

# CHAPTER 1 - INTRODUCTION

## SYSTEM OVERVIEW

### PURPOSE

This quick reference guide is designed to give basic information on the use of the Management Assessment Subsystem (MASS). This Web-based software application of the U.S. Department of Housing and Urban Development (HUD) enables Public Housing Agencies (PHAs) to electronically file Management Operations Certification submissions. MASS is the primary tool by which HUD's Real Estate Assessment Center (REAC) conducts its annual assessment of the management operations of HUD properties that are operated by PHAs. The management operations assessment is one of four assessments HUD/REAC utilizes to determine an overall status score for a PHA under the Public Housing Assessment System (PHAS).

This guide does not cover details on the content of the MASS data elements, the resources needed to correctly respond to those elements, or how the MASS data elements compare with the previous elements under the Public Housing Management Assessment Program (PHMAP). Such information is covered in the *Instruction Guidebook for Completing Public Housing Assessment System Management Operations Certification with Form HUD-50072*, which can be downloaded from the REAC Web site at the following Web address:

[www.hud.gov/offices/reac/products/mass/instrc\\_guide331.cfm](http://www.hud.gov/offices/reac/products/mass/instrc_guide331.cfm)

### NEW BUSINESS FEATURES

MASS continues to bring improvements such as more informative screens, simplified screen-to-screen navigation and a new submission status called "Invalidation." The most significant change is the improved re-submission process. Under previous versions of MASS, re-submitting a rejected assessment required you to fill out the entire assessment from scratch (not just those fields needing changes). Re-submissions are already pre-populated with data from the previously submitted assessment. To prepare a resubmission, all you have to do is correct the appropriate fields.



**NOTE:** The PHA data appearing in this guide is solely for the purpose of illustrating the use of MASS, and is not actual data of any HUD public housing partner.

## ***ORGANIZATION OF GUIDE***

This Quick Reference Guide provides instructions for using MASS. The following is a brief overview of the contents of the individual chapters and appendices:

- **Chapter 1 - Introduction** includes the purpose and important business changes associated with the latest implementation of MASS. It also contains information for getting answers to your questions on using the system.
- **Chapter 2 – System Security** covers registration for both coordinators and users, set-up for system access and property assignment. Users who already have working user IDs may opt to skip this chapter. Note that some parts of this chapter apply only to Coordinators.
- **Chapter 3 - Access MASS** provides step-by-step instructions on how to access MASS, identifies the elements of the *PHA Inbox* page, and tells how to exit the system.
- **Chapter 4 - MASS Submissions** describes how to create a new submission and how to access existing ones.
- **Chapter 5 - Sub-Indicator Pages** describes the functionality of various MASS sub-indicator pages, how to navigate through them, and the types of data entry fields they hold.
- **Chapter 6 - Complete a Submission** provides instructions for the last steps in the submission process. These involve three additional MASS pages: 1) Adjustment for physical condition and/or neighborhood environment, 2) PHA comments, and 3) Submit.
- **Chapter 7 – Resubmission** covers how to correct and resubmit a submission that has been rejected or invalidated.
- **Appendix A - Browser Bookmarks** provides instructions for bookmarking a Web page.
- **Appendix B – MASS Scores** contains a table that lists MASS score values by sub-indicator.
- **Appendix C – Access MASS Scores in NASS** provides the steps to view your MASS score using the iNtegrated Assessment Subsystem (NASS).

## ***TERMS AND ABBREVIATIONS***

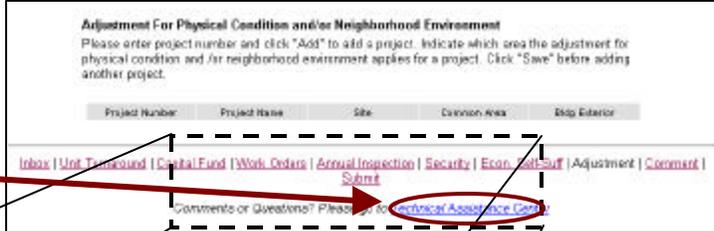
<b><i>Term</i></b>	<b><i>Definition</i></b>
AFS	Annual Financial Statement
CFR	Code of Federal Regulations
FFY	Federal Fiscal Year
FY	Fiscal Year
HQ	Headquarters
HUD	U.S. Department of Housing and Urban Development
MASS	Management Assessment Subsystem
NASS	iNtegrated Assessment System
PHA	Public Housing Agency
PHAS	Public Housing Assessment System
PHMAP	Public Housing Management Assessment Program
REAC	Real Estate Assessment Center
TAC	Technical Assistance Center
URL	Universal Resource Locator (also known as Web address)

