



9902 Form and Toolkit - Revision Highlights, Tips, and Tools

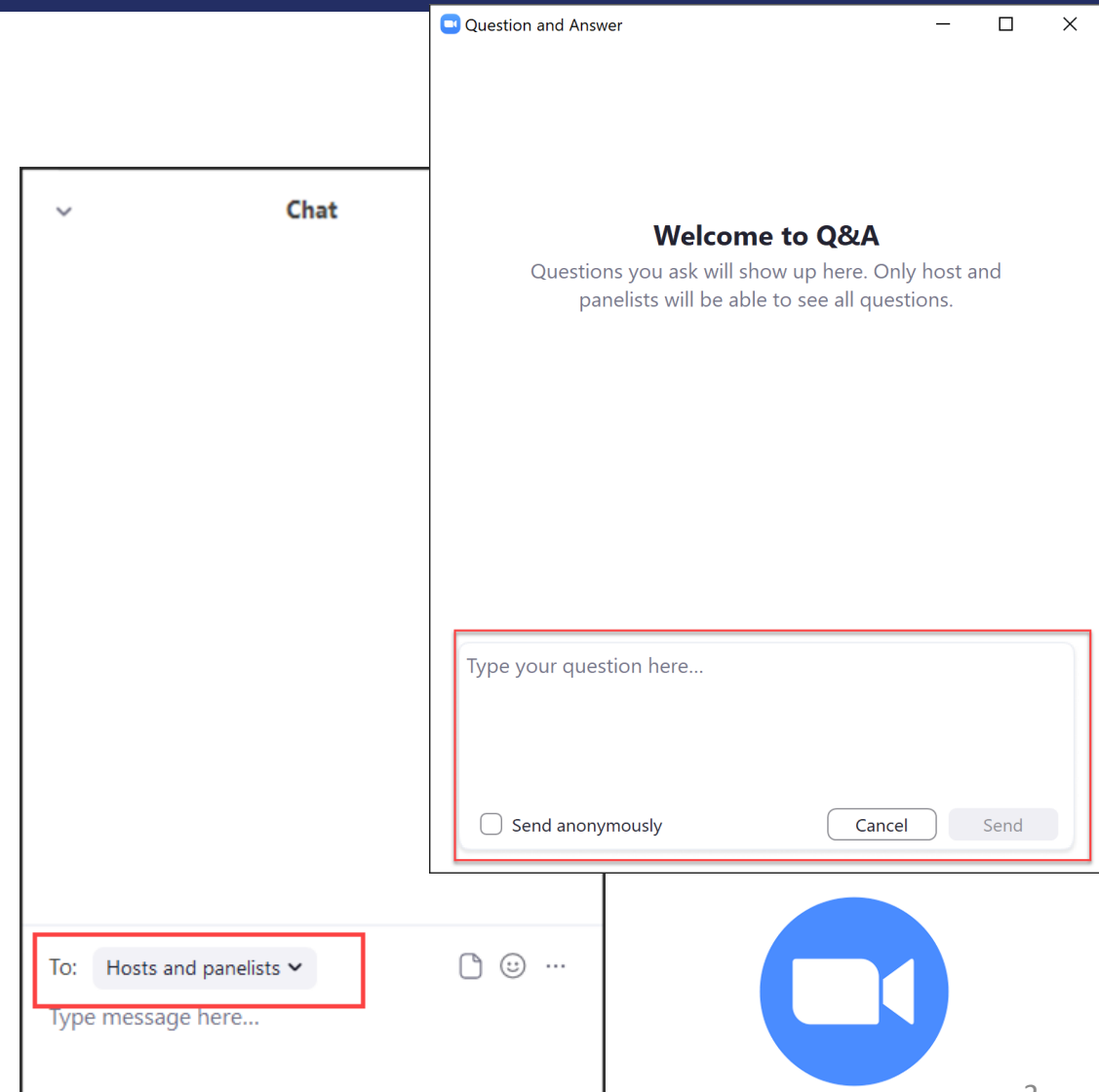
Office of Housing Counseling

U.S. Department of Housing and Urban Development

February 23, 2022

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Jerrold H. Mayer

**Director, Office of Outreach and Capacity Building
HUD Office of Housing Counseling**

Presenters


- Office of Policy and Grant Administration (OPGA)
 - Connie Barton
- ICF, Technical Assistance (TA) Provider
 - Shawna LaRue Moraille
 - Dan Hegner

