Final Transcript

HUD – US DEPT OF HOUSING AND URBAN DEVLEOPMENT: HCO 9902

August 17, 2016/2:00 p.m. EDT

SPEAKERS

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PRESENTATION

Moderator

Ladies and gentlemen, thank you for standing by, and welcome to the HCO 9902 conference call. At this time all participants are in a listen-only mode. Later, we will conduct a question-and-answer session. Instructions will be given at that time. [Operator instructions] As a reminder, this conference is being recorded.

I would like to now turn the conference over to our host, Ms. Jane Charida. Please go ahead.

Jane

Thank you so much. I know you all are anxious to learn more about HCO and the HUD 9902, but I'd like to take a few minutes to go over a few housekeeping details. As the operator mentioned, the audio is being recorded, and in a couple of days we will make that available to you on our archived training site on HUD Exchange. Please be sure to take a look at that if you would like to listen to some of the parts of the training again, or if you want to share it with your colleagues.

We will have a question period at the end of today's presentation and at that time the operator will give you instructions on how to queue up to ask your questions. In the meantime, if you have any comments or any questions that you want to get down, feel free to use the question box that's in the gray panel to the right of your screen. Just go ahead and type in your questions, and we'll try to answer those if we can, or hold them to the end as appropriate.

We would also like to make sure that your phones are on mute. I believe there is an operator hold on that, but just in case, you might want to double check. We will do a brief survey. Once the presentation's over, you will have opportunity to share your thoughts with us. We really like to hear your comments. Our goal is to always make sure the presentations are on

point, and what you want to hear, and give you the information that you do need. You will get a certificate of training. It's an email that comes from the Go To Webinar our system, and it will say, "This is your certificate of training." This is the only confirmation you will get, so if you want to, please feel free to print it you and/or save the email for your records.

That's it as far as our logistics. It's my pleasure to introduce Jerry Mayer, Director of Office of Outreach and Capacity Building, who will welcome you today. Thank you.

Jerry   Okay, good morning everyone, and welcome to today's webinar on Fannie Mae's Housing Counselor Online System. HCO has been around for about 15 years, and is one of the two most frequently used systems by housing counseling agencies nationwide. HCO is a critical component of counseling and agencies use it to securely manage client files, track and outcomes, and generate reports. We really appreciate Fannie Mae's support for housing counseling with systems like HCO. Our presenter today is Lisa Tolliver. She is the Project Development Manager at Fannie Mae. Like you, I'm eagerly looking forward to Lisa's presentation.

Without further ado, I'll turn the mic over to Lisa.

Lisa   Thank you, Jerry.

Jerry   You're welcome Lisa.

Lisa   Okay, can everyone see my screen? It should be the HCO page. Jane, can

            you see it on your end?

Jane   Yes.

Lisa   Perfect. I'm going to [indiscernible] for you is the login page. I'm going

            through this. I know that some of you are current HCO users and some

            are not. I apologize in advance if some of it's redundant. We want to

            make sure that we're all on the same page.

            Right here, this is our HCO login page. On this page, I'll scroll through.

            It lists HCO news and information so we can customize this on our end to

            make it useful for you all. It has our toll free numbers listed at the top as

            well as at the bottom, and there are more details. We'll go over that later,

            in terms of resources that are available to you around HCO.

So, it's the login page. What I'm going to do here is I'm just going to go ahead and log in. The credentials, just over all the credentials in production, there is actually registration paperwork that has to get submitted, one, to have HCO at your organization. For example, there are some agencies where they're in the process of developing or expanding their counseling division. They know that they're going to move towards an HCO or—so one, it's a requirement that you have it at your organization, at your agency.

Two, once you've established it, and then you have the users, each user will receive his or her own ID by filling out the registration paperwork. Once you have that, Fannie Mae will send you your actual user ID and you'll have instructions; you can set up your own password. So, it's just a requirement around strong password. Other than that, you can set one up based on—I know we have so many passwords, so you can make it something that you use pretty frequently.

Okay? I'm logging in, and what we have here is our login page, and this tells you by default, as you can see at the bottom in the search, it tells you and brings up any cases that you may have worked on in the last 30 days. It's going to start—this additional assign to is going be reserved for your

agency admin. You have three different roles, three different levels for

HCO. That assign to is only going to show up if you have a counselor

plus or an administrator role at your agency.

If you have the counselor role, as many of you may have, you're only

going to be able to look at cases only that belong to you. You will not see

that assign to. I have that without we can demonstrate what would happen

across your agency, whether you're the administrator at the agency or

you're a counselor plus, an upgrade from the counselor role. Again, this

page is going to show you not just the active cases you have, but these

menus are going to show—they're going to be standard across the board.

You're going to have from your home all the way over to your resources.

