

Consulting, Outsourcing and Technology Services for the Affordable Housing Industry



Facing funding challenges and growing need, organizations delivering affordable housing services must be diligent and strategic.

Gaining efficiencies, improving outcomes

Agencies seeking 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 over 30 years, CGI has assisted the U.S. Department of Housing and Urban Development and public housing authorities in effectively administering affordable housing programs.

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

CGI reviews and issues over
\$3.9 billion
in housing assistance payments annually

More than 330 CGI professionals, including domain experts and IT innovators, support the U.S. affordable housing market. This dynamic combination enables us to be a full-service provider addressing the affordable housing industry's key operational challenges. We deliver:

- **Program administration** with the capacity to meet your needs, regardless of size, scope or complexity. We administer more than 25% of HUD's Performance-Based Contract Administration (PBCA) portfolio and service 13 Housing Choice Voucher (HCV) programs with over 85,000 vouchers.
- **Consulting services** that focus on quality results for organizations facing reduced funding, increased regulatory requirements and escalating community needs. We enable you to cost-effectively improve operational outcomes and proactively address tough challenges.
- **Technology solutions and services** that increase end-to-end operational efficiency and optimize core business processes. We help organizations transform their operations. We deliver digital technologies and affordable-housing technology solutions that markedly improve the way you achieve program goals.



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 and EHV programs
- HQS Inspections
- Landlord Recruitment and Retention
- Annual/Interim Recertifications
- Initial Eligibility
- SEMAP Reviews
- Tenant Mobility
- Organizational Assessments
- Compliance Audits

Full-service, technology-based solutions

CGI helps you increase operational efficiency, make informed resourcing and prioritization decisions and improve alignment of IT to your mission. Through technology, you can optimize end-to-end business processes and gain program insights. Core competencies include:

- **IT modernization:** CGI offers proven modernization services and best practices, helping you plan, evaluate and implement an integrated approach that achieves efficiency.
- **Agile & DevSecOps:** We enable agencies to adopt methodologies that result in improved alignment, transparency and execution.
- **Intelligent automation:** Our automation solutions handle tasks and sequences that do not require human intervention, freeing your team to focus on the needs of participants and property owners.
- **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 the organization. We help you move to the cloud and cloud-native services to achieve transformation objectives.

Technology for housing professionals

- **CGI OnCue360® HQS:** Our mobility-enabled regulatory enforcement and data collection platform allows both smartphones and tablets to capture information in real-time. Features like automatic notification, as well as scheduling and routing modules, are ideally suited to performing compliance assessments, including HQS and UPCS-V inspections and reviews.
- **CGI Notify®:** This Software as a Service (SaaS) platform lets you 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:** We enable geospatial, temporal, multidimensional, hierarchical, network and other special-purpose visuals. CGI View360 provides visual analytics to manage and visualize multiple layers of housing and external 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 you to achieve compliance with HUD requirements, while meeting or exceeding Acceptable Quality Levels for ACC Performance-Based tasks.

CGI's technology solutions for the affordable housing industry are developed by housing professionals for housing professionals.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

For more than 30 years, CGI has assisted the Department of Housing and Urban Development (HUD) and Public Housing Authorities (PHAs) in advancing the availability of safe, affordable housing opportunities for Americans. As housing authorities evolve and adapt to meet demands, CGI can help you improve operational outcomes, enabled by technology, to administer affordable housing programs more effectively.

For more information

Visit cgi.com/affordablehousing
Email us at affordablehousing@cgifederal.com