term owner means the landlord. {or owner of the unit}.

For the TIN number you can pick Social Security, number, or TIN number. {whatever is provided on the application/unit information}

You will have to insert a dash if using the TIN number.

And the rent that is going to this person. {Input amount of rent to owner}

And they {The tenant} have a utility allowance of $50.

This takes us to the tab for reviewing our information.

You will go through and take a look at all of this.

Make sure that it is correct.

If it is not, down at the bottom, you have an opportunity to hit previous {button} when you hit previous it will take you back to the page with the landlord's information.

You will have to retype the landlord's Social Security number into that spot again, or the TIN number, whichever one you used if you want to continue to go back to the previous page where you entered household information, or if you want to move forward again to get ready to submit and review or review and submit it. We are going to say this one is perfect.

So we are going to select submit.

They {the HIP system} will provide you a list of everyone that has been put into your system when you click on this person.

This is what you will see.

This makes it easy to access information about the tenant, their address or something.

If something comes up and you need to do that, once you're done looking at it, you can go to {the} home {Screen}.

That list of forms is exactly what is under this dashboard tab, and you can hit it and see the list.

Alright, we are going to go back to our PowerPoint.

So next steps. Once your profile is set up in the system, you will receive an email with login information.

You will have 24 hours from when you receive that email to log in and change your

password in order to gain access.

ONAP staff will contact you to ensure you received your HIP login and you can only use that link one time.

Once you have it, you will get 2 emails.

There will be one that's addressed to GEMS or the GEMS system.

Please disregard this email, I'm going to show you an example with a Big Red X and tribes and TDHE that are registered in GEMS will still need to register for HIP, so this is the email example that you're going to get and it says U.S.

Government Department of Housing and Urban Development at the bottom.

That is what it will look like. {Screen shot of email example}

This is what the GEMS email will look like, and it will say thank you HUD GEMS support down at the bottom. Please ignore that one, {email} you don't need to address that or click on anything.

So once you get logged in, you can begin entering your tenant data.

At this time, we would like for you to enter any of the people that you currently have in your system {Tribal HUD VASH Program} and any new people that are coming in.

There is not a deadline for when you need to have the information in, but eventually this is going to be mandatory that you use the {HIP} system.

Anybody who has graduated out of the system {VASH Program} or past tenants you will need to put that information in eventually as well.

Right now there is no way to Mark {identify} if a case a file has been closed, but we have requested that be added to the system, so I expect any time we will be seeing that.

So some takeaways, the systems capabilities is to house and maintain tenant data for the tribal HUD VASH system.

There is no ability to run reports at this time, but it is coming very quickly.

There are resources to help with the knowledge articles and the staff at ONAP area offices {can assist}, so your next step is to reach out to the ONAP staff in your area office, go through the on boarding login emails, get into the system and start entering the data on the families that are currently assisted by the tribal HUD VASH program.

That is it.

Thank you for your time and attention.

We will go back to the Teams page.

If you have any questions, please do not hesitate to reach out to us, we are happy to

help in any way that we can.

If you have questions or if you want one on one, training for this, just let us know and we can make arrangements for that.

Thank you again for your time and attention.

◉ **Elmore, Flora M** stopped transcription