What's going to look different is on the administration. Again, the

administrator, their menu is going to be pretty extensive because they're

going to set up and customize HCO for use at your agency. Otherwise,

you will have the ability to update your own profile. For example—but

your administration then you will not look as extensive if you're not your

agency administrator or have the other role of counselor plus.

As well as down on the right, on that homepage are the tools for the credit report. This used the most frequently and through the credit report, you would put in your credentials, you work with your credit provider outside of HCO. You do a quick setup. This credit report will allow you to actually pull a credit on a borrower, one of your clients and get the results back in HCO.

It's going to go with whatever credit provider that you have a relationship with. For example, Credco is one that's commonly used. If you're working with Credco you would get your credentials from them. HCO does not have any record of credentials as it relates to credit. If there are any credentials or if you have questions about credentials or your contract, you would to work directly with your own credit provider.

Okay, and a series of calculators, I won't go through those, but you will notice that there are some with globes next to it. A globe means that that that particular output can be in English and/or Spanish; you can toggle it through it pretty quickly.

We're going to just open our customer. Again, we're going to focus on the HUD 9902. I just want to go through some of the logistics of what

you may see. Once you open a case file, everything to the left on that case

file menu is specific to that customer. In this instance it's Ken Customer

is my borrower. If I want to see anything about Ken Customer, whether

it's his address or I need to make any updates, or notes, or reminders, etc.,

by opening that case file of your client, you're have access to all the

details pertaining to that client so you can update them appropriately.

Okay, we'll go back and at any time, to get back to that homepage, if you

just click your home button, it takes you directly back to where you were.

We're going to again do a deeper dive into the HUD 9902. That option of

the report, the menu option is across the page. The external report is your

HUD 9902 is where you would come to launch that.

On the menus, just very quickly, the HUD submission is when you're

ready to submit your report to HUD. HUD submission alerts will give you

an idea if there is missing information that HUD requires, etc. Your HUD

submission history is going to give you—we don't have an ID, your client

manager, we don't have an ID. You all have your ID, but the HUD

submission history, when you go to that page—and I'll click on that.

You can look by date. It's going to give you a list—based on this date criteria—it's going to give you a list of your submission attempts to HUD whether they were successful or not. Any time you can connect to this submission history page if, for example, your previous colleague had reporting responsibilities, but they're no longer at the agency, and now you have them, and you're not quite sure what was submitted, what was not. By coming to this page and searching, it will give you a snapshot of what was done in what period.

Even though I don't have a submission, but this is going to be pretty standard. It's going to list all the fields. The status will tell you when they left HCO, and HUD status, depending on the report of the check status. What happens is once you do a submission that's successful, it gets— HCO puts it over into HUD's queue where it says HUD.

When you get a chance, here is a new submission, go ahead and check it. So, checking status is very important because it will tell you although your submission was HCO, did HUD accept it? By checking HUD status and going through there, as soon as HUD has checked your report, if everything was great they will feed back the HUD status. Or if there are errors, either way they will feed it back, and we will report to you and say

yes, it's successful, HUD processed it, or HUD found some errors.

They'll be checked. For example, one business checks do your HUD 9902

counts match up, or what are they expecting? Are you reporting

something they didn't expect?

As an example, a new counselor joins your agency and now you're doing

a report, but that person actually facilitates their clients through your

agency. So, they're brand new; HUD has never of them before. One of

the errors when you're trying to submit your report, HUD may come back

and they'll do a check, and they'll say, "Who is this?" Within HCO, the

HCO will go through that, but that's a common error that may occur.

Your information link gives you not just the statuses, the three HUD

statuses that we just talked about, but it will also give you the common

errors that happen and how to fix it. If we enlarge this it tells you the

common ones, what it means, and how to fix it. Once you correct the data

accordingly, then you can resubmit the HUD.

Let's just go through the actual HUD submission. Again, coming under

the external reports, HUD 9902 and HUD submission. At this page, you

have the option—this tells me—if you look at the summary it tells me I'm

submitting a HUD form for the quarters one through three and the dates.

Any time, if you want to submit something differently, by coming in

through change such criteria. For those that do the reporting, you're most

aware that previously, HUD accepted manual reports. If you wanted to

update anything about your agency profile, counselor, anything, you had

to actually log into HUD system and manually make those changes.

Well, with HUD automating their reporting, they're now allow you, if

you're having changes at your agency, your website, your location, you

want to report that to HUD, you can choose the agency information and go

ahead and submit that accordingly. Again, once you've submitted these in

this order one time, there's no requirement to go back and submit an

agency transmission again, because there are no changes at your agency.

You just want to continue to send over your form, your HUD 9902 to your

HUD. Okay, sorry about that.

Try to open a new tab. Jane, could you please take—I can't get—can you

please take back the option, so that I can try to reopen it again, please?

