Final Transcript

HUD US DEPT OF URBAN HOUSING & DEVELOPMENT: 9902 Program Impact Data Displays Demo

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SPEAKERS

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PRESENTATION

Moderator   Ladies and gentlemen, thank you for standing by. Welcome to the 9902

Program Impact Data Displays Demonstration for External. At this time,

all participants are in a listen-only mode. [Operator instructions]. As a

reminder, this conference is being recorded.

I would now like to turn the conference over to our host, Virginia Holman.

Please go ahead.

Virginia   Thank you very much. Welcome, everybody, to today's webinar, where you're going to learn about a really nifty display program that we now have. First, I want to go over some logistics.

As the operator said, the audio is being recorded. We will be giving you a playback number along with the presentation and a transcript. [Audio drops] they will be posted [audio drops] archive section. The weekly training digest will let you know when that has been updated and posted.

I did send out, to all the people registered, the handouts this morning. They're also available in your control panel on the right-hand side of the screen. You can just click on the document name to download.

Your questions are very important to us. With the large number that we have, we will not take live questions, but we do want you to ask them. [Audio drops] again in the control panel on the right-hand side of your screen, a box labeled questions. If you'll just type in your question, we have staff that are monitoring [audio drops] questions. You can also, after the webinar [audio drops] any time in the future, send your question and answer and comments to housing.counseling@HUD.gov, and just put the webinar topic in the subject line, so we get it to the right people.

As I said, it's unlikely that we will have an open discussion period, but should it happen, we want all your phones put on mute by you. If you've logged into the webinar, you will receive a certificate of training from GoToWebinar. They usually send that out within about 48 hours. You'll need to print it out and keep it [ph] for your records. You can also go to HUD Exchange, and if you look at the webinar archives, it gives you the ability to view one of our archived webinars and get credit for it. So try that; we have a lot of really good webinars that you can learn from and get credit for them.

This is what our weekly training digest looks like. Be sure and watch [audio drops], lists all sorts of classes [audio drops] classes that our partners give other federal agencies.

Now, I'd like to turn the webinar over to Jerry Mayer, the Director of Outreach and Capacity Building.

Jerry   Well, thank you, Ginger. Welcome to all the housing counselors and agency managers who joined us today to learn about HUD's new 9902 data displays. Now, these displays represent a big advance in the way HUD stakeholders consume housing counseling data. The dashboard

displays will allow you to perform analysis and extract the data your

agency needs for reports, and grant applications, and marketing, and all

the other activities that require housing counseling data. They are also

going to help HUD improve reporting accuracy and timeliness.

Today, we have three presenters. Rachel Aureliard and Dan Hegner, who

work for ICF, and are just some of the folks who bring us all the fine

content on the HUD Exchange, including these new 9902 data displays.

We also have Melissa Noe, who is a specialist in the OHC's Office of

Policy and Grants Administration and is a team leader on this project.

Without further ado, I'd like to turn the mic over to Rachel.

Rachel   Thanks, Jerry. Yes, so as Jerry mentioned, today I will present some

background on the 9902 and then hand it to Dan to show you the data

displays. Like Jerry said, we're HUD's technical business provider that

manages the HUD Exchange. Melissa, Ginger, and Jane Charida will be

available for the Q&A.

First, today we'll cover some 9902 reporting background, which will

include the HUD 9902 form, the purpose of HUD 9902 reporting, and the

purpose of the new 9902 data displays. Next, Dan will demonstrate how

to use the 9902 data displays for us. Finally, we'll cover some resources.

We'll be doing some polling using Mentimeter throughout the session

today. At different times throughout the session, you'll see this icon pop

up that says, "Time for Mentimeter." That'll be your queue to go to

www.menti.com. You can do that on your smartphone, or you can do that

on your computer or other device by opening a new browser window.

There will be a code that I display on the screen at that time. You can

enter that to respond to our polling question.