Agenda

- What is the 9902 form (9902) and Common Errors
- 9902 Revisions - Highlighting significant changes
 - Agency and Counselor Profile Changes
 - Group Session Changes
 - Client Profile Changes
 - 9902 Changes
- Resources, including the revised 9902 Toolkit
- Q and A

Reminder on 9902 Due Dates

Reporting Period Schedule

HUD Fiscal Quarter	Period Covered	Due Date
1st Quarter	October 1 – April 30	 Fiscal Year (FY) 2022 Update The deadline for the FY 2022 1st Quarter report has been extended to April 30, 2022 . The extension of the reporting deadline will provide agencies ample time to adjust to any system delays, as well as provide time for agencies to become familiar with the reporting requirements.
2nd Quarter	October 1 – March 31	Due no later than April 30. Include clients reported in the quarter 1 report plus new clients served in quarter 2.
3rd Quarter	October 1 – June 30	Due no later than July 31. Include clients reported in the quarter 2 report plus new clients served in quarter 3.
4th Quarter	October 1 – September 30	Due no later than December 31. Include the complete year of client data plus new clients served in quarter 4.



What is the 9902 and Common Errors

Polling

There will be polling provided in Mentimeter throughout this presentation. When prompted by the icon to the right, please respond to questions at www.menti.com using your computer or smart phone



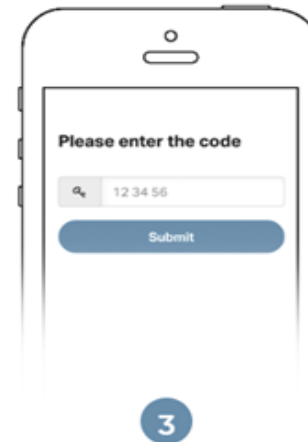
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2

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3

Enter the code and vote!

**Time for
Mentimeter!**



9902 Usage

- Cumulative fiscal year-to-date Housing Counseling Program data, due quarterly
 - Also required as a part of the application for agencies that [apply to become HUD-Approved Housing Counseling Agencies \(HCA\)](#) (Provide data for Sections 8 and 9 only)
- 9902 data should be submitted to HUD's Housing Counseling System (HCS) through an approved Client Management System (CMS)

Purpose of 9902 Reporting

- Captures the good work of HUD-Participating HCA
- Allows analysis of demographic characteristics, income level, counseling type, and counseling outcomes
- Demonstrate the program's impact for decision makers, Congress, and other industry stakeholders (lenders, foundations, etc.)

Common Reporting Errors

- Under-reporting outcomes in Section 10, especially the number of budgets developed in Section 10c
- Reporting outcomes in Section 10 that do not align with counseling activities reported in Section 9
- Reporting high percentages of clients as “Chose Not to Respond” in the demographic categories
- Submitting data under the incorrect HUD Fiscal Year or quarter

Common Reporting Errors (continued)

- Late reporting
- Not including cumulative fiscal year data when manually submitting the form into the HCS
- Incorrectly counting one client twice if an education/group workshop is divided into two sessions
- Inaccurate/out-of-date HCA information



9902 Housing Counseling Revisions

Agency Profile Changes

New Agency Designations:

- Rural Area - Agency conducts counseling for households in rural areas
- Urban Area - Agency conducts counseling for households in urban areas
- Both fields require a response - Yes or No

Counselor Profile Changes

- Counselor SSN: Field removed (no longer required)
- HUD Certified Counselor ID#: Required as of August 2021
 - Enter the six-digit alpha-numeric ID# from the HUD Certified Counselor's Certificate
- Instructors who conduct group education sessions may not have ID#'s - Enter N/A

Group Session Changes

Group Session Instructors:

- New field required to track the HUD ID# of the instructor that conducted the group session
 - Enter the six-digit number from the HUD Certified Housing Counselor's certificate if they are the instructor
 - Enter "N/A" if the instructor is not a HUD Certified Housing Counselor

Client Profile Changes

Individual Housing Counseling with HUD Certified Housing Counselors:

- New field required to track the HUD ID# of the counselor that conducted the counseling service. This ID# is the six-digit number from the counselor's HUD certificate
- N/A is not an acceptable entry
- Must be a HUD Certified Housing Counselor

Summary of Changes by 9902 Section

- Section 1: Counseling Agency Name
- Section 2: Reporting Period and Budget
- Section 3: Ethnicity of Households - removed “household”
- Section 4: Race of Households - removed “household”, replaced multi-race with “more than one race”
- Section 5: Income Levels

