

THDA/CGI Industry Introduction Meeting

THDA

CGI

January 20, 2022

CGI

The logo for the Tennessee Housing Development Agency is centered within a white square. It features a blue roofline with three red stars to its right. Below the graphic, the text "Tennessee Housing" is written in a bold, black, sans-serif font, and "Development Agency" is written in a smaller, grey, sans-serif font below it.

Tennessee Housing
Development Agency

Tennessee PBCA overview

- Since 2000 THDA has provided PBCA services under their ACC with HUD
- Current Core Tasks include: Management & Occupancy Reviews, Contract Renewals, Rental Adjustments, Vouchering (including Special Claims), Life & Non Life Threatening Tenant Health & Safety Issue, CSP processing, and General Reporting Requirements
- Current Tennessee contract 374 projects & 28,883 units
- October 2021 – THDA requested proposals from potential subcontractors to perform the Core Tasks required under the ACC
- December 2021 – THDA & CGI entered into a contract for CGI to provide the Core Tasks outlined in the ACC
- THDA will continue to hold the ACC with HUD & maintain oversight of CGI processing
- CGI will be main point of contact for all day to day processing

CGI: a global leader

Founded in 1976

45 years of profitable growth

\$10.8 billion
revenue

80,000
consultants

40 countries
400 locations

5,500 end-to-end
services clients globally

170 IP-based solutions
serving **50,000** clients

Range of services



High-end IT and
business
consulting



Systems
integration



IT and business
process
outsourcing

Differentiators

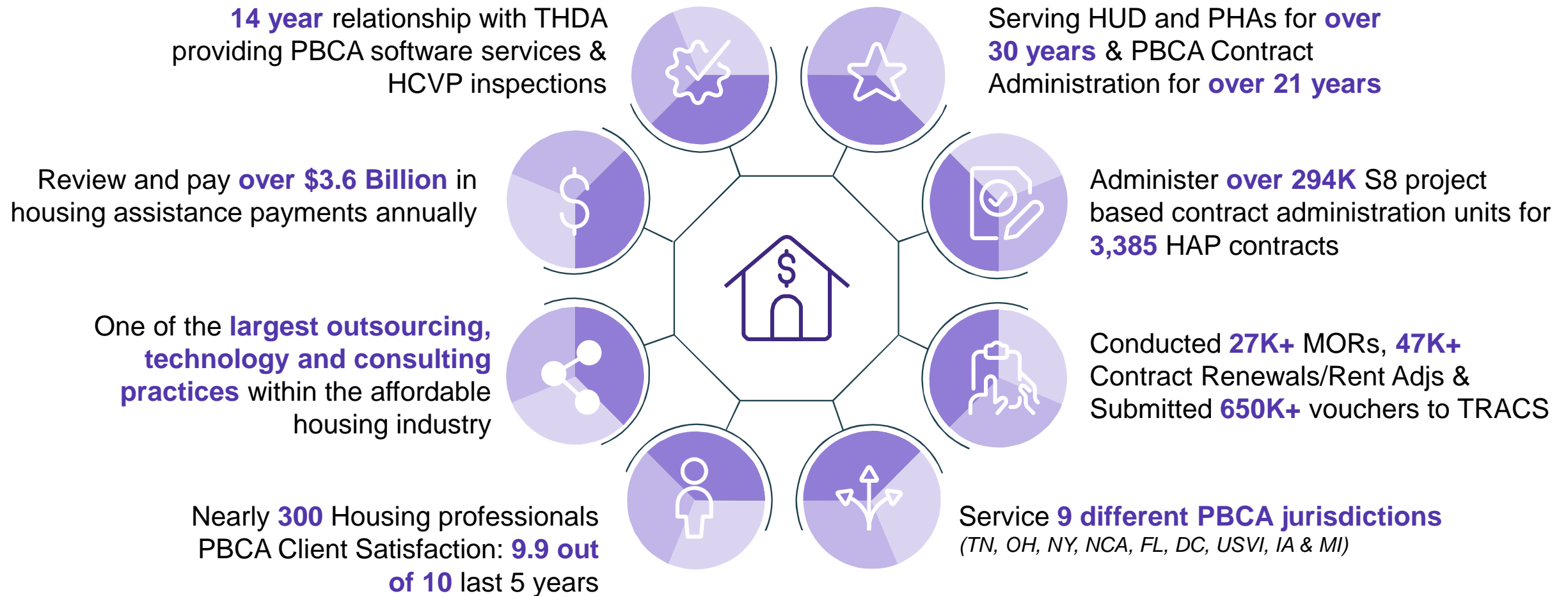
Client-proximity
model

Industry domain
expertise

Intellectual
Property

Global delivery
network

Experts in affordable housing



Tennessee PBCA

Structure

- CGI assumes full operations to perform tasks assigned under the ACC beginning 02/01/22
- THDA remains the Contract Administrator for Tennessee providing oversight & quality review