Thank you. Sorry about that, everyone, not sure what happened there.

Jane While Lisa is getting back online, I'd like to share this slide with you. It's the user guide for the housing counselor online tool. This link will get you there. There's a whole lot of information on there that could be helpful to you, and this handout is attached to today's webinar, and will also be part of the archive. That way—

Lisa Thank you, Jane. Thank you, I'm back up, so you can return the control to me.

Jane Okay, thank you.

Lisa Thank you. Okay, thank you. Sorry about that, I'm not sure what happened on my end. So as I said, we're going to go through the process. Again, external report is where you find your HUD and HUD submissions. For the purpose of this, we're going to go through the form.

What this is telling me is that this could just tell me this case is eligible to be submitted over. There are four reports at the bottom. You do not have to—in order to send you report to HUD, in the past, I know you had to manual, you mailed it or emailed it to HUD, update HCO. There is no report that you have to send over to HUD. By virtue of doing this

submission that is your report. So, HCO will bundle it and send it over to

HUD. Again, these download reports are not required, it's optional.

We'll go ahead and start the submission. The next is going to be your

checklist screen. Your checklist screen is going to—based on the previous

screen when you select the type of report, your checklist screen is going to

look a little different. It's going to be updated according to whatever type

of transmission that you sent over.

In this case, I did the form, and it's telling me that I had—as we saw I

have four cases that are eligible that have sections 8 or 9, your education,

your appointments, and any of them with missing; there are not any

missing, and four. When you're running this report, when you're running

through this, if this middle section says that you're missing some

information, it's a great time to go over to your [indiscernible] and see

exactly what's missing so that you can get full credit of what the services

that you've done that get reported to HUD.

These are cases, non-cases, with students, there are two. Just to clarify, in

terms of your education, you have two types that occur during the period.

You may have one of your clients in that class, or you may have

advertised your class, let's say on your local radio station. You'll have a walk-in, you'll have someone that's interested and they will walk into your agency. There is no need to make them a client until they actually are a client. HUD will give you credit—if they've attended that class, you will get credit for it. There is no need to make them a client until they actually become one, if they come back for a one-one-one appointment, for example.

As long as they stay over in the education module, and all the data is entered for them, you will get full credit for that person that walked in. You want to make sure—that's what this count would represent at the bottom is these are going to—it's two of them that may have included some of my clients, but also a walk-in person.

Okay? By hitting the continue button it will take us to the next page, and you're at the last page of the process. Before you go over, before you submit it to HUD, you have the option, you have two links there because as you saw, I had some class students. Either link is going to show you both. If you don't have any students that attended any classes, whether they were clients or walk-ins, then you're only going to have one link.

Either way, you can do up the submission data and when that report, you can open that report; it's on Excel. And can everyone see that? Jane, can you see the report?

Jane   No, I cannot, just your main screen. It says it's running a security scan?

Lisa   Okay, it's telling me on my end that the screen sharing is now paused.

Jane   One moment. How is that now?

Lisa   Is that visible?

Jane   Yes, we can see the spreadsheet now.

Lisa   Okay, perfect. I just opened, what I did, that submission link that was on the page, I just opened it. As you can see, it looks like your HUD 9902. It's going to give you a count of your SNS, your race, income levels, your sixes, fixed your role status [ph], your limited English proficiency that you recorded, whether or not you have those that attended a four-year education, and anyone that came in for a one-on-one appointment, as well as impact.

Around impact, if you're in the process of counseling, and you don't have an outcome or an impact yet, previously HUD required that you had to have a result before they wanted to know about the person. Understanding that sometimes when you go through it, maybe you don't have an outcome yet; you're in the process of doing it. They've attended a class, but you're working with them around the appointment, so you may not have an outcome or an impact.

HUD is going to allow you to report that activity so you get credit for it whether or not you have an impact. Impacts have become optional at this point. You can see I only have one reported, although I'm getting credit for some counseling as well as some one-on-one's. Again, your impacts may or may not be represented.

Okay, and then also on that report, another—as people get education, what this is going to tell us is that this first column is just session ID. It's going to correspond—these are all the people that have attended. You can see I have one called "student walk-in," so this person is not a client; they walked into a class.

The first column is the actual class ID. Using the first one as an example,

their session is 7055. If you come look at the top of the sessions, you'll

see they attended this session, and this one occurred on this date, etc. If,

in the report you scroll over and you find out it's missing some

information. You can very easily figure out what class they attended,

when it was done, and then you can go back over to your class calendar,

pull that class up, look at the attendees, and update whatever information

you need to that's missing and then resubmit the report. That's one of the

errors, one of the ones that may get caught when you try to do your

submission to HUD because it's missing some of the required data.