Summary of Changes by 9902 Section (continued)

- Section 6: Rural Area Status - removed “household is”
- Section 7: Limited English Proficiency Status - removed “household is”
- Section 8: Households Receiving Group Education - new services
- Section 9: Households Receiving One-on-One Counseling - revised service name
- Section 10: Impact and Scope of One-on-One Counseling Services - new and revised named outcomes

9902 Changes - Section 8

Section 8 - Households Receiving Education Services:

- Section Title Change
 - Formerly: Households Receiving Group Education, by Purpose
 - Revised: Households Receiving Education Services (Including Online Education), by Purpose
- New Services Added
 - 8(i) Completed disaster preparedness assistance workshop
 - 8(j) Completed disaster recovery assistance workshop
- Service Removed
 - Completed “other” workshop

9902 Changes - Section 8 (continued)

8. Households Receiving Education Services (Including Online Education), by Purpose				
a.	Completed financial literacy workshop, including home affordability, budgeting and understanding use of credit			
b.	Completed predatory lending, loan scam or other fraud prevention workshop			
c.	Completed fair housing workshop			
d.	Completed homelessness prevention workshop			
e.	Completed rental workshop			
f.	Completed pre-purchase homebuyer education workshop			
g.	Completed non-delinquency post-purchase workshop, including home maintenance and/or financial management for homeowners			
h.	Completed resolving or preventing mortgage delinquency workshop			
i.	Completed disaster preparedness assistance workshop			
j.	Completed disaster recovery assistance workshop			
Section 8 Total:				

9902 Changes - Section 9

Section 9 - Households Receiving One-on-One Counseling, by Purpose:

- Revised Service Name
 - Formerly - Home Maintenance and Financial Management for Homeowners (Non-Delinquency Post-Purchase)
 - Revision - Non-Delinquency Post-Purchase

9902 Changes - Section 9 (continued)

- Section 9 - Households Receiving One-on-One Counseling, by Purpose New Services
 - 9(f) Revision - Resolving or Preventing Forward Mortgage Delinquency or Default
 - 9(g) Resolving or Preventing Reverse Mortgage Delinquency or Default
 - 9(h) Disaster Preparedness Assistance
 - 9(i) Disaster Recovery Assistance
- Service Removed
 - 9(f) Resolving or Preventing Mortgage Delinquency or Default

9902 Changes - Section 9 (continued)

9. Households Receiving One-on-One Counseling, by Purpose				
a.	Homeless Assistance			
b.	Rental Topics			
c.	Pre-purchase/Homebuying			
d.	Non-Delinquency Post-Purchase			
e.	Reverse Mortgage			
f.	Resolving or Preventing Forward Mortgage Delinquency or Default			
g.	Resolving or Preventing Reverse Mortgage Delinquency or Default			
h.	Disaster Preparedness Assistance			
i.	Disaster Recovery Assistance			
Section 9 Total:				

9902 Changes - Section 10

Section 10 - Outcome of One-On-One Counseling Services:

- Revised Section Title
 - Former - Impact and Scope of One-on-One Counseling Services
 - Revision - Outcome of One-on-One Counseling Services

9902 Changes - Section 10 (continued)

Section 10 - Outcome of One-On-One Counseling Services:

- Outcome Name Revised
 - 10(a) Households that received One-on-One counseling that also received education services
 - 10(c) Households for whom counselor developed a budget customized to a client's current situation
 - 10(e) Households that gained access to resources to help improve their housing situation (down payment assistance, rental assistance, utility assistance, etc.) after receiving housing counseling services

9902 Changes - Section 10 (continued)

Section 10 - Outcome of One-On-One Counseling Services:

- Outcomes Added
 - 10(h) Households gained access to disaster recover non-housing resources after receiving housing counseling services (Red Cross/FEMA relief items, legal services, assistance)
 - 10(i) Households obtained disaster recovery housing resources after receiving Housing Counseling Services (temporary shelter, homeowner rehab, relocation, etc.)
 - 10(j) Households for whom counselor developed or updated an emergency preparedness plan
 - 10(p) Households that prevented or resolved a forward mortgage default after receiving Housing Counseling Services

9902 Changes - Section 10 (continued)

Section 10 - Outcome of One-On-One Counseling Services:

- Additional Outcomes Added
 - 10(q) Households that prevented or resolved a reverse mortgage default after receiving Housing Counseling Services
 - 10(r) Households that received a forward mortgage modification and remained current in their modified mortgage after receiving Housing Counseling Services
 - 10(s) Households that received a forward mortgage modification and improved their financial capacity after receiving Housing Counseling Services

9902 Changes - Section 10 (continued)

Section 10 - Outcome of One-On-One Counseling Services:

- Outcome Removed
 - Households that prevented or resolved a mortgage default after receiving Housing Counseling Services

9902 Changes - Section 10 (continued)

10. Outcome of One-on-One Counseling Services			
a.	Households that received one-on-one counseling that also received education services.		
b.	Households that received information on fair housing, fair lending and/or accessibility rights.		
c.	Households for whom counselor developed a budget customized to a client's current situation.		
d.	Households that improved their financial capacity (e.g. increased discretionary income, decreased debt load, increased savings, increased credit score, etc.) after receiving Housing Counseling Services.		
e.	Households that gained access to resources to help improve their housing situation (e.g. down payment assistance, rental assistance, utility assistance, etc.) after receiving Housing Counseling Services.		
f.	Households that gained access to non-housing resources (e.g. social service programs, legal services, public benefits such as Social Security or Medicaid, etc.) after receiving Housing Counseling Services.		
g.	Homeless or potentially homeless households that obtained temporary or permanent housing after receiving Housing Counseling Services.		
h.	Households gained access to disaster recovery non-housing resources after receiving Housing Counseling Services (e.g. Red Cross/FEMA relief items, legal services, assistance).		
i.	Households obtained disaster recovery housing resources after receiving Housing Counseling Services (e.g. temporary shelter, homeowner rehab, relocation, etc.).		
j.	Households for whom counselor developed or updated an emergency preparedness plan.		

k.	Household that received rental counseling and avoided eviction after receiving Housing Counseling Services.		
l.	Households that received rental counseling and improved living conditions after receiving Housing Counseling Services.		
m.	Households that received pre-purchase/homebuying counseling and purchased housing after receiving Housing Counseling Services.		
n.	Households that received reverse mortgage counseling and obtained a Home Equity Conversion Mortgage (HECM) after receiving Housing Counseling Services.		
o.	Households that received non-delinquency post-purchase counseling that were able to improve home conditions or home affordability after receiving Housing Counseling Services.		
p.	Households that prevented or resolved a forward mortgage default after receiving Housing Counseling Services.		
q.	Households that prevented or resolved a reverse mortgage default after receiving Housing Counseling Services.		
r.	Households that received a forward mortgage modification and remained current in their modified mortgage after receiving Housing Counseling Services.		
s.	Households that received a forward mortgage modification and improved their financial capacity after receiving Housing Counseling Services.		
Section 10 Total:			



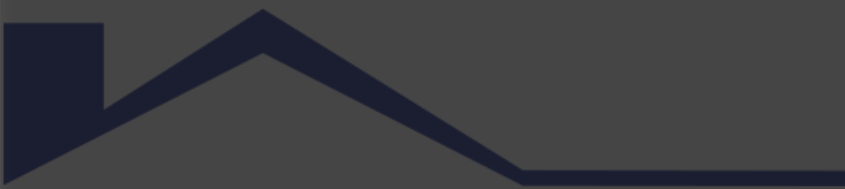
Resources

Time for
Mentimeter!



9902 Online Toolkit

Home - Housing Counseling - Housing Counseling 9902 Online Toolkit



Housing Counseling 9902 Online Toolkit

Overview

Reviewing the 9902 Online Toolkit will assist housing counseling agencies to comply with federal grant requirements, increase effectiveness, and maximize efficiency in completing reports.

This toolkit is comprised of four parts:

1. HUD-9902 General Overview
2. Completing the HUD-9902 Report
3. Client Management System Guidance
4. National Quarterly 9902 Reports



[Download the Full Toolkit \(PDF\)](#)



[Helpful Hint](#)



HUD-9902 General Overview

This section of the toolkit helps housing counseling agencies complete the HUD-9902 and improve reporting accuracy.



Completing the HUD-9902 Report

This page explores the HUD-9902 form section by section and provides users with tips and examples for filling out the form.



Client Management System Guidance

This section of the toolkit provides housing counseling agencies with information on Client Management Systems (CMS).



National Quarterly 9902 Reports

This section of the toolkit provides the national 9902 reports available on a quarterly basis by calendar year.

