

Vouchering & TRACS Best Practices

North Tampa Housing Development Corporation

NTHDC State Conference

July 20, 2010

Tampa, FL



Session Instructor

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North Tampa Housing Development Corporation

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Contract Administrator Obligations

As Contract Administrators we are obligated to:

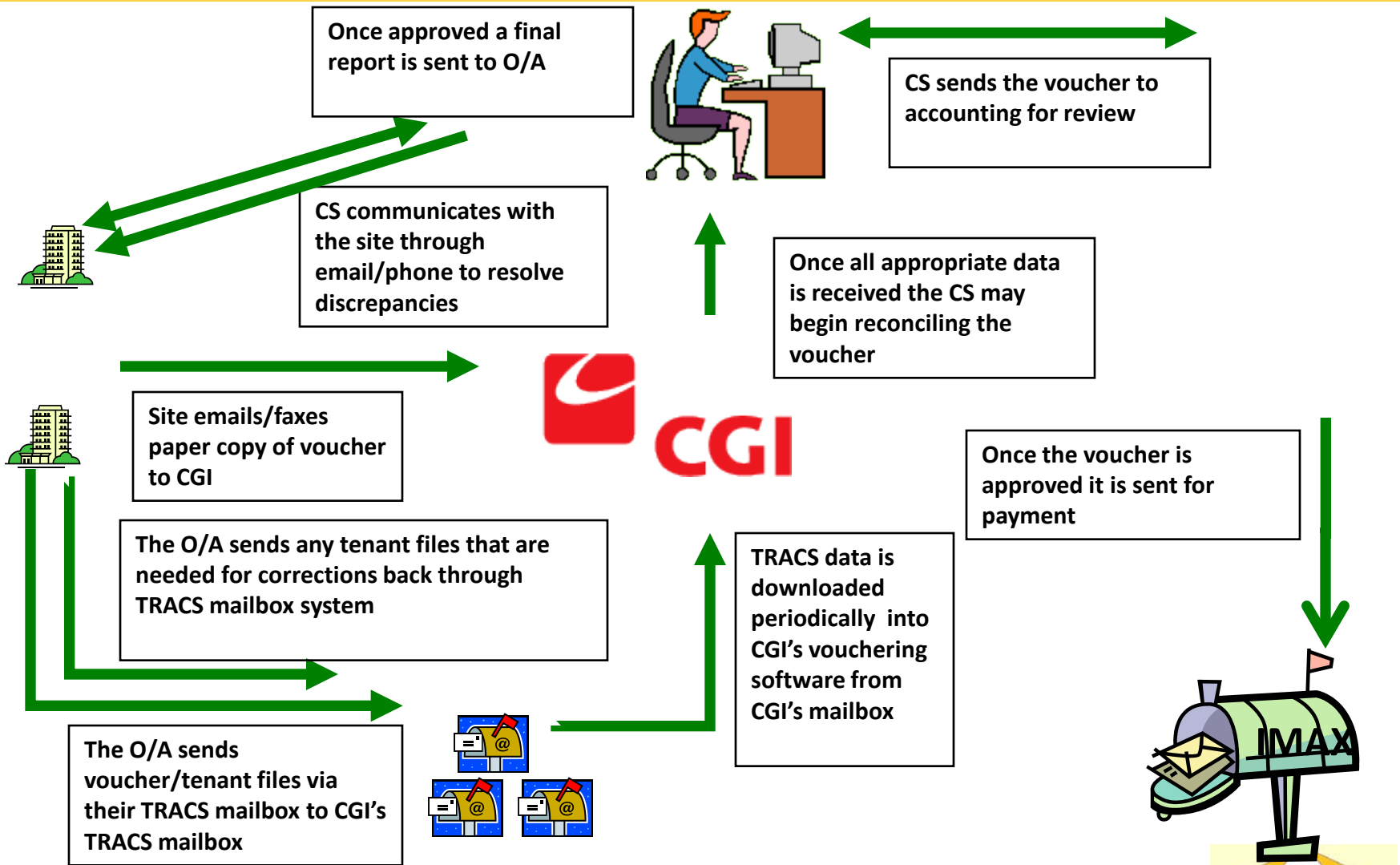
- Verify the accuracy of monthly Section 8 vouchers submitted by owners.
- Verify that recertification's are completed by owner in a timely manner.
- Verify special claims are properly approved.
- Verify that owners are complying with current HUD rules and other requirements.