Again, this report can give you exactly what class, and who needs to get

updated appropriately,

Okay. I'll close that report. We'll go back over to HCO. Again, getting

there was through look in the submission data [ph]. Looking at that report

tells you exactly what's going to go over to HUD, or what's going to get

sent. You have the option to look at that report, and look over it before it

goes to HUD, and you have a decision point of if there is—there any data

that you want to make sure gets represented, or someone's not on this

report that should be, you have the option to preview it before it actually

goes to HUD. If you're great with it, and you're ready to submit it—again

I can demonstrate it, I don't have credentials, but authorize simply says,

and there's language there that by doing authorization, you're authorizing

Fannie Mae HCO to send your data over to HUD.

By submitting authorize, at this point you will be required to enter in

whatever credentials you receive from HUD on your HCO credentials.

That's what you will put them in. HCO packages the exact information,

we send it over to HUD, knock on their door and say, hey, someone's

trying to come in. If you get a message they're invalid, it's not HCO, it's

HUD. We knocked on the door, and they said I don't recognize this. You

can just go ahead and try again. Maybe you just made a mistake or a bad

finger [ph] or something. Go ahead and send it in. We do, and then the

final piece is to submit to HUD, to actually submit your report over to

them.

I'll go ahead and cancel out of that. Now let's spend some time in the—

let's talk about the submission alert. This submission alert, there are two

types. There's the HUD 9902 alert, as well as the HUD submission.

Again, the information link at the top of the page is going to talk

specifically about the page you're on and give you guidance and help

accordingly. Of these two categories, your HUD 9902 alerts are soft edits

[ph]. HO's going to say, well, based on the fact you said the person had a trait, a client, you registered them for a class, but it's not a section 8.

For example, someone you've registered for a class, you have them marked as attended, you don't want them to show up on your HUD report because that person was registered but they never showed up. You need to re-register them for another class. If you see that HUD 9902 alert, again, your alert, any that come up will give the alert type, your HUD 9902 or your soft one, things that just look, based on that, using that as an example.

You will make the best decision, and you're the best judge of that. You know that hey, I know about that, I don't want that client to get reported, because they didn't attend the class. Conversely, your HUD submission alerts, if there are any HUD submissions, these are things, for example, if they're missing data, you haven't specified something based on the HUD requirements. All HUD submission alerts must be cleared before you can actually finish your report.

Again, looking at the information on the right it talks about this. Your HUD 9902, this helps as a refresher. It goes through, it tells you that

things that just look like they may be a little inconsistent; whereas, your

HUD submission, all of them have to be cleared up before you can. HUD,

this list samples of things that we see that may pop up again using that one

that they didn't attend the class. Conversely, your HUD submission,

required fields are not there. For example, role error status, if you're

missing that, it's going to show up as a HUD submission alert, must be

cleared.

Again, these lists the types, and to the right of it, it tells you specifically.

Using role error status as an example, if you see that on your alerts, this is

the alert, the message, and to the right of it, it tells you what you need to

do. It tells you exactly where to find that field, and where to update it

accordingly. It goes through all that for all the different fields that are

deemed as required.

Again, these are things that once HUD has done its checking, they'll come

back and say, hey, you had a walk-in, and when you did your walk in, you

didn't report one of these fields. They will list it accordingly. This lists

all the possible ones; you may or may not see all of them. For example,

you may have specified the individual's street instead of where they live,

but you did not answer the limited English proficiency. It's going to be

tailored according to what exactly is filled out. This just lists all the

others, and again, all the different types.

Okay. Again, you'll have submission alert is a good place to start if you

see that. On your options, to download the report currently, or if you have

some other work you need to save and do later, it gives you that option. It

puts it in your save repository in HCO, and then, you're able to go back

and view at your convenience. The save repository, very quickly, is under

reports and save reports. These are all the ones you save, so that one that

you saved will be over in this area in saved reports repository.

At the top, we do get the storage. Everyone has 100 megabytes of storage.

If you see a number starts increasing, if you have old reports that are

sitting out there, you see I have some from last year. If I start, I have quite

a bit of space, but if you start seeing that your space is getting full, you

may want to look through the inventory to see reports that maybe are

pretty old that you can go ahead and delete.

Okay. We'll go back over to send repot. We've gone through HUD

submission alerts, and your history, and your former, again, it's probably

one that you're not going got use, but the former is there, because, as I

said, prior to HUD automating it, you would come into he formers to

actually create your report manually to be able to send it over to HUD,

mail it over to HCS, however you sent that over. That's what the former

is for.

Again, it says up here it's for fiscal years 2010 and prior. If you have an

old report, and you wanted to regenerate it, you would come here to do

that. But anything after 2010, we'd actually want to go through the

external reports and do a HUD submission. After that period, everything

was done electronically, so we want to make sure that anything from the

former gets submitted that way.

