# Consulting, Outsourcing and Technology Services for the Affordable Housing Industry

## CGI

Facing funding challenges, growing need for services and changing regulatory requirements, organizations delivering affordable housing services must be diligent and strategic. Agencies looking to increase operational efficiencies and improve program outcomes require a consulting and IT services partner with deep domain expertise to help them achieve these goals.

For more than 30 years, CGI has assisted the U.S. Department of Housing and Urban Development (HUD) and public housing authorities in effectively administering affordable housing programs. Our 210+ professionals supporting the U.S. affordable housing market include domain experts and IT innovators—a dynamic combination that enables our role as a full-service provider addressing the affordable housing industry's greatest operational challenges. We deliver:

- **Program Administration** with the capacity to meet your needs regardless of size, scope or complexity. CGI administers more than 25% of HUD's Performance-Based Contract Administration (PBCA) portfolio and supports multiple state and public housing authorities in achieving Housing Choice Voucher (HCV) program objectives.
- **Consulting Services** that focus on quality results for organizations facing reduced funding, increased regulatory requirements, and escalating community needs. We enable our clients to cost-effectively improve operational outcomes and proactively address many of their largest mission challenges.
- **Technology Solutions and Services** that increase end-to-end operational efficiency and optimize core business processes. CGI helps organizations transform their operations—from project to improve the efficiency of an existing system or process to implementation of digital technologies and domain-specific IP to fundamentally change the way an agency achieves its goals.

CGI administers and/or supports over
**340,000**
Section 8 project-based contract administration units

CGI reviews and issues over
**$3.4 billion**
in housing assistance payments annually

## DELIVERING FULL-SERVICE TECHNOLOGY-BASED SOLUTIONS

CGI aids organizations serving the public by helping our clients increase operational efficiency, make informed resourcing and prioritization decisions, and improve alignment of IT to the mission. CGI delivers

### HOUSING PROGRAM AREAS OF EXPERTISE

- U.S. Department of Housing and Urban Development (HUD)
- State housing finance agencies
- Public housing authorities
- For-profit and non-profit developers and management

### HOUSING PROGRAM SERVICES

- Administration of HCV/LIPH programs
- HQS Inspections
- Annual/Interim Recertifications
- Initial Eligibility
- SEMAP Reviews
- Tenant Mobility
- Organizational Assessments
- Compliance Audits."

operational improvements and transformation—optimizing end-to-end business processes, enabling analytics to drive mission insights, and introducing automations to reduce manual efforts, enabling staff to focus on the needs of tenants and property owners. Core competencies include:

- **IT Modernization:** CGI offers proven modernization services and best practices, helping clients plan, evaluate and implement an integrated approach that achieves efficiency.
- **Agile & DevOps:** We collaborate with clients to adopt and optimize application of Agile and DevOps methodologies. We facilitate organizational design and coaching at the program and portfolio levels to generate true alignment, transparency and execution.
- **Intelligent Automation:** Automation solutions optimize the digital experience by handling tasks and sequences that do not require human intervention, freeing employees to focus on higher-value work.
- **Digital Transformation:** Agencies seeking to improve the efficiency of an existing system or standardize and optimize the enterprise IT portfolio look to CGI to transform operations and fundamentally change the way they achieve their mission.
- **Cloud Services:** Our on-premises and cloud-based platforms allow the convergence of efficient process, communication and mobility across all levels of the organization. We assist clients in moving to the cloud, including cloud-native services, to achieve transformation objectives.

Our portfolio of solutions designed specifically for the affordable housing market include:

- **CGI OnCue360® HQS:** Our mobility-enabled regulatory enforcement and data collection platform allows both smartphones and tablets to capture information in real-time. Features include automatic notification as well as scheduling and routing modules ideally suited to performing compliance assessments, including HQS and UPCS-V inspections and reviews.
- **CGI Notify®:** This Software as a Service (SaaS) platform enables an organization to manage interactive messaging via SMS phone or Text to Speech. We enable emergency notification for service disruptions, safety concerns or any emergency where quick, uniform and official communications needs to happen in seconds.
- **Data Analytics and Visualization**: CGI's visualization products include geospatial, temporal, multidimensional, hierarchical, network and other special-purpose visuals. CGI's View360 provides visual analytics for housing entities to manage and visualize multiple layers of data in one place for strategic and operational analysis and decision-making.
- **Contract Administration and Tracking System (CATS) for Performance-Based Contract Administrators:** CGI designed CATS specifically to drive efficiencies in our role as a Performance-Based Annual Contributions Contract (ACC) managed services partner. Our cloud-based solution enables clients to achieve compliance with HUD requirements while meeting or exceeding Acceptable Quality Levels for ACC Performance-Based tasks.

**ABOUT CGI FEDERAL**

CGI Federal Inc. is a wholly owned U.S. operating subsidiary of CGI Group Inc., dedicated to partnering with federal agencies to provide solutions for defense, civilian, healthcare and intelligence missions. Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including customer-centric digital organizations. We deliver an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions that help accelerate clients' results. CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients accelerate results, transform their organizations and drive competitive advantage.

To learn more, visit
https://www.cgi.com/us/en-us/federal/affordable-housing

or email BPServices@cgifederal.com.