Providing decent and safe housing for more than 4.8 million U.S. households receiving housing assistance—such as low-income families, the elderly and persons with disabilities—is no small feat for organizations in the affordable housing industry. Today’s environment of reduced federal funding and changing regulatory requirements adds further challenges. CGI helps you succeed with effective solutions for every facet of your operations.

**FOCUSED ON RESULTS**

CGI’s **business process services** provide comprehensive program administration or targeted services for specific functions and tasks:

- **Program administration** with the capability to meet your needs regardless of size, scope and complexity. Examples range from administering the State of New York’s Hurricane Sandy Disaster Housing Assistance Program to Performance-Based Contract Administration (PBCA) of the Project-Based Section 8 Program. Our PBCA work covers more than 25% of HUD’s Section 8 project-based portfolio, which includes administering multifamily housing contracts, calculating rental subsidies and enforcing owner obligations. CGI pays over $2.7 billion annually in federal subsidies to owners on behalf of our clients. We are the recognized private partner leader within the industry, administering over 3,200 contracts and 275,000 housing units across the country.

- **HQS and UPCS inspection services** for HUD and numerous housing authorities, including conducting initial, annual, and special inspections and all associated re-inspections. Services also include scheduling, automated call-ahead appointment reminders, call center customer service centers, owner/agent/tenant portals, inspection result notifications, daily importing of results to client site, and management of self-certifications.

- **Eligibility determination and recertification processing** including the Oakland Housing Authority’s Housing Choice Voucher Program and New York tax credit properties. These targeted services involve document verification and review, income calculations and data input.

- **Call center administration** including start-up and implementation support for the New York CDBG-DR Hotline; project specific call center administration for the Chicago Housing Authority Waitlist Update (with 10,000 calls/month during the project period); and ongoing administration of PBCA customer services centers with annual call volume of over 100,000.
Our full-service technology-based solutions include:

- **Industry-proven Operations Management Systems** that allow today’s assistance service organization to run as a high value business enterprise with robust automation and deep level metrics to drive transparency and service improvement. CGI leverages the latest interactive technologies for active and passive data-triggered workflow management for KPI driven dashboard insight into the organization in real-time. Our on-premises and cloud-based platforms allow the convergence of efficient process, communication, and mobility across all levels of the organization to improve service to stakeholders.

- **CGI OnCue360™**, a mobility-enabled regulatory inspection and data collection offering that allows both smartphones and tablets to capture information in real time. Features include powerful notification, scheduling and routing modules ideally suited to performing a wide variety of inspections and reviews. Our inspection business process services also are available as part of this solution.

- **CGI Notify**, a Software as a Service (SaaS) platform that enables an organization to manage interactive messaging via SMS phone or Text to Speech. This includes emergency notification scenarios for service disruptions, tenant and worker safety concerns, or any emergency disruption where quick, uniform and official communications need to happen in seconds.

**Our training services** provide interactive courses on a wide variety of subjects of concern to housing agencies and owners. Our experienced and formally trained instructors tailor courses to meet an organization’s individual training needs as well as incorporate all program changes as they occur.

**Our expert consulting services** help housing organizations and businesses operate more efficiently and attain the highest level of HUD-rated performance. Services include performance assessments and change management, and the implementation of processes and tools that allow for the delivery of superior customer service and the highest levels of compliance with federal regulations.

**YOUR BENEFIT WITH OUR APPROACH**

- **Housing industry expertise**—We understand the challenges and opportunities facing government agencies and owners. We can help implement solutions that improve outcomes and maximize results.

- **Quality processes and frameworks**—We maintain a high level of customer satisfaction and delivery excellence through ISO 9001-certified operations.

- **Flexible delivery options**—We combine onsite responsiveness with cost-effective remote delivery capabilities.

- **Proven results and savings**—We provide streamlined processing that adds up to long-term savings for our clients.
• **Low cost IT solutions**—We help agencies operate more efficiently by managing housing IT systems, providing increased system availability, security and business continuity at 20-35% annual cost savings.

• **Strategic solutions**—We participate in national working groups and monitor industry activity daily, which allows us to provide the latest information on trends, potential changes and impact on programs.

• **Customized operations and management software**—We provide software specifically for the housing industry including all aspects of eligibility determination, initial and re-certifications, online waiting list processes, workflow management, voucher payment activities, and HQS and UPCS inspection field support.

• **Convenience, flexible, and efficient access**—We offer agencies access through key contract vehicles such as:
  - GSA Alliant—best-value Information Technology (IT) solutions
  - OASIS—best-value solutions for complex professional services
  - Various state-level options.

ABOUT CGI

With 68,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients’ front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information about CGI, visit www.cgi.com or email us at info@cgi.com.