Okay, lastly, I just want to cover in terms of the resources, as I said, on all

of your HUD screens, under your external reports, all of the HUD screens,

but the HUD submission all the way through former, they all will have a

help link to the right with the question mark followed by the word

"information." By clicking on that link, it's a help for the screen that

you're on in the HUD submission. It's going to list, and we saw the

previous one, it's going to list specifics.

You go through this screen, you're like, what does this mean, what does

that mean? By clicking this, it's going to give you detail of what's on that

screen, and give you some details. It's going to be specific. At the onset

of the call, Jane referenced that there's also the HUD user guide, HCO

HUD user guide that talks about this process. That doc is pretty extensive;

we'll summarize in that, you see the HCO where the help is.

That guide is very helpful, because as you're going through it, if you have

specific questions like, how do I make sure I record my Section 7s or 9s or

whatever they are to get picked up for the HUD report? By looking

through that document, there's a table of contents to allow you to go

specifically to that section and read that about how you would run the

data, how you want to enter that information.

Before we open up for questions, one last, I'm going to use Ken Customer

as an example. One of the things, again, is touched upon in the guide, but

once you open your case file, by going through the HUD 9902 in the

services, this will tell you—if you look down, you'll see your section, all

of your sections, your ethnicity, race, income level, the case file unique ID

for every case in HCO; whereas, your case number maybe be replicated

across. So, you have a user, use the same number for some in Utah, as California, for example. There is going to be some duplication.

However, your case file unique ID, this field here, that is unique. Even though the case number is duplicated between Utah and California, the case file unique ID will be specific to one case. No one else will share that number. As an example, when we send over a client, if you decide to send over a client, a report over to HUD, they're going to get the case file unique ID to make it very specific. If they had followups and came back and said, well, I need you to look up a case by this number, rest assured that whatever number they give you is going to be specific to a particular case.

Just wanted to point this out, so whatever reporting period you go through, you can see this is a 2016. I had no one-on-one appointments with this client. They attended a class. If I do a reporting during this period, this one will get picked up. If I do one for 2017, I don't have any services. This page is what determines what gets picked up or not for your report, based on the dates, the criteria that you specify when you do your reporting.

We'll go back one here. One last thing I pointed out, the online help, that's available to you. I know Jane has posted the actual user guide, but just for reference, any time, again, I've come into HCO page and I'll have that—for those that don't have credentials currently but you wanted some more information, you can get to this page from—if you click on the link, the HCO page, it's going to take you to the Fannie Mae, this is a portal that's external, so everyone can access if they click that link.

On this page, you're going to find out launching the app is where we are now, but also, it's also going to give you new users how to register for those that don't have credentials and your requirements, the release notes, the latest ones, and then the guide that Jane pointed to is going to be on this page too under your user guide. It's that HUD submission user guide. You can come here, or if you have any questions, the other user guides.

We also have a suite of reported tutorials. For those that are new to HCO and you want to get started on how to manage your case files, you can come here. These are available 24/7. You can click on the link, and it will walk you through individual. It will walk you through how you set up and how you manage your cases. Again, click any of those links over there.

Okay.

Jane   Lisa, are you ready to take questions?

Lisa   Yes I am, I'm trying to get back to HCO. It looks like I have—there's one

                   thing you definitely don't want to do, and I've done it twice, obviously,

                   mistakenly is hitting the back button. The home button is always will get

                   you back home sometimes. The first time, not sure what happened, but

                   this time I definitely hit the browser button instead of the home key.

                   If there are any questions at this point, we can definitely open it up for

                   questions. I'm going to log back in.

Jane   Operator, would you please give instructions on how to ask questions,

                   please?

Moderator   Yes, ma'am. [Operator instructions] One moment for questions.

Jane   Thank you. We've had a few questions and comments written in, so while

                   we're waiting for other questions through the phone, one question is about

some issues a user has had with the report going to HCS automatically.

They said that it really hasn't worked for their agency for over a year, and

they would love to have some help in resolving it.

Lisa   Okay. I didn't get that—Jane if you can get their number, we can work on

it one-on-one and see what's going on.

Jane   Okay, okay.

Lisa   That agency, because that one of—it could be—like the troubleshooting. I

will say, going through that process, if I don't 'know initially, I'll find out

and we'll work accordingly. That would be great.

Jane   Thank you.

Moderator   Holding. We're getting the name now. One moment.

Jane   Great, thank you.

Moderator   [Operator instructions] It looked like there were people on there, but no one's said anything, so at the moment there are no questions. [Operator instructions]

Jane   Okay. Well, while we're waiting, we do have another question. The person says, "When I report on the 9902, the center line does not show the HUD cases. Why is that?"

Lisa   For the person that was asking the question because the center line, are we talking about none of your cases, for example, like is it showing you demographics, you're not seeing your education, your one-on-ones, in the center line? Help me understand what that means.