Before I cover HUD 9902 reporting background, we see the icon Time for

Mentimeter, so let's ask our first polling question. The Mentimeter code

today is 935631. It's at the top of the screen right here. Go ahead and

enter that into menti.com, and let us know what type of organization you

represent. The options are local housing counseling agency, HUD

intermediary, sub-grantee or affiliate of HUD intermediary, or another

stakeholder, so a HUD funder or someone else from the housing industry.

I see the results rolling in; we have about 25 responses so far. Most folks

are at a local healthcare agency. We have a bunch of representatives from

sub-grantees or affiliates of HUD intermediaries as well. It's good to see a

bunch of other stakeholders on the hall, and have some intermediary

representatives.

I know we have about 270 participants today, and we have about 100

people responding. I'll give people a couple more seconds here to get

their answers in. Holding steady with local housing counseling agencies

as our biggest participants.

We're really excited for the data displays to be used by local housing

counseling agencies. I'll cover this a bit at the end of the presentation, but

this is Phase 1 of our project. Ultimately, there will be data available at

the agency and intermediary level as well, so good to see such high

participation from those folks.

All right. I see a lot of you have responded. Responses may continue to

roll in. You can feel free to keep answering that question at Menti.com.

Again, the code is 935631. For anyone looking for that code, it's at the

top of the screen whenever I show mentimeter. I'm going to move back to

the PowerPoint now, and move on with our presentation.

Okay, so first, I'll cover the 9902 form. What is the HUD 9902 form?

Basically, the 9902 is known as the Housing Counseling Activity Report.

It's the tool that HUD uses to track the housing counseling program data.

I'm sure a lot of you on the call are familiar with it, especially if you work

for a local housing counseling agency.

The 9902 Housing Counseling Agency Activity Reports are cumulative

fiscal year to date for each quarterly report period. Currently, we're in

quarter two, so those reports included all the data so far for Fiscal Year

2020. This form is designed to capture all of HUD-approved housing

counseling agencies ' education and counseling activities within HUD's

fiscal year. Marketing and outreach activities such as fliers or calls made

are not recorded. The 9902 does capture a client's demographic

characteristics, income level, counseling type, and counseling outcome.

HUD also requires non-participating agencies who wish to become HUD-

approved to report on certain sections of the 9902 form as part of their

HUD approval package. If there are any prospective agencies on the call

looking to join HUD's program, just note that this form data is applicable

to you as well. You would have to fill out some of those sections on the

form in order to receive HUD approval. Finally, 9902 data is transmitted

to HUD's housing counseling system through an approved client

management system.

The purpose of HUD 9902 reporting is to demonstrate the housing

counseling program's impact to Congress and other industry stakeholders

such as lenders and foundations. We can also leverage this data to

communicate the great outcomes of housing counseling to the general

public. Essentially, good data helps tell the right story of HUD's housing

counseling program and communicates the good work that HCAs and

intermediaries are doing every day.

It's really important we know everyone is providing really amazing

services to communities and tracking that in their systems. These data

displays and the reporting in general really help capture that good work.

The data also allows agencies to analyze demographic characteristics,

income levels, counseling types, and counseling outcomes.

Okay, so this brings us to the new 9902 data displays. In the past, the

9902 data has been posted on a quarterly basis in an Excel format. What

these displays really do is take the broader data set and create dynamic

interactive dashboards that were built in Tableau.

The new displays primarily serve to share information about HUD's

healthcare program, impacts, and services with housing counseling

agencies and interested stakeholders. They also improve the data accuracy

of quarterly 9902 submissions because they'll allow agencies to actually

visualize the data that is being reported. That, in turn, will increase

understanding of the impact of the data, help people identify gaps in data

reported, and things like that. The displays also allow agencies and other

stakeholders to identify 9902 data trends over time. Finally, they

contribute to the centralized 9902 guidance and data for agencies as part of

the 9902 online toolkit.