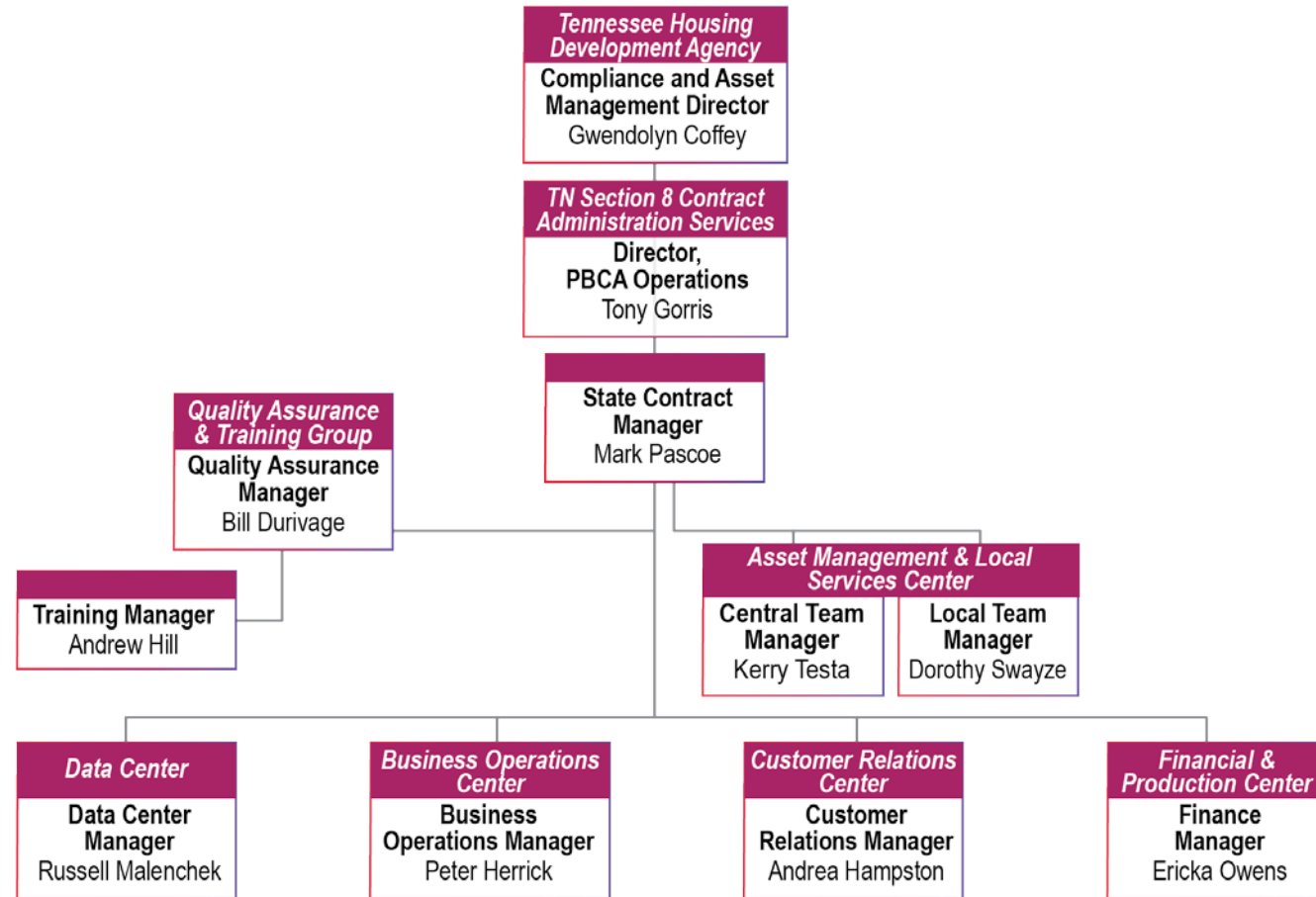
CGI Core Task

- Management & Occupancy Reviews
- Contract Renewal (including RCS review)
- Rent Adjustments (including Utility Allowance)
- Voucher Processing
- Special Claims
- Tenant Contact Center (Including Life & Non Life Threatening Health and Safety Concerns, Along with General Inquiries)