Jane   Would the person that asked that question feel comfortable calling in, please, so we could get some more detail? If not, you and all of the participants have the option of sending more detailed questions to our housing.counseling@HUD.gov box to ask a specific question and give your contact information so that other folks at HCO can contact you.

If you do go for that option, in the subject line, just put the name of the webinar, housing counselor online and then the HUD 9902.

Lisa

And thank you, Jane, for [indiscernible] with that. For those who have questions that come up now or after this session is over, you can always reach out to us. The first thing you should do with your questions is call us at our customer service center, and the number there is posted. It's 1-800-232-6643. Go ahead and give us a call, as I said, and you can also do—there's a web chat feature. If I click on that link, that HCO page, under user help—as I mentioned, the phone call is there.

We now have a web chat feature for those of you that prefer to do it online. By clicking that link, it's going to show you both those options. Both are free of charge—one, calling us or opening a web chat, so the instructions are all going to be there. So whatever you're comfortable with, whether you call or do it through web chat.

You can definitely call in and ask any questions. The folks that answer the phones are pretty versed in HCO. In the event, there' a question, a really detailed one, they will definitely escalate it and make sure that you are serviced accordingly, but I would definitely recommend for anyone with questions that may come up now or later, you can always just give us a call at that toll-free number or web chat. Okay. Thank you, Jane.

Jane   Thank you. Operator, are there any calls yet?

Moderator   No, ma'am, I still don't show any questions. [Operator instructions]

Jane   Thank you. While we're waiting, we do have a question about the data capture for education clients. The question is, "Can agencies report outcomes on education participants only? Some clients only attend class and decline counseling, however, purchase at home."

Lisa   The outcome only exists when they have an appointment or one-on-one, a section 9. So there is a—and this may be a HUD question. Is Jerry still on the phone?

Jane   He is not.

Lisa   Okay. So let's go over—we'll go over to HCO.

Moderator   And there are still no further questions.

Lisa   Okay. I'll go in and—okay. Can everyone see it now?

Jane   We can see your screen. Yes.

Lisa   Okay. On my end it says it's sharing; maybe it takes a second.

Jane   It seems like they are seeing it.

Lisa   Okay. Is everyone seeing it?

Moderator   Yes, Miss Charida, there is a question.

Jane   Thank you.

Moderator   The question is coming from the line of Sandy Daters [ph]. Your line is

                        open.

Sandy   Hello?

Moderator   Yes, ma'am. Your line is open.

Sandy   Okay. I have submitted four question. Maybe you guys just aren't seeing

                 them. One is does a client have to sign the action plan? Currently I just

                 entered the action plan in the appointments and then give the client a

                 sticky note. I didn't know if that was required through HUD.

Lisa   Because I want to answer that, please on the HUD and the [indiscernible],

                 that's a policy question.

Jane   This sort of policy question we will get back with you on those. Thank

                 you. Did you have any other questions about HCO in general?

Sandy   Does the 9902 still have to be submitted four times and in a specific order?

Lisa   The order for that first time to initialize it, since HUD has the reporting

                 system up and running, you may want it the first time to go through your

                 agency to make sure your profile gets initiated on their end, and then it's a

                 counselor, and then your form and then your client. But again, after that

                 first time, you won't have to do your agency profile unless something on

                 your end changes.

Sandy   Okay. And the same way with the counselor, does it have to be submitted

               unless something changes?

Lisa   Unless it changes. And the example of you pass on [indiscernible] on

               your organization and they [indiscernible] class, and then it turns out the

               class is during the reporting period. And when HUD receives it, they're

               going to say who is this person? I don't have any record of them?

               Because remember, you did your counselor that first time. So you may

               have to do, and again, to have someone to tell you that, you will need to

               do a counselor submission so HUD is aware of this person so that when

               you do your form and you report this class, then they're going to be

               knowledgeable of a new person.

Sandy   Okay.

Lisa   So that's an example of when you will want to do your counselor a second

               time.

Sandy   Okay. I do have another question about workshops. Are they required to

               be a certain length?

Lisa   HCO doesn't have any requirement. You can make them the duration,

                        you can pick the duration of it. That part is flexible. So for the HUD,

                        from that perspective, Jane can you help us?

Jane   It's based on what you cover as you related in your work plan. If you

                        have any questions, you need to contact your POC, your point of contact

                        at HUD.

Sandy   Okay.

Jane   Okay? Thank you. We do have a written in question. "Are you required

                        to input student information when you register a student for a class? If so,

                        how much info do you enter so that it's captured on the 9902?"

Lisa   Are we talking like a walk-in, is that what we're talking about or one of

                        your clients?

Jane   I can't tell from the question.

