



## Entry Form 2018 Annual Awards for Program Excellence

**Entry Deadline: Friday, June 15, 2018, Midnight ET**

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. **Questions: Call 202-624-7710 or email [awards@ncsha.org](mailto:awards@ncsha.org).**

**Entry Title:** Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

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**Category:**

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**Subcategory:**

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**Entry Summary:** A 15-word (max) summary of the program, project, or practice you are entering.

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**HFA:**

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**HFA Staff Contact:**

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**Phone:**

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**Email:**

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### Visual Aids:

Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF?      Yes      No

### Payment:

My HFA is mailing a check to NCSHA.

My HFA is emailing the credit card authorization form to [awards@ncsha.org](mailto:awards@ncsha.org).

## **InspectPro 360 – UPCS Software**

[Click here to watch the synopsis video for the entry.](#)

### **Overview and Need**

Kentucky Housing Corporation (KHC) developed a complete inspection system application designed to manage every step of the inspection process and fulfill the U.S. Department of Housing and Urban Development (HUD) Uniform Physical Condition Standards (UPCS) inspection requirements. The software runs on the Microsoft Surface, a hand-held device. It allows the inspector to easily document and report on property, building, and unit deficiencies based on the latest UPCS Standards and contains the same defect definitions that are used in the HUD REAC (Real Estate Assessment Center) inspection. This is the accepted standard for multifamily and tax credit properties. Our inspectors needed to capture inspection data in accordance with the UPCS Inspection Protocol, with a tool designed for ease of use in the field. Additionally, KHC needed a system that would allow for us to configure additional questions that are specific to our agency. The InspectPro360-UPCS software is designed to meet all these needs.

### **Response to the Need**

The software provides consistency among a wide array of inspection staff. Inspection requirements are built into the software - with the click of a button, the inspector can verify the specific definitions tied to an inspectable area. This lessens the amount of independent judgment call that is needed while on site. The software also provides the ability to move from an inspection in Excel format to one that is tablet based – the inspector is able to check boxes instead of type noted deficiencies.

### **Innovative and Replicable**

The software is like no other we were able to find when searching for new inspection software. Key features include: tablet-based design; works with multiple inspectors on a property; picture/photo enabled; customized inspection configuration; ability to capture signatures; PDF reporting capability; and the ability to interface with other data systems.

The software was designed to be shared with other housing finance agencies. The ability to customize the inspection configuration and integrate with other data systems are areas that make the software moldable to meet each housing finance agencies' unique needs.

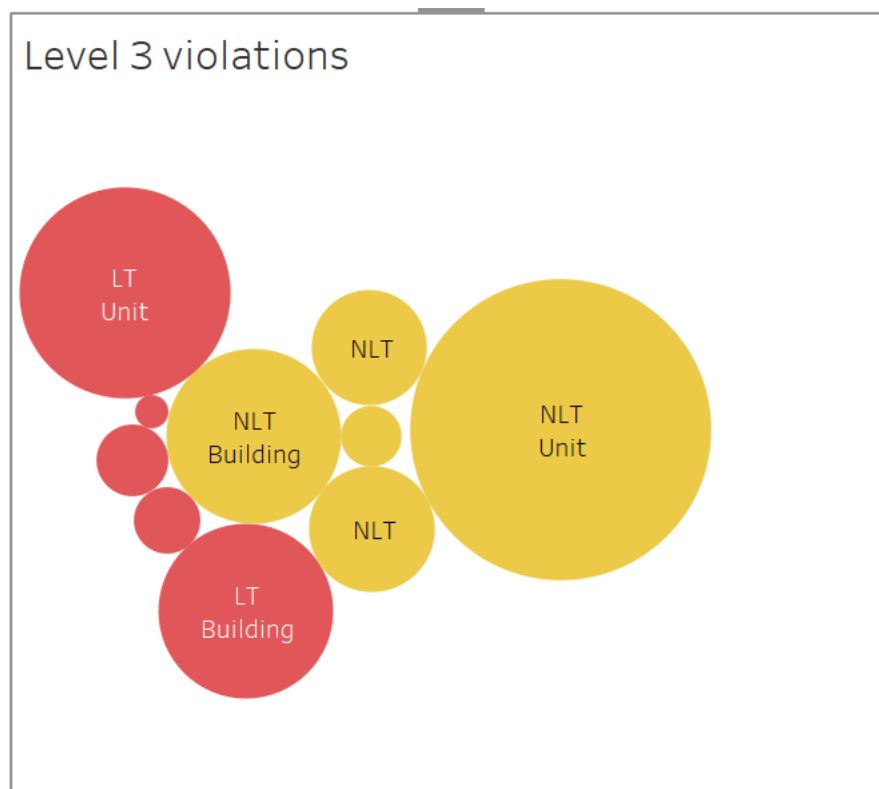
### **Results**

The software has streamlined our UPCS inspections and our inspectors save time and energy while in the field and in the office. InspectPro 360 color-codes and organizes information to be easily accessed and so that information can be quickly entered. Inspectors quickly adapted to the software because of the simple, user-friendly interface and ease of use, especially in compliant inspections.

## Benefits Outweigh Costs

The greatest qualitative benefit we have seen is the staff acceptance and willingness to utilize the software. The inspectors felt comfortable using the software after only performing two to three inspections. With a depository of inspection data, approximately 25 percent of the portfolio, we can use business analytics tools to analyze issues across our portfolio. Below is an example visualizing the level three health and safety (H&S) violations from KHC's entire portfolio from the data available.

Each circle is either a unit or building with violations, the size is determined by the amount of violations found, making it easy to interpret what actions are needed and where. (Level three H&S violations are those that are defined as "severe" violations of U.S. Department of Housing and Urban Development (HUD) code, of which only life threatening violations must be corrected within 24 hours; e.g. the seals/caulking is missing or damaged on entry door would be classified as a not life threatening, level three violation.)



LT = Life Threatening

NLT = Not Life Threatening

## **Effectively Use Resources**

The software has been developed to allow for connection to external project management systems. This provides the ability to connect the property project management software to the inspection software. The result is that data can be exchanged between the two systems, which increased efficiency by reducing data entry with preparing reports prior to and after the inspection.

Additionally, no allocation was made specifically for this project, as no additional staff or resources were required. KHC's staff spent 461 total hours on this project, including project team meetings, development, and training. This came with an estimated cost of \$16,135 to produce the InspectPro360 module – all of which was achieved with the available resources at KHC.

## **Achieve Strategic Objectives and Cost Benefits**

One of KHC's overarching strategies is to "Implement technology and analytics to improve workflow, collaboration, and service." The InspectPro 360 – UPCS Software sought technology solutions to achieve efficiencies, which resulted in process improvement and was easily accepted by staff.

Other state housing finance agencies could employ this same technology to meet their organization's objectives for inspection requirements and streamline processes.

## **Supporting Documentation**

[Inspection Screen Screenshot](#)

[Inspection Component Screenshot](#)

[Select Component Screenshot](#)

[Inspection Review Screenshot](#)

[Physical Inspection Definitions and Regulations - HUD](#)