The ability to visualize the 9902 data will hopefully also help agencies

continually improve the accuracy of the data they are reporting. I

mentioned this a bit about data accuracy; an example of that is if your

organization operates in a specific state and the numbers look low to you

for a certain service or outcome, you could review your agency's reported

data to ensure that you're reporting all clients accurately. Eventually, the

data will be available at the agency level as well. More to come that in

Fiscal Year 2021; just stay on the lookout.

All right, so before we move on to where you can find the 9902 displays,

and Dan does his demo, we will go back to Mentimeter for our next

question. Okay, and this question is, have you used Tableau to view data

before? We have some options, yes, I love Tableau; that's great. Most

people are saying no, but I'm excited to learn, and some people are not

sure.

Tableau is used for lots of different data visualization. If you answered

not sure, then that's totally fine. It's probable that maybe you've seen it

on a website before, but hadn't really realized it was Tableau.

Maybe you aren't really sure what types of data visualizations you've

come across in the past, or maybe you know that you haven't used

Tableau before. It's really intuitive and has a lot of different options for

functionality, different downloading options. Dan will show us all of that

in just a few minutes.

All right, we have a bunch of people responding to the question; about the

same as the last question. I'm going to move back to my PowerPoint, but

I'm super excited that most people haven't used Tableau before and will

get to know how to use it during this presentation. You have all come to

the right place.

Okay, so where can you find the 9902 toolkit? It's right on Housing

Counseling's HUD Exchange landing page under Systems and Reporting.

You'll see a link to the toolkit with the new icon next to it. Simply just

launch—there's also a big announcement on the landing page at the

moment; you can't miss it.

Once you click on the 9902 online toolkit, you'll see the program impact

data displays in the lower right-hand corner.

All right, so now, I'm going to pass the presentation to Dan. He's going to

show us how to use the data displays. Dan built these dashboards in

Tableau, so you are in great hands with his presentation.

Dan   Hi. Good afternoon, everyone. Rachel, can you see my screen right now?

Rachel   Yes I can.

Dan   Perfect. All right, so I'm going to walk you through these different dashboards. Before I dig too deep into the dashboards themselves, let me just show you everything that's on this page.

At the top here, we have a few different links. This first link takes us to the 9902 online toolkit. The next link right here takes us to a data display quick guide. This is here to help you if you are unsure how to navigate the maps, or if you need to see how to download the data displays. We also have a link to the actual 9902 data, so if you want to look at the data in Excel format, you can download them from here.

Below that, we have a series of different data displays. Let me just scroll through them all. These are different displays that tell slightly different stories about the data.

If you want to go to a specific data display, we have links to all those right here. Let's say I want to see the income level data display. I'll just click on that, and it takes me right to the income level, and then I can click that button to get back up to the top.

Let's take a look at the first of these data displays scope services. This is what it looks like. At the top here, we have the total households that are served. It breaks it down between one-on-one counseling and group education. Then, from there, we can see a breakdown of both group education and one-on-one counseling. We can see the specific activities that happen within those, and see how many households are served within each of these categories.

One cool feature about Tableau is if I hover my mouse over a particular piece of information, it brings up some additional information. I can see not only the total number, I can also see the percentage, and that applies to these bar charts as well. Another cool feature about Tableau is that these data displays are dynamic. What that means is I can use these filters to actually change the data that we're looking at.

Right now, I can see the state filter is set to all, and the fiscal quarter filter is set to FY2020 Quarter 1. Let's say I want to just look at information for California. All I have to do is set state to California, and all the data will automatically update to only show numbers for California.

Similarly, I can adjust the fiscal quarter that I'm looking at. Let's say I wanted to compare FY2020 Quarter 1 to FY 19 Quarter 1. I can set the filter there, and I can see what the numbers looked like last fiscal year.

Rachel mentioned this before, but one really important thing to understand about the fiscal quarters is that the 9902 data is cumulative over the fiscal year. If I'm on FY 2020 Q1, we're just looking at Q1 data. If I set it to Q2, this is going to include both Q1 and Q2 data. If we're on Q4, it's going to include the entire fiscal year, so that's just something to keep in mind when you're switching between the different fiscal quarters.