Owner/Agent Obligations

As an Owner/Agent you are obligated to:

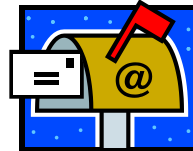
- Submit your electronic HAP voucher and hard copy by the 10th day of each month
- Submit all tenant data processed since the last HAP voucher submission
- Recertify tenants in a timely manner
- Respond promptly to your draft reconciliation report

Voucher Process Diagram



Contract Options

Site emails/faxes
paper copy of
voucher to CGI



The O/A sends
voucher/tenant files
via their TRACS/IMAX
mailbox to CGI's
TRACS/IMAX mailbox

TRACS/IMAX data is
downloaded
periodically into CGI's
vouchering software
(CAVS) from CGI's
mailbox

Reconciliation Report

Voucher Reconciliation Report

Contract #: CA30L00027 Property Name: Whispering Pines Apartments Voucher Month: October 2009
 TRACS Compliance %: 99% as of 9/22/09 Prepared By: Linda Baker - 9/21/2009 Status: Final Reconciliation Ready

VOUCHER SUMMARY

	CA Amount	Site Amount	Variance
Total Regular Payment:	\$ 46,302	\$ 45,941	\$(361)
Total Adjustment Payment:	\$ 2,576	\$ 2,576	\$ 0
Total Manual Adjusted Payment:	\$(933)	\$(933)	\$ 0
Total Special Claim Payment:	\$ 0	\$ 0	\$ 0
Total Voucher Payment:	\$ 47,945	\$ 47,584	\$(361)

VOUCHER BALANCE SUMMARY

	Amount
Total Prior Month Outstanding Balance:	\$ 0
Total Current Month Voucher Variance:	\$(361)
Total Current Month CA Accounting Adjustment:	\$ 0
Total Current Month Payment Resolutions:	\$ 0
Outstanding Discrepancy Amount:	\$(361)

VOUCHER DETAIL

No	Head of Household	Unit	CA Amount	Site Amount	Variance	CA Comments
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Regular Payments

1	ASRAR.BESHIR	7614-7	\$ 351	\$ 0	\$(351)	Tenant already in unit has not transferred out, transfer IN for tenant Robertson failed due to incorrect MI date. Please submit corrected transfer.
2	JOY ROBERTS	7614-7	\$ 0	\$ 616	\$ 616	Move Out tenant Beshir currently in unit to MI tenant Roberts, Joy.
3	JOY ROBERTS	7620-3	\$ 626	\$ 0	\$(626)	Transfer IN effective date must be greater than the date the unit was vacated. Unit Move-IN date has been entered as 1/1/1800. Please correct and resubmit.
Total Regular Payment Discrepancies:			\$ 977	\$ 616	\$(361)	

Adjustment Payments

1						
Total Adjustment Discrepancies:						

Manual Adjustment Payments

1	YIFUFU TEWONDE	1450-7	\$(303)	\$(303)	\$ 0	Repay agreement.
2	GEORGE HENDERSON	7612-3	\$(262)	\$(262)	\$ 0	Repay agreement.
3	PREM SHARMA	7620-7	\$(230)	\$(230)	\$ 0	Repay agreement.
4	EDUARDO BRIONES	7620-8	\$(138)	\$(138)	\$ 0	Repay agreement.
Total Manual Adjustment Discrepancies:			\$(933)	\$(933)	\$ 0	



Reconciliation Report-cont.