Operation Centers

- Asset Management
- Local Services
- Contact Center
- Financial & Production
- Training & Quality

Tennessee PBCA Organization Chart



CGI Confidential_22-000-033

Keys to Success

Structure

- Local Presence for customer facing tasks
- Experienced Service Centers for all support functions
- Repeatable and detailed workflows to guide staff through process
- Experienced transition team & management staff

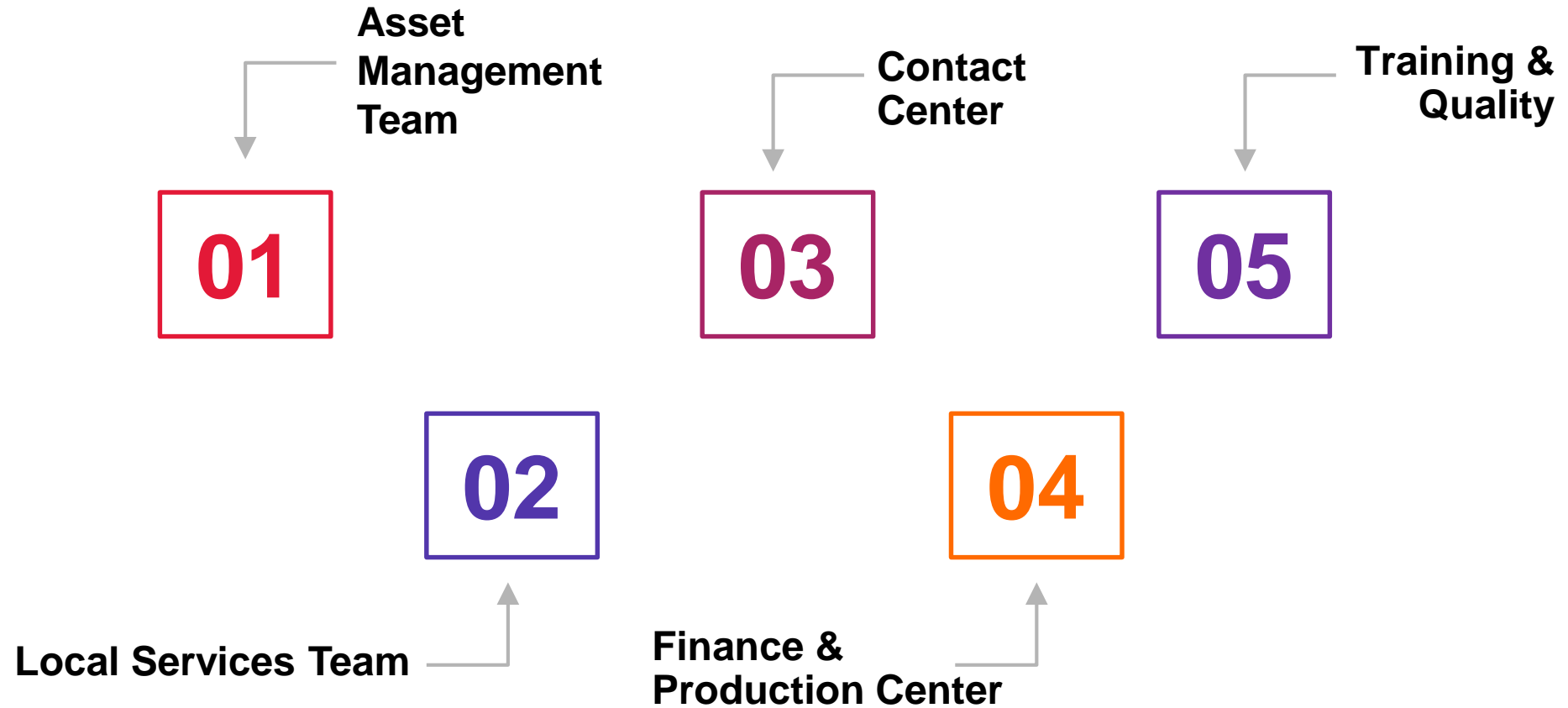
Oversight

- Robust Reporting
- Regular portfolio review meetings
- Comprehensive training and development program for new employees and continuous development
- Rigorous Quality review by seasoned Subject Matter Experts