9902 Online Toolkit (continued)

Resources and assistance to support HUD's community partners

NEED HOUSING ASSISTANCE? Email Updates

HUD EXCHANGE

My HUD Exchange Programs Resources Trainings Program Support Grantee

Completing the HUD-9902 Report

This page explores the HUD-9902 section by section and provides users with tips and examples for filling out the form.

This toolkit reflects the updates to the HUD-9902 form effective Fiscal Year (FY) 2022.

[Download the Full FY 2022 Toolkit \(PDF\)](#)

For agencies still reporting on the HUD-9902 form for FY 2021, the guidance from the previous version of this toolkit is still available as a PDF.

[Download the Full Toolkit for FY 2021 and Prior \(PDF\)](#)

Find by Section

- [Frequently Asked Questions](#)
- [Section 1: Counseling Agency Name](#)
- [Section 2: Reporting Period and Budget](#)
- [Section 3: Ethnicity](#)
- [Section 4: Race](#)
- [Section 5: Income Levels](#)

[Print](#)

Frequently Asked Questions

Use the menu on this webpage to view section by section instructions for completing the HUD-9902 report. The Frequently Asked Questions (FAQs) below cover some of the most common questions about the HUD-9902.

- ▶ [What is the HUD-9902 Form?](#)
- ▶ [What does HUD consider an individual household?](#)
- ▶ [How many times can a household be counted on the HUD-9902 form?](#)
- ▶ [May I count an outcome multiple times for one household during a reporting period?](#)
- ▶ [As a Housing Counseling Agency \(HCA\), which clients may I attribute to a HUD grant, for example, on HUD-9902 reporting?](#)

9902 Online Toolkit (continued)

Find by Section

[Frequently Asked Questions](#)

[Section 1: Counseling Agency Name](#)

[Section 2: Reporting Period and Budget](#)

[Section 3: Ethnicity](#)


[Section 4: Race](#)

[Section 5: Income Levels](#)

[Section 6: Rural Area Status](#)

[Section 7: Limited English Proficiency Status](#)

[Section 8: Households Receiving Education, by Purpose](#)

 Print

Section 10: Outcome of One-on-One Counseling Services

New **New in FY 2022:** The following outcomes are new or updated for FY 2022: h. Households gained access to disaster recovery non-housing resources after receiving Housing Counseling Services; i. Households obtained disaster recovery housing resources after receiving Housing Counseling Services; j. Households for whom counselor developed or updated an emergency preparedness plan; q. Households that prevented or resolved a reverse mortgage default after receiving Housing Counseling Services; r. Households that received a forward mortgage modification and remained current in their modified mortgage after receiving Housing Counseling Services; and s. Households that received a forward mortgage modification and improved their financial capacity after receiving Housing Counseling Services.

Getting Started:
This section is used to report the outcome of the housing counseling services.

[General Guidance for Completing this Section](#)

[Tips for Conducting Follow-Up](#)

New **h. Households gained access to disaster recovery non-housing resources after receiving Housing Counseling Services.**

New **i. Households obtained disaster recovery housing resources after receiving Housing Counseling Services.**

New **j. Households for whom counselor developed or updated an emergency preparedness plan.**

New in FY 2022

This is a simple count of all Disaster Preparedness Assistance clients that developed and emergency preparedness plan.

The counselor will need to determine this outcome through follow-up with the client. The counseling file should support this outcome, e.g., in the client notes.

This outcome can only apply to Pre-Purchase Counseling clients reported in Section 9c. Therefore, the number reported in this category should be less than or equal to total in Section 9c. Households that attended group education, but not one-on-one counseling should *not* be reported in this or any other Section 10 category.

9902 Resources

- [HUD-9902 Form Online Toolkit](#)
 - [9902 General Overview](#)
 - [Completing the 9902 Report](#)
 - [CMS Guidance](#)
 - [National Quarterly 9902 Reports](#)
- [9902 Form and Instructions](#)
- [9902 Frequently Asked Questions](#)
- If your HCA is having trouble using its CMS to transmit the 9902, please contact your CMS vendor for assistance or refer to the [HCS Navigation Guide](#) for instructions on manually inputting the data in HCS



Questions and Answers



Additional Resources and Contacts



- [OHC's Website for Housing Counselors](#)
- [HCA approval](#)
- [Sign up for OHC's GovDelivery Email List](#)
- Email HUD at: Housing.counseling@hud.gov
- Email for TA:
ohctechnicalassistance@hudexchange.info



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