Manual Adjustment Payments

1	SAL DAMICO	317	\$(100)	\$(100)	\$ 0	site repayment agreement for tenant Damico
Total Manual Adjustment Discrepancies:			\$(100)	\$(100)	\$ 0	

Special Claim Payments

1	FL800129901192	\$ 4,076	\$ 4,076	\$ 0	Approved.
Total Special Claim Payment:		\$ 4,076	\$ 4,076	\$ 0	

Past Due Certifications by Current Voucher Month

Date: 09/22/2009

Project Name: Whispering Pines Apartments

Contract Number: CA30L000027

Voucher Month: Oct-09

Unit	Tenant Name	Next Recert Date	Status	Household on Hold?
7608-1	ZANG HER	9/1/2009	Past Due	No
7620-3	JOY ROBERTS	9/1/2009	Past Due	No

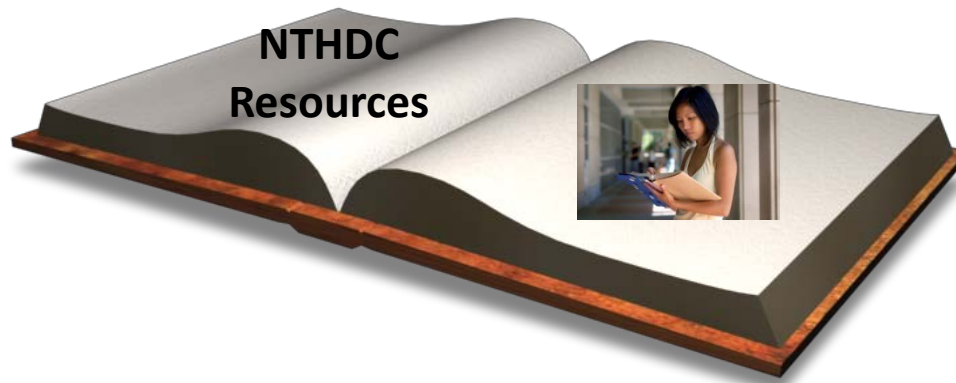


Vouchering Resources

HUD Handbook 4350.3, Change 3

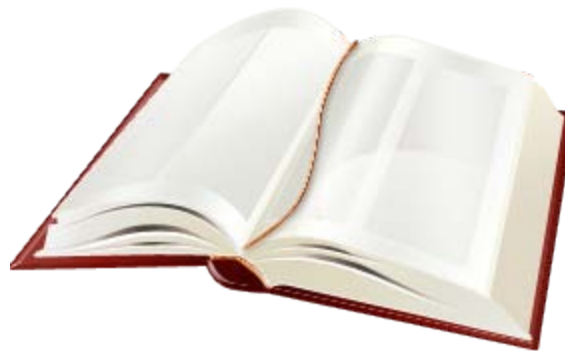
Monthly Activity Transmission (MAT) User Guide

Annual Contributions Contract (ACC) Guidebook



HUD Guidebook- 4350.3 , Change 3

- Outlines occupancy requirements and procedures to ensure that only eligible applicants are selected for occupancy in HUD housing.
- Can be located at <http://www.hud.gov/offices/adm/hudclips/index.cfm>
- Library
- Handbooks/Housing
- Search for 4350.3



Monthly Activity Transmission (MAT) User Guide

- The MAT User's Guide is a technical resource that governs the electronic transmission of certifications and vouchers.
- Defines MAT files and the edits performed by TRACS
- Should be used in conjunction with the 4350.3 Handbook
- The MAT guide can be located at:
<http://www.hud.gov/offices/hsg/mfh/trx/trxmatg.cfm>

Annual Contributions Contract (ACC)

- The Annual Contributions Contract (ACC) is the contract between HUD and the Public Housing Authority (PHA).
- Can be located at http://170.97.67.13/offices/hsg/mfh/rfp/docs/samp_acc.pdf
 - Exhibit A – Page 15 (Section that applies to vouchers)
 - Section 3.5 Monthly Vouchers (Section that applies to vouchers)
- Outlines the Contract Administrators (CA) Obligation.



What is TRACS?

- Tenant
 - Rental
 - Assistance
 - Certification
 - Systems
- HUD web-based system that provides authorized users; status, summary and detailed updates on vouchers and tenant data submitted.



What is TRACS Compliance?