One other thing I can do here is let's say it would be more helpful to see this data displayed as percentages rather than as totals. There is this display as featured right here. I can switch from total to percent, and it will update all of the labels to display as percentages instead. I can still hover my mouse over if I want to see the exact total. Now, let me set that back to total.

These dashboards are really designed to be used; however, you might need them. As such, we have a lot of different options for exporting the data. If you click on that button right down here, it brings up the download

option. You can see that we have a number of different options and

formats that you can download the data.

I can download as an image, cross-tab, PDF, PowerPoint, or Tableau

workbook. For this example, I'm just going to choose PDF. I'll select

this view and click download.

Now, let's take a look at what that PDF looks like. One cool thing is that

when you download, it keeps all of the filter selections that you selected.

Since I had selected California and Q2, it only displays data for California

in FY 19 Q2. You can customize exactly what data you want to download

and use for whatever purposes you might need.

Let me move on to the next data display. This is households served by

state. This gives us a look at how housing counseling services are

distributed among the different states. At the top here, we have just a

simple breakdown of group education versus one-on-one counseling.

Just like the previous data display, I can also change the fiscal quarter that

we're looking at. I can also select whether I want to look at group

education, one-on-one counseling, or both. By default, it has both of those

selected, but if I just wanted to look at group education, all I would do is

unclick on one-on-one counseling, and the map would update. If I hover

my house over any one of these states, I can see exactly how many

households were served. That's really useful, especially for some of these

small states where it might be hard to see the information.

Let me set it back to viewing everything. These maps are also dynamic. I

can actually zoom in and zoom out. I can look specifically at one region

or at one state. You can zoom in and zoom out just using your mouse

wheel; you can also use these buttons right here to zoom in and zoom out.

I can also pan around the map by selecting this pan button right here.

Let's say I wanted to look at Alaska. All I'd have to do is pan up there, or

if I want to see Hawaii.

I could also zoom in to a specific region. Let's say I wanted to take a

closer look at the Northeast. I can zoom in there.

When I download this map, it will save however you've set the map. I'll

download this as a PDF, and I can see that it kept the view that it was on.

If you want to use this map for any purposes that you might need, you can really customize how this map is going to look.

Okay, let me move on to the next dashboard. This is a breakdown of race and ethnicity. We have the same features that we've seen on the first data display. We have the state filter, fiscal quarter, and then I can also show everything in totals or percentages. We switched it to percent, back to total.

At the top here, we have a breakdown of ethnicity, so Hispanic, non-Hispanic, and then this gray one right is chose not to respond. If I hover my mouse over, just like we saw before, I can see some additional information.

Then down here we have a breakdown of race of household. Again, "chose not to respond" is going to appear in this gray—yes, right down there. The next data display is income level. This looks really similar to the last one we saw. It has the same filters that we saw before. This displays the area median income level of the household in two different ways. So at the bottom it breaks it down into different ranges of AMI.

"Chose not to respond" is right here. Then at the top it shows everyone

that's below 80% AMI and everyone that's above 80% AMI.

This next display is a little bit different. So this is here to help

communicate some of the benefits of the housing counseling program. So

this shows a number of different metrics from the last year. This is also

interactive. So if I click on this one right here we can see that it pops up

and gives us some additional information. This is really designed to just

show the different benefits and impacts of the program.

I can also download this as a PDF. So it shows us this image above and

then below here we have a little bit more information about each of these

impacts. Then the last data display we have is the state profile. So this is

designed to give you an overview of a given state. It doesn't have any

new information but it really combines a lot of the different data points

that we saw before.

So when you come to this it just shows you a map and if you want to see

the state profile for a specific state, all you have to do is click on that state.

So I will choose California and it will show me data for California. So if I

scroll down here I can see it's a sort of a combination of the different data

displays that we saw before. I can also change the state once I select one,

so I can change it to Alaska or any other state and I can adjust the fiscal

quarter that we're looking at. So this is just a way that you can view and

download all of the data sort of put together for your given state.