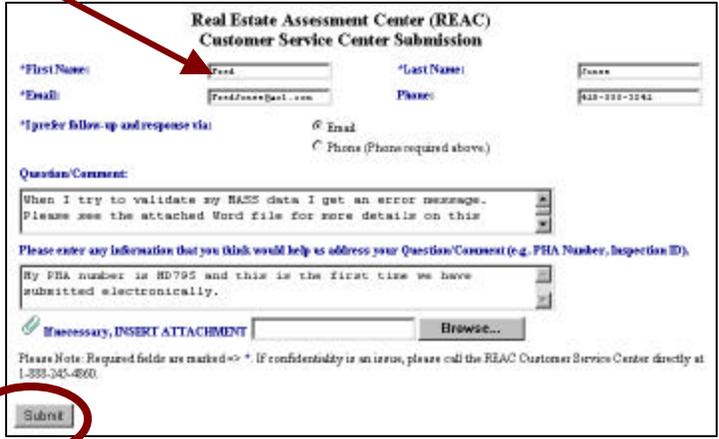
## ***IF YOU NEED HELP***

If you have a question, comment, or problem using MASS, you can get help by contacting the REAC Technical Assistance Center (TAC) (formerly the REAC Customer Service Center). There are three methods for contacting the REAC Technical Assistance Center:

- Email (page 1-4)
- Telephone (page 1-7)
- standard U.S. mail (page 1-7)

## CONTACT US BY EMAIL

Action	Example															
<p>1. At the bottom of any MASS submission page, click on the <b>Technical Assistance Center</b> link to open the <i>Contact Us</i> page.</p>	<p>At the bottom of each MASS submission page is a <b>Technical Assistance Center</b> link.</p>  <p>Adjustment For Physical Condition and/or Neighborhood Environment Please enter project number and click "Add" to add a project. Indicate which area the adjustment for physical condition and/or neighborhood environment applies for a project. Click "Save" before adding another project.</p> <table border="1"><thead><tr><th>Project Number</th><th>Project Name</th><th>Site</th><th>Division Area</th><th>Drop Exterior</th></tr></thead><tbody><tr><td colspan="5">Inbox   Unit Transport   Capital Fund   Work Orders   Annual Inspection   Security   Econ. Self-Suff   Adjustment   Comment   Submit</td></tr><tr><td colspan="5">Comments or Questions? Please go to <a href="#">Technical Assistance Center</a></td></tr></tbody></table>  <p>Capital Fund   Work Orders   Annual Inspection   Security   Econ. Self-Suff Submit Comments or Questions? Please go to <a href="#">Technical Assistance Center</a></p>	Project Number	Project Name	Site	Division Area	Drop Exterior	Inbox   Unit Transport   Capital Fund   Work Orders   Annual Inspection   Security   Econ. Self-Suff   Adjustment   Comment   Submit					Comments or Questions? Please go to <a href="#">Technical Assistance Center</a>				
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Comments or Questions? Please go to <a href="#">Technical Assistance Center</a>																
<p>2. Click on the <b>EMAIL</b> button to open the <i>REAC Customer Service Center Submission</i> page.</p>	<p>The <i>Contact Us</i> page opens:</p>  <p>HUD HOME ABOUT HUD Q &amp; A SEARCH/INDEX EMAIL</p> <p>contact us management operations certification</p> <p>Reminder: Please include a detailed description of your request and your return telephone number.</p> <p>To submit inquiry, select <a href="#">EMAIL</a></p>  <p>To submit inquiry, select <a href="#">EMAIL</a></p>															