- TRACS Compliance is the ratio of Active certification to the Regular units billed each month on a voucher.
- Active certifications are based on the most rent MAT 10 certification for a unit.
- The TRACS Compliance query does not include units where tenants have either moved out, or had their assistance terminated.

Why is TRACS Compliance Important?

- To ensure timely payment of the monthly voucher
- Accurate reporting of tenants who are a part of the Sec 8 program
- EIV information

Calculating TRACS Compliance

- TRACS calculates the compliance percentage using the following formula:
- $(\text{Active certifications} \div \text{regular units billed on the last voucher}) \times 100$
- The goal is to have 100% TRACS Compliance.
- Must have at least a **90%** compliance ratio to ensure voucher payment
- $\text{Active Certs} \div \text{Regular Billed Units} = \text{TRACS Compliance}$

Calculating TRACS Compliance

Active Certification

- Is a MAT 10 (Move-in certification, Initial certification, Interim certification, Annual certification) that was effective within the last 15 months –to the day.
- This number can change on a day to day basis with the sending of certifications to TRACS.

Regular Billed Units

- The number of units billed is the same as the number of units receiving subsidy on the most current voucher.
- This number changes once a month when the voucher is submitted to TRACS.



Example # 1:

Joseph Estates has active certifications totaling 43 in TRACS and 43 regular units that are billed.

$$43 \div 43 = 1$$

$$1 \times 100 = 100\% \text{ Compliant}$$



U.S. Department of Housing and Urban Development TRACS Voucher Tenant Compliance Report

Sort By: Reference Number

Active Tenant Count Date	Reference Number	Active Tenant Count	Regular Units Billed Count	Compliance Percentage	Most Recent Voucher Date	Total Units In Contract	Contract Status Code	Program Type
02/08/2010	FL123456789	43	43	100.00%	03/01/2010	43	ACTV	LMSA



Example #2:



Villa Arms has active certifications totaling 37 in TRACS and regular units billed totaling 43.

$$37 \div 43 = .86$$

$$.86 \times 100 = 86\% \text{ Non-Compliant}$$

This is below the 90% minimum compliance standard, therefore the property does not have sufficient tenant data in TRACS to support the monthly voucher submitted for 43 tenants.

*U.S. Department of Housing and Urban Development
TRACS Voucher Tenant Compliance Report*

Sort By: Reference Number

Active Tenant Count Date	Reference Number	Active Tenant Count	Regular Units Billed Count	Compliance Percentage	Most Recent Voucher Date	Total Units In Contract	Contract Status Code	Program Type
02/08/2010	FL123456789	37	43	86.00%	03/01/2010	48	ACTV	LMSA

Return To Query



Monitoring TRACS Compliance

- Owner/agents are responsible for monitoring the compliance percentage of their properties.
- Secured Systems gives access to the TRACS system
- Various TRACS queries allow you to retrieve information on a property's- Voucher, tenants, address, and certification information.



How to Monitor TRACS Compliance

- Secured Systems access
- Voucher Tenant Compliance Query
- Certification Query



- To access Secured Systems use the following link:
- https://hudapps.hud.gov/HUD_Systems/

The screenshot shows a web browser window with the URL https://hudapps.hud.gov/login/login_wass_external.fcc?TYPE=33554433&REALMOID=06-baab0df5-575f-1022-a49b-83d8f1ba0cb3&GUID=8SMAUTHREASON=0&METHOD=GET&SMAGE. The page title is "User Login". On the left, there is a blue sidebar with the text "Secure Systems Single Sign On" and a house icon. The main content area has a blue header with "User Login" and navigation links "faq | help | search | home". Below the header, there are two input fields: "User ID" with the value "MP0717" and "Password" with masked characters. A red box highlights these two fields, and a red arrow points from the box to the "User ID" field. To the right of the box, the text "Enter your user name and password issues by TRACS" is displayed. Below the input fields, there is a link: "Forgot your password? Click the link to reset your password and for other useful information." and two buttons: "Login" and "Cancel". At the bottom, there is a red "ATTENTION" notice and a "NOTE" about session timeouts. The footer contains contact information for the U.S. Department of Housing and Urban Development and a "Home | Privacy Statement" link.