So yes, that's an overview of all the different data displays. It's really

here to be used however it might be most helpful to you. So that

concludes my part of the presentation. So I will go ahead and give the

presenter role back to Rachel.

Rachel　　　　　　　Thanks, Dan. Can everyone see my screen now? Okay. It seems like yes.

Okay. So yes, great time with Dan. I do want to clarify something I said

earlier in the presentation and a couple of questions I saw in the questions

box.

So the first thing I wanted to clarify is that we are in Q3 right now and I

mentioned Q2 but what I meant to say is that we launched with Q1 of FY

2020 data and that's because we are launching with the finalized data at

the agency submit and this year there was an extension on Q2 data

because of COVID-19. So we don't have the Q2 data yet. As soon as

everyone gets that data in those will be added to the dashboards as soon as

it is finalized. So everyone can check back on a quarterly basis when the

data is finalized and Jerry will send out emails on his List Serve at that

time.

The other thing that I wanted to clarify is that the data is cumulative within

the fiscal year. So Q4 for FY 2020 will have the data for all of FY 2020

and then Q1 for FY 2021 will have the data just for Q1. We will take any

other questions at the end of the presentation. Okay, great.

Before I cover the resources, we have some final Mentimeter questions for

everyone. So I will hold that up. Okay. So the first question is, which

data display are you most excited to use? Again, our Mentimeter code is

935631 for anyone looking to get into Mentimeter and it's on top of the

screen.

We have a lot of people excited about the impacts of services display. I

think our next one that people are most excited for are helpful cert [ph] by

state. Glad to know that's helpful for everyone. I did want to mention as

well that if there are any views that you'd like to see of the data or any

additional data that you'd like to see that you didn't see in those data

displays, you can certainly email Housing.counseling@hud.gov with those

data wishes and we can keep track of your feedback and we can keep that

in mind for future dashboards that we develop. So you know, we

definitely want these dashboards to be helpful to everyone and we can

certainly continue that over time.

Okay. I think we have about everyone's votes in. So most people said

impact of services and it seems like it's pretty evenly split amongst the

others so that's great.

Our next question is, how do you think you will use the displays? So this

is just an open-ended question. So we are interested to know how you will

take this data and use it for your purposes.

We have someone saying marketing. That makes a lot of sense. Reports

and grant writing, analyzing trends, helps to write grant and Thunder [ph]

reports, grant applications.

I should scroll through here as more folks respond. We have a lot of grant

applications, I mentioned some fundraising, tracking, communicating with

stakeholders. That's great. Presenting data to staff in the community at

large. Someone said to tell our story. These are definitely all good

purposes to use the data and helpful to know that that's how everyone

plans to use it. Targeted programming, that makes sense. Had a grant

review [ph]. Program enhancement. A couple more people said

marketing. [Indiscernible] agency community needs assessment. That's a

great response and to show the positive impact of your agency. Great.

Well folks can continue to submit their responses to this if they are still

typing them out. Okay. And our final question before I move on to

resources and we answer some more questions is, did this webinar meet

your expectations? So this is our typical ending question for our webinars.

We just want to make sure that we answered all your questions during this

presentation. So go ahead and respond to that and I will move back to our

presentation to wrap it up. Okay.

Finally, I wanted to highlight some different resources. This will be in the

PDF that's posted to accompany the Webinar and this will also be

available on the HUD Exchange, these links. So first we have the HUD

9902 online toolkit. Hopefully everyone on this call has already seen that

toolkit. I think we did a demonstration of it when it launched a couple of

years ago, but it provides general information about the form, how to

complete the form and then some information on client management

systems and finally these new program impact data displays. So new

questions you may have about 9902 reporting or anything related to that

you can find it in that 9902 toolkit.

Finally, there's a link to the form itself and instructions for filling it out,

and finally there are some 9902 frequently asked questions if you're

interested at looking at those. Alright. And now I think Melissa and Jane

are going to help us answer any questions that may come in the questions

box.