Process & Technology

- Full review of all current THDA process & procedures
 - Align processes with current practices – especially CR/RA
- Best in class PBCA CATS software
- Current workflows & voucher data moving from TN CGI system
 - Accelerated data transfer based on current relationship
- Leading edge cyber security

CGI TN Operational Structure



Tennessee Organizational Approach

1. Asset Management Team

- 6 Contract Specialist / 1 Supervisor
- Each Specialist will have a portfolio of about 60 projects
- Will group Agents with 1 processor when possible
- Single point of contact
- Consistent Processing

Key Responsibilities:

Contract Renewals, Rent Adjustment, Voucher Processing, Special Claims

2. Local Services Team

- 5 Local Specialist / 1 Supervisor (dependent on work plan)
- Property Assignments based on team member location
- Will work as a team to develop consistent interpretation of HUD regulations

Key Responsibilities:

Scheduling, Conducting & Following up on all MOR related activities

3. Contact Center

- Based out of Columbus, Ohio
- Allows for a team of Housing Professional experienced with tenant mediation
- Immediate Call Back & Follow up

Key Responsibilities:

Responding to Life Threatening & Non Life Threatening Health and Safety Issues, General Inquiries & Complaints, HUD project concerns

Tennessee Organizational Approach

4. Finance & Production Center

- Based out of Cleveland Ohio
- All vouchers require final approval from Finance Team
- Finance Team assists with ongoing TRACS issues
- Finance Team will work with THDA to assure payment systems are updated

Key Responsibilities:

Final Voucher Approval, TRACS trouble shooting, Payment file preparation

5. Training & Quality

- Staffed with Experienced Subject Matter Experts
- Robust Review, Reporting, & Corrective Action
- Owner/Agent Outreach
 - Website
 - Newsletter
 - Training Opportunities

Key Responsibilities:

Compliance with ACC & other HUD requirements, on-going education

Timetable

Pre Transition

December & January

- THDA/CGI Execute Contract – early Dec
- THDA/CGI Develop Work plan – mid Dec
- HUD/THDA/CGI – Initial meeting – mid Dec
- THDA – Initial Subcontractor Announcement – late Dec
- THDA/CGI – Initial Transfer of Data – late Dec
- HUD/THDA/CGI – Finalize Procedures – mid Jan

Transition/Go Live

January

- CGI Contact Center handles new cases – Jan 4
- CGI processes new special claims – Jan 4
- CGI contacts all projects to confirm contact info – end of Jan
- CGI begins to schedule new MORs – first 2 weeks of Jan
- THDA/CGI – Owner/Agent meet & greet – Jan 20

Transition/Go Live

January & February

- Transition of CR/RA activities to CGI – begins Jan 24
- THDA/CGI - Final Transfer of Data – Jan 31
- Transfer of any remaining Work in Process – Feb 1
- CGI begins processing March vouchers – Feb 1

What to Expect

Transition to CGI

- Central Activities – Contract Renewal/Rent Adjustments, Special Claims, Vouchers
 - Team of experienced staff to assist with processing as new staff is on boarded
 - As new team is in place – single point of contact for these activities
 - Timely & accurate processing
- Local Activities – Management & Occupancy Reviews
 - Team of experienced staff to assist with processing as new staff is on boarded
 - Courteous & Professional reviews with easy to follow reports
 - Active Communication throughout process
- Contact Center Activities – Health & Safety Issues
 - Team of experienced staff to handle all cases
 - Immediate Responses to all Inquiries
- Communication
 - Website & Quarterly Newsletter with helpful information
 - Availability to meet & present on key topics

Resources

CGI Tennessee PBCA Website: www.TNPBCA.com

CGI Tennessee PBCA Main Phone number: 615-206-2110

CGI Tennessee PBCA electronic submissions: tnpbca@housing.systems

CGI Tennessee PBCA Center

Hours of Operation: Monday-Friday, 8:00 am to 5:00 pm Central / 9:00 am to 6:00 pm Eastern

Contact Numbers: Toll Free Phone No. for Resident Inquiries: 1-888-384-3540
TTY 800-848-0298; Spanish TTY 866-503-0263
Fax: 614-985-1502

Written Inquiries/Submissions: 8760 Orion Place, Suite 110, Columbus, Ohio 43240
Email Inquiries: PBCAContactCenter@cgifederal.com

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