The Main Menu will appear for you to select the *TRACS* option

Secure Systems

Welcome ALLISON DICKERSON

system administration

- [Password Change](#)

systems

- [Line of Credit Control System \(eLOCCS\)](#)
- [Physical Assessment Subsystem \(PASS\)](#)
- [Integrated Real Estate Management System \(iREMS\)](#)
- [Tenant Rental Assistance Certification System \(TRACS\)](#)
- [integrated Multifamily Access eXchange \(iMAX\)](#)

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Systems

- [Line of Credit Control System \(eLOCCS\)](#)
- [Physical Assessment Subsystem \(PASS\)](#)
- [Integrated Real Estate Management System \(iREMS\)](#)
- [Tenant Rental Assistance Certification System \(TRACS\)](#)
- [integrated Multifamily Access eXchange \(iMAX\)](#)

System Administration

- [Password Change](#)

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The TRACS Menu below will appear

TRACS

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- [Multiple Occupancy Query](#)
- [Project Evaluation Query](#)
- [Tenant Unit Address Query](#)
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Reviewing Certifications

- Tenants certifications can be reviewed by accessing the Tenant Certification Query.



[Secure Systems](#)

TRACS

Voucher

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Tenant

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TRACS Certification Query

Option 1 displays per household the most current certification effective within the past 15 months. Option 2 displays the tenant's most current certification regardless of its age. All futures are displayed too.

Enter one of the following options:
1. Contract or Project Number
2. Contract or Project Number and Tenant SSN

Contract Number: **FL12R123456** or Project Number:

Tenant SSN:

SORT BY: Unit Name

REPORT BY: Browser Download




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[TRACS
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[User Guide](#)

U.S. Department of Housing and Urban Development TRACS Certification List

Contract/Project Number: OH10L000303

Subsidy Contract Expiration Date: 9/30/10

Active Tenant Count/Units: 16/16 (100%)

Tenants highlighted in blue are considered active and being counted towards the TRACS Compliance percentage

Select a Tenant Name to view additional certification details. *Highlighted rows correspond to Active Tenant Count.*

Tenants that are not highlighted are not a part of the TRACS Compliance percentage

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project or Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date
BABINEAUX, M.D.	XXXXX8423	00 KA-01	11/1/09	IR	CT		11/23/09	\$365	\$99	\$3960	\$3960	\$464	E	04644030	1		10/1/10	1		9/22/04
HOWARD, M.L.	XXXXX2411	00 KA-02	10/1/09	AR	CT		1/11/10	\$419	\$45	\$1800	\$1800	\$464	E	04644030	1		10/1/10	1		2/18/05
SATCER, T.	XXXXX3573	00 KA-03	10/29/09	MI			11/18/09	\$404	\$60	\$2400	\$2400	\$464	E	04644030	1		10/1/10	1		10/29/09
ROBINSON, B.	XXXXX6681	00 KA-04	10/1/09	*AR*	CT		11/18/09	\$434	\$30	\$1200	\$1200	\$464	E	04644030	1		10/1/10	1		6/25/09
FRANCIS, L.L.	XXXXX0952	00 KA-05	10/1/09	*AR*	CT		11/18/09	\$248	\$216	\$8632	\$8632	\$464	E	04644030	1		10/1/10	1		7/8/09
HUMPHREY, W.	XXXXX8093	00 KA-06	10/1/09	*AR*	CT		11/18/09	\$439	\$25	\$600	\$600	\$464	E	04644030	1		10/1/10	1		9/2/05
BENNETT, E.	XXXXX3468	00 KA-07	12/1/09	IR			12/14/09	\$439	\$25	\$360	\$360	\$464	E	04644030	1		10/1/10	1		3/10/03
DICKERSON, A.	XXXXX2872	00 KA-08	10/1/09	*AR*	CT		11/18/09	\$434	\$30	\$1200	\$1200	\$464	E	04644030	1		10/1/10	1		6/19/09
JENKINS, J.	XXXXX5427	00 KA-09	10/1/09	*AR*	CT		11/18/09	\$288	\$176	\$8328	\$7021	\$464	E	04644030	1		10/1/10	1		1/1/07
BURTON, Y.	XXXXX3486	00 KA-10	10/1/09	*AR*	CT		11/18/09	\$272	\$192	\$8088	\$7688	\$464	E	04644030	1		10/1/10	1		11/2/06
MCFERRIN, C.	XXXXX1510	00 KA-11	1/11/10	MI			2/8/10	\$439	\$25	\$519	\$519	\$464	E	04644030	1		10/1/10	1		1/11/10
FOREE, J.	XXXXX7194	00 KA-12	10/1/09	*AR*	CT		11/18/09	\$439	\$25	\$360	\$360	\$464	E	04644030	1		10/1/10	1		2/21/00
WILLIS, G.	XXXXX3100	00 KA-13	10/1/09	IC	MO	12/23/09	1/11/10	\$17	\$447	\$18864	\$17873	\$464	E	04644030	1		10/1/10	1		4/1/85
MARSHALL, M.	XXXXX7504	00 KA-14	11/1/09	IR	CT		1/11/10	\$413	\$51	\$2040	\$2040	\$464	E	04644030	1		10/1/10	1		1/9/09
THOMPSON, M.	XXXXX1145	00 KA-15	10/1/09	*AR*	CT		11/18/09	\$439	\$25	\$360	\$360	\$464	E	04644030	1		10/1/10	1		3/17/05
BROWN, R.	XXXXX1870	00 KA-16	10/1/09	*AR*	CT		11/18/09	\$310	\$154	\$6171	\$6171	\$464	E	04644030	1		10/1/10	1		9/25/03
GREEN, K.	XXXXX8257	00 KA-17	10/1/09	*IC*			11/18/09	\$0	\$464	\$19019	\$18539	\$464	E	04644030	1		10/1/10	1	U	1/30/07