Lisa   Okay. We'll cover both. As I said, if it's one of your existing clients, during your client intake, you specify some of that so there's a classes option where you can actually register your client for class directly from their case file and you can register them accordingly. And you can see customers attended two classes, and who's attended both, so that assists your client.

If you have a walk-in, a walk-in—I had that walk-in student, the way you would do that, you comment for education and register the student and again, it's going to be covered in that guide that we talked about earlier for registered student, so we'll go ahead and I'll just pick "All". Like the classes, you have the option.

So we're going to register, we're going to register this customer. She's already been registered. We'll register him for this class, it's on the 15th. So again, this is a walk-in, so here you would specify the name, and I'll just make up a name here, call it—because HCO, if you put in a name, like a common name, for example, it is going to list all of your clients' names that have that name and you have the option to say don't use any of those, this is someone else.

So Smith, I know is a common last name, so we'll just call him Joe. So when you register a walk-in, okay—when you register a student as a walk-in, this is required, so the information—their city, so you'll see the fields mark accordingly with an H. So when you have a student, a walk-in, you are still required, again it's going to report them to HUD. You are required to enter their [indiscernible] error status, which is one of the required fields in addition to the demographics as well as the English proficiency.

You do not have to hit that button of create a section 8. Again, it's going to automatically based on the fact they attended a class that was during a certain period, a walk-in. Then, that person is going to get picked up.

So let's just say Joe Smith—after Joe attended the class, you're going to enter this information. They've attended a class and now that Joe has come into your agency for the one-on-one appointment. So rather than create him again, you can actually just come in and hit that create case button, and HCO will take whatever date that you put there and it will transfer it over into as one of your clients.

So this is definitely an easier way so you don't have to retype some of that information. But again, the recommendation will not be to create a case until the actual person comes in for your one-on-one appointment. If they're only coming through education, and you never see Joe again, but you want to give credit for it, then by filling all of the information out on that client, except again, section 8, and it tells you attendee information— there's a note there, it will be tracked separately for HUD, if a case is not created.

So you don't have to create a case. Just by registering this walk-in student for a HUD class, they're going to get picked up as long as you say this class took place 11/15 which is going to be the first quarter of the 2016 year. So if you're doing your reports for 2016 for the year, this class is going to get picked up.

So those are the two ways that you can, whether it's for the student, for a walk-in or again, if you want to register one of your clients for a class.

Jane   Thank you, Lisa. Operator, do we have any people on the queue?

Moderator   No, ma'am. There are no questions at the moment. [Operator

                 instructions]

Jane   Thank you. Lisa, we do have a question about HCO news. "Our agency

                 does not see the HCO news when we open the login screen. How can we

                 see it?"

Lisa   In terms of troubleshooting, I'm not sure. I'm currently using the IE

                 browser on my end so it may be a browser issue, I'm not certain. But the

                 screen that we have there, and I'll go ahead and log out. This is the news,

                 right? It's browser based, so whatever browser, whatever, this is going to

                 be standard for anyone that goes into this page.

                 So are we saying that this is not showing at all for that person?

                 Jane, your understanding is none of this is showing for that person?

Jane   As far as I can tell based on their written-in question, yes.

Lisa   Okay. So the individual who wrote the question, at your own

                 convenience, give us a call at that 800 number. The agents there can

definitely help with troubleshooting if you're having some issues seeing it. It could be a browser issue, but again, I would recommend calling them specifically so they can help you troubleshoot. Okay?

Moderator   There are no questions at the moment. [Operator instructions]

Jane   Lisa, I think we have one more written-in question that we can cover today, and then if we don't have anyone else on the line, then we can go ahead and wrap up. The question is "If the client never comes back to the agency, does HUD remove the name from the alert list or does it permanently stay?"

Lisa   So help me out. Is this someone then who is a client of the agency?

Jane   Is there an HCO reminder or alert for situations where there's no followup because the client does not come back?

Lisa   No. But there's an option. So if I'm understanding you, if they don't come back, so you don't—I'm going to talk through two options if you have a user, and you don't want to report them. Okay.

Okay. Again, I'm going [indiscernible] again. So as reminded, so a client that you mentioned that someone that hasn't come in for a while, again, your agency can decide. If you look under your HUD 9902 in the services, it's going to list, so whether the client has come back in, chances are you're not going to have any current section 8 or 9.

So if you're doing your future reporting for 2017, etc., they're not going to have any services, so by virtue of that, they're not going to get picked for the report because it's all going to be based on—for any of your clients, it's all based on what services, ages or not, and the dates of them.

So you see this one is a 2016 service, section 8 that I have here. So let's just say you had a client that came in in April of '16 and you didn't see them again until '17 if you saw them at all. So by virtue, even though the service exists, you're now reporting 2017, this client is not going to get picked up because they don't have any active services. You can either leave it, you can leave them all there or you have the option. You can do the delete and the delete would—what it's going to do is it's going to delete it from this HUD report but that individual will still have in their record.