So we have a bunch of participants on the phone. I think we're just going

to read the questions aloud from the questions box. So go ahead and type

your questions in there if you haven't already.

Melissa   I'm looking through the questions. We've gotten some good ones.

They're mostly about the functionality of the program itself. So I will just

read you a few and there's a few that are repeating. So we have been

getting some questions asking if we are going to be able to drill the data

down eventually by county or MSA.

Rachel   Sure. I can answer that. So we are looking into that. We had a bunch of

                        discussions about that when developing these dashboards because we

                        know that data is super-helpful to folks. I think the reason why we didn't

                        launch with that originally is because we have the data connected to the

                        agency's headquarters location and many agencies operate amongst

                        different counties. Some are statewide. Some operate in a single county

                        and we don't have all of the data from all of the agencies about all of the

                        counties that they serve.

                        We are looking into collecting more accurate data about all of the zip-

                        codes in every agency's service area, so that's something you can

                        definitely keep an eye out for in the future. Once we have a good data set

                        to work from then we can definitely develop something like that, but I

                        think right now we don't have that, the quality data set for where all of the

                        data agencies are operating and that's why we don't have that dashboard

                        available.

Melissa   Great. Thanks for the response. We are also getting some questions about

                        the availability or the ability to be able to download the data in another

                        format besides just the graphics like what you're seeing, what Dan showed

                        on the screen. Is there another way to download that data?

Rachel   Sure. Dan, can you cover the different download options of the

                dashboard?

Dan   Yes. Let me just pull that up on my end so I can take a look. So besides

                PDF you can also download as an image, as a PowerPoint, as a cross tab.

                The other thing is you can download the underlying 9902 data in Excel

                format. So if you want to dig into the data in other ways, that would

                probably be the best thing to do.

Melissa   Thanks, Dan. Okay. We just had a few questions about—I think, Dan,

                these would be easier for you to answer. How about, "Can you customize

                the program impact by state?"

                Then someone actually just asked again if you could go over, just maybe

                show your screen if you're able to and just show again like how to

                customize things like based on state. I know you showed that by clicking

                through the dropdowns and stuff, but that might be helpful. But

                specifically someone's asking can you customize the impact section by

                state. Then Mia [ph] just asked—I think it was something you said, I

                missed it but she asked, "What does cross tab mean. What's cross tab?"

                Did you say that?

Dan   Yes. Rachel, do you want to hand me the presenter role real quick?

Rachel   Sure. I'm passing it back to you now. While Dan pulls up the dashboards again, I did want to clarify. For the program impact data we don't have a state view available as of now. We can definitely consider that for a future dashboard. If that's data you'd like to see you can let HUD know that you're interested in that. You can either type that into the questions box or send them an email so that we can keep track of your feedback if you'd like that dashboard.

Dan   So I will just go and use these households served by state as an example. So you can use these different filters in the upper-right corner of the dashboard to customize what you're looking at. So in this case I can change the fiscal quarter that I'm looking at. I could select, "Just look at group education" and that will update all the data that I'm looking at.

Similarly, for the other data displays you could set the state filter to a specific state. Then for the map itself I can zoom in and zoom out. I can pan the map around. And basically whatever you are looking at at a given time, if you then hit the export button, the export will look just like that.

So in this case if I zoom in on the Mid-Atlantic region and then I click download and I will choose PDF, I usually just set all of these to the default settings. I think there's a few other options in terms of the page size and what you're looking at but I think just the default settings are usually sort of the best option here. I will click download and then I can see the map has zoomed in just how I had it. I only have group education selected and the fiscal quarter was set to FY 2019 Q1.

There was also a question about what a cross tab is. So that is just the data in Excel format but it's pretty simplified. So I don't know if this is necessarily the most useful way to use the data but it's there if it's available. So if I were to do that on the scope of services—let me click on cross tab—you'd select whatever section of the data you wanted.

Let's say I just wanted to see group education and then click download, it will just have just the basic information about that, so the percentage breakdown and then the different number of households served. But it's not going to download the underlying data that's driving those numbers.