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Click on the tenant in which you would like to view the certification history

U.S. Department of Housing and Urban Development TRACS Certification List

Sorted By: Unit

Contract/Project Number: OH10L000303

Subsidy Contract Expiration Date: 9/30/10

Active Tenant Count/Units: 16/16 (100%)

Select a Tenant Name to view additional certification details. **Highlighted rows** correspond to Active Tenant Count.

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project or Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedroom Count	Over/Under Housed	Move In Date
BABINEAU, M. D.	XXXXXX8423	00 KA-01	11/1/09	IR	CT		11/23/09	\$365	\$99	\$3960	\$3960	\$464	E	04644030	1		10/1/10	1		9/22/04
HOWARD, M. L.	XXXXXX2411	00 KA-02	10/1/09	AR	CT		1/11/10	\$419	\$45	\$1800	\$1800	\$464	E	04644030	1		10/1/10	1		2/18/05
SATCHEL, T.	XXXXXX3573	00 KA-03	10/29/09	MI			11/18/09	\$404	\$60	\$2400	\$2400	\$464	E	04644030	1		10/1/10	1		10/29/09



Certification History List

U.S. Department of Housing and Urban Development TRACS Certification History List

Head Tenant Name: BABINEAU, M. D.
Head Tenant SSN: XXXXX8423

Project/Contract Number: OH10L000303
Sorted By: Effective Date

Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effective Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number	Subsidy Type	Previous Contract Number	Next Recert Date	Bedrm Count	Over/Under housed	Move In Date
BABINEAU, M. D.	XXXXX8423	00 KA-01	11/1/09	2	IR	CT	11/1/09	11/23/09	\$365	\$99	\$3960	\$3960	\$464	E	04644030	1		10/1/10	1		9/22/04
BABINEAU, M. D.	XXXXX8423	00 KA-01	11/1/09	1	*IR*			11/18/09	\$312	\$99	\$3960	\$3960	\$411	E	04644030	1		10/1/10	1		9/22/04
BABINEAU, M. D.	XXXXX8423	00 KA-01	10/1/09	1	*AR*	CT	10/1/09	11/20/09	\$269	\$195	\$7795	\$7795	\$464	E	04644030	1		10/1/10	1		9/22/04
BABINEAU, M. D.	XXXXX8423	00 KA-01	10/1/08	2	AR	GR	10/1/08	11/13/08	\$386	\$25	\$600	\$600	\$411	E	04644030	1		10/1/09	1		9/22/04
BABINEAU, M. D.	XXXXX8423	00 KA-01	10/1/08	1	*AR*			11/12/08	\$386	\$25	\$600	\$600	\$411	E	04644030	1		10/1/09	1		9/22/04
BABINEAU, M. D.	XXXXX8423	00 KA-01	10/1/06	1	*AR*	CT	10/1/06	1/12/07	\$359	\$25	\$600	\$600	\$384	E	04644030	1		10/1/07	1		9/22/04