Similarly, for your section 9, there's going to be an action when they have it, you could delete it. Deleting it from this HUD section is deleting it out of there, so you don't have any record of it, but it's not going to delete it. So, for example, the client came in for a one-on-one appointment a year ago and you're like, I told them I'd get them off of this section, so if you delete them, they are deleted, they're removed off of this screen; however, when you got over to your appointments, see whatever appointment. I have none scheduled, but whatever appointment it is, it's going to remain.

Just quickly, I'll demonstrate. And again, this is optional. If you have a grant, and you're billing a grant, you can put that information in. For this purpose, we're not going to do the grant piece. I'm looking specifically because there will be an error in HCO if you're putting in a counseling need, why the person came in for counseling, and you wanted to create a section 9 for the HUD, there's a check that's going to make sure that—what they came in for matches their purpose of visit.

If there's a mismatch, it's going to create an error, so just for the sake of that, I'll say I want to create a section 9 and save it, and you can see, it tells me the counseling need must match. You'll get that alert if you decide—you'll get an error message if they are out of sync.

And now the choices, you saw the dropdown, you want to make sure you pick one of the ones followed by HUD 9902 of the ones that are accepted. Because there are some agencies that perform some kind—they come in for counseling and they don't have HUD reporting responsibilities; that's why some of the other options are on the list. But again, if you're going to be doing your HUD reporting, you want to make sure that you pick one that HUD recognizes. Go ahead and save it.

So as you can just see, I set up an appointment and if we go back over this appointment, it was 8/17, today, so when I go back over to my HUD section and service, you see that appointment is going to show, and this is an example again.

But if you have one that's saying I just want to get it off of here, by deleting it off of the HUD section, you will get a prompt, are you sure you want to delete? And I'll say yes, and you can see it's gone from there, but if I go back over to my appointments, that appointment is still sitting there; it just means I've undone the section 9. So the section 9 box will automatically become unchecked from—the HCO will automatically uncheck it.

Keep a record of the appointment so you can have it for historical

purposes, but it's now off of your HUD 9902 section. So there's no way,

not matter what reporting you do, it will never pick up that appointment.

Okay. I hope that helped. If there are any further questions on that, we

can definitely walk through it again.

Moderator   We do have a question from the line of Dora Beltran [ph]. Your line is

                   open.

Dora   Alright. Yes. My question is what is the problem when two clients have

                   the same HUD number? What exactly happened in there? Because

                   something happened to my sister and I don't know if I can just change,

                   maybe—add another client in that number?

Lisa   Dora, I'm sorry. You mean, are you talking about the same HUD case

                   number?

Dora   Yes.

Lisa   Again, that kind of goes back to that duplication. So from a HUD

perspective, you have to generate that thing in the old reporting, but right

now if you want to do anything, [indiscernible] based on this unique ID.

Dora   Yes. I heard that when you said that about the—

Lisa   Yes. But you don't have to worry about that HUD case.

Dora   Okay. Perfect. I appreciate that.

Lisa   Go ahead and use the unique ID.

Dora   Alright. Thank you.

Lisa   And that's a great question. And while we're here, when you want to

search for it, if you just do the dropdown, there is one called the case file,

unique ID. You just search and you're going to input that number, the one

that we just had the case file. So whatever one you're searching for, if you

get a no back from HUD and says I have a question about one, two, three,

four, five, six, seven and you're like who is that? Then you can actually

search for it and search for that case by that unique ID.

Dora   Alright. Thank you.

Lisa   Okay.

Moderator   There are no further questions at the moment.

Jane   Thank you so much, and thank you, Lisa. This has been a great session.

       Again, we're sorry that we weren't able to get to every written question,

       so we encourage you to write those questions in to our

       housing.counseling@HUD.gov box, and if you could, please put into the

       subject line the name of today's webinar, housing counselor online and the

       HUD 9902 and we will get back with you.

       Lisa, if you could give us the 800 number for you all one more time, that

       would be great. We can put that in our—when we archive this training,

       we'll put that number on there as well.

Lisa   Oh, of course. Okay. Perfect. And I also put the link to the—like

       [indiscernible] web chat if not just calling us directly. So [indiscernible]

       to make sure you have the information.

Jane   We'll post any updates that you have.

Lisa   Okay, perfect.

Jane   Thank you. And thank you all. We appreciate it and hope you have a
                       great rest of the day. Bye-bye.

Lisa   Thank you all for attending.

Moderator   Ladies and gentlemen, that does conclude your conference for today.
                       Thank you for your participation and for using AT&T Executive
                       TeleConference Service. You may now disconnect.