Melissa   Thanks, Dan. Could you also just navigate to show everyone again how exactly to get to the dashboards from the HUD Exchange?

Dan   Sure.

Rachel   We had someone ask is there like a direct link there.

Dan   Yes, I can do that. So I will start from the homepage. So under programs

I can select housing counseling program. And right now since this is a

new feature, it's highlighted on the front page so I can click on that and it

will take me right to the data displays. You can also get to them from the

9902 toolkit. So if you're on this page I can find them under program

impact data displays.

Melissa   Thanks. And then I think the last question that we have—okay, sorry.

There's one more that came in. I just want to read that quick. So Mia's

asking, "Is it possible to download two quarters of data on a comparison

chart or table?"

Dan   Not at the moment. Right now the best thing to do would be to select one

fiscal quarter, download that and that select another one and download

that.

Melissa   Great, okay. And then Joel is asking, "Can you customize or combine

                 data based on specific cumulative state results?" So say you only want to

                 look at your region or you'd want to look at, I don't know, high-risk states

                 if you're labeling something high-risk, can you do that right now with

                 this?

Dan   So if I'm understanding the question correction, could I look at say

                 multiple states at a time? Right now you can't but that's something that

                 we could definitely look into if that's something that would benefit people.

Melissa   Yes, that's a good idea. Thanks, Joel. Okay. And then finally we've

                 gotten a few questions asking are we considering an option in the future to

                 utilize these data displays by agency? So an agency being able to pull

                 down specifically their data that they've reported to HUD for the housing

                 counseling program, or are we going to just keep this at a national and

                 state level?

Rachel   I can take that question, Melissa. Yes. So we are looking to continue this

                 project so that agencies can look at their own data for their own agency.

                 So right now what we've launched with is the public-facing dashboard.

                 So those as you know are national and state data dashboards.

Phase 2 of the project will be agency-level dashboards and agencies will

be able to log in to the HUD Exchange and then see all of the same data at

their own agency's level and download it and use it for their own purposes

that way. We are piloting that project soon, so just stay on the lookout for

updates on that in the next fiscal year.

Melissa   Thanks, Rachel. Okay. So I think that covers most of the questions. If

you had a question that we didn't answer, I'd really urge you to reach out

to Housing.counseling@Hud.gov and if you put something in the subject

line like 9902 data displays, then we would be able to send that to the right

person.

Oh, actually we have one more question I think is relevant to answer right

now, Rachel, and will be helpful for people to hear. "Will those of us

under an intermediary have access to agency data when it becomes

available?" So I guess one question—there's two questions I think that

could be answered here that could be helpful.

First, is an intermediary going to be able to have a log in and see their

network's data? Then also, if an agency's an affiliate of an intermediary,

however it doesn't work for that intermediary, would they be able to see

their intermediary's network's data in the future?

Rachel   Yes, sure. Great questions. So keep in mind that we are at the very initial

stages of this process. So we haven't built anything yet but the way we

are intending to build it is that intermediaries will be able to see all of the

data for their entire network. Local housing counseling agencies will be

able to see their specific agency data. And I think—I don't know that

we've nailed down the details with whether or not an affiliate would be

able to see the data for their entire network. If that's something that would

be helpful, then we can certainly keep that in mind. I don't know that

we've made a decision on that yet, but the affiliate would certainly be able

to see their own data.

Melissa   Great. Thanks so much.

Rachel   No problem. Any other questions?

Melissa   Those were the big ones. Again, if you have a question that we haven't

answered here please send us an email. Rachel just put it on the screen.

It's Housing.counseling@hud.gov and we will be able to send that to the

right person then and respond to you as soon as possible.

Rachel   Okay, great. Thanks everyone for joining today.

Melissa   Thank you. Have a good day.

Moderator   Ladies and gentlemen, that does conclude your conference for today.

Thank you for your participation and for using AT&T Event

Conferencing. You may now disconnect.