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Certification Discrepancy

U.S. Department of Housing and Urban Development TRACS Certification Discrepancies

Head Tenant Name: JENKINS, J.

Certification Effective Date: 10/1/09

Head Tenant SSN: XXXXX5427

Project/Contract Number: OH10L000303

Discrepancy Code	Description	Recommendation	Action Required	Member Number	Reported Value	Calculated Value
CE251	NO MATCHING CERTIFICATION FOUND FOR CORRECTION SUBMITTED.	TRACS STORED THE CORRECTION. NO ACTION REQUIRED.	3			
CE131	SECURITY DEPOSIT IS NOW BEING COLLECTED BY TRACS.	ENTER THE SECURITY DEPOSIT AMT. AND RESUBMIT THE TRANSACTION AS A CORRECTION	3		0	

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Trouble Shooting Discrepancies

- Working with your Contract Administrator (CA)
- TRACS User Guide
- MAT User Guide
- TRACS Discussion Forum

Working with your CA

•Partnership

The common goal is to achieve 100% TRACS Compliance. It's imperative that all information transmitted to the CA is accurate and correctly formatted. The CA is responsible for sending all certifications received to TRACS.

•Time Saver

Your CA may already be working to resolve any discrepancy or fatal error messages related to the certification submitted. If not, they may be able to instruct you on exactly what is needed to get a successful certification transmitted to TRA



Working with your CA

•Proper Resolutions

Communication is key when errors occur.

Working with your CA will help achieve this goal.

Researching the HUD published manual and handbooks (4350.3, TRACS User Guide, MAT User Guide) can assist with the best way to resolve an issue as well.

MAT USER GUIDE

- The MAT user guide can be accessed :
- <http://www.hud.gov/offices/hsg/mfh/trx/trxmatg.cfm>
- Key Chapters- 4,5,6 and Appendix E

MAT USER GUIDE

Homes & Communities
U.S. Department of Housing
and Urban Development

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Summary of the Monthly Activity Transmission (Mat) User's Guide

The Monthly Activity Transmission (MAT) User's Guide contains technical submission instructions for owners, management agents, and PHAs / State Housing Agencies acting as contract administrators transmitting HUD-90039 data electronically to the Tenant Rental Assistance Certification System (TRACS). This technical guide is written for computer programmers.

[Information by State](#)
 [Redirection](#)

The MAT User's Guide is published to assist you in complying with the TRACS Automation Rule mandated by HUD in 1994. The Rule requires electronic submission of tenant and financial data by owners of certain subsidized multifamily projects and by the public agencies that administer the assistance contracts for HUD.

The MAT User's Guide is a technical user's guide describing the prescribed format MAT record layouts, field characteristics, and HUD-form data locations for all Tenant Rental Assistance Certification System (TRACS) data transmitted to and from HUD.

The MAT is a front-end subsystem to TRACS. It accepts data transmitted from the Industry sites to HUD Headquarters in an electronic form and returns messages from HUD Headquarters to sender sites. Limited edits are performed on the data format before passing the pre-validated data to the TRACS system for further validation and processing. Data which fail the MAT edits cause an error message requesting correction to be sent to the sender. The Industry members are responsible for formatting their automated data to be accepted by the MAT.

The Industry transmits MAT data to TRACS through an electronic mailbox. Transmissions not received--or received garbled--will be resolved by document provides the information necessary to transmit data, and respond to error messages received.

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Questions?