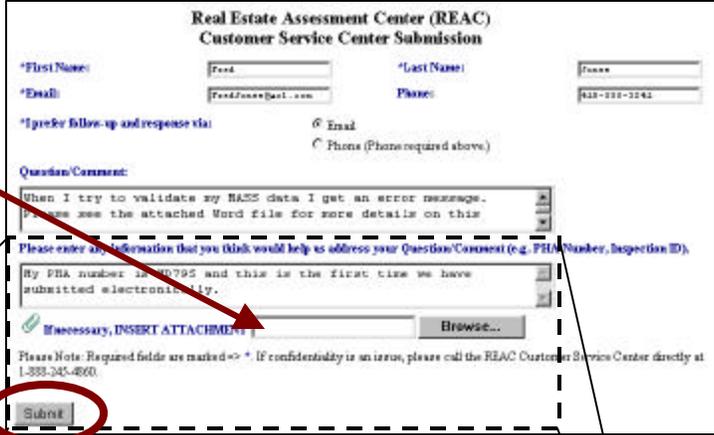
Action	Example
<p>3. Click in the <b>First Name</b> field, enter the information requested, then press tab and repeat for the remaining fields. (See the table below for details on each field.)</p> <p>4. If desired, you may attach a file (see the next page for this process).</p> <p>5. Once all fields are completed, click on the <b>Submit</b> button.</p> <p>See the following page for information on attaching a file to the message.</p>	<p>The <i>Customer Service Center</i><sup>†</sup> Submission page opens:</p>  <p><sup>†</sup> "Customer Service Center" is the former name of the Technical Assistance Center (TAC)</p>

FIELD NAME	DESCRIPTION
<b>First Name *</b>	Click in this box and type in your first name. (This field is required.)
<b>Last Name *</b>	Tab and enter your last name. (This field is required.)
<b>Email *</b>	Tab and enter your full email address. (This field is required.)
<b>Phone</b>	Tab and enter your phone number.
<b>Response Preference *</b>	Click on either the <b>Phone</b> or <b>Email</b> radio button to select your preferred response method. (This field is required.)
<b>Question/Comment</b>	Tab and enter your question or comment, being as specific as possible.
<b>Additional Information</b>	Tab and enter any additional information pertaining to your question (e.g., PHA number).
<b>Insert Attachment</b>	If desired, you may attach a file by typing in the file's path or by using the <b>Browse</b> button. See page 1-7 for an explanation of this process.

\* Fields with an asterisk \* are required fields.

## ATTACH A FILE TO A TAC EMAIL

**Overview:** This process shows how to attach a file to a Technical Assistance Center (TAC) email. For complete details on sending a help request to TAC via email, see page 1-5.

<b>Action</b>	<b>Example</b>
<ol style="list-style-type: none"><li>1. Click inside the <b>INSERT ATTACHMENT</b> field.</li><li>2. Type in the file name and full path of the file to be attached, e.g., <b>C:\MyDocuments\Helpme.doc.</b> (See note below.)</li><li>3. Click on the <b>Submit</b> button.</li></ol>	<p>The <i>Customer Service Center Submission</i> page:</p>  <p>Please enter any information that you think would help us address your Question/Comment (e.g. PHA Number, Inspection ID).</p> <p>My PHA number is MD795 and this is the first time we have submitted electronically.</p> <p>If necessary, INSERT ATTACHMENT [C:\MyDocuments\Helpm] Browse...</p> <p>Please Note: Required fields are marked =&gt; *. If confidentiality is an issue, please call the REAC Customer Service Center directly at 1-888-245-4860.</p> <p>Submit</p>



**NOTE:** If you are familiar with browsing in Windows, you may use the **Browse** button next to the **INSERT ATTACHMENT** field to locate the file to attach, rather than typing in the file name and path manually.

## **CONTACT US BY PHONE**

You can call the REAC Technical Assistance Center with system questions toll-free, Monday through Friday (except holidays), 7:00 a.m. to 8:30 p.m., Eastern Time at:

**1-888-245-4860**

## **CONTACT US BY STANDARD U.S. (“SNAIL”) MAIL**

The REAC Technical Assistance Center may be reached by standard U.S. mail at the following address:

**U.S. Department of Housing and Urban Development (HUD)  
Real Estate Assessment Center (REAC)  
ATTN: Technical Assistance Center  
1280 Maryland Avenue, SW, Suite 800  
Washington, DC 20024-2135**