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

Shawna LaRue Moraille: Hi, everyone. Good afternoon or good morning, depending upon where you're located. Welcome to the 9902 Form. We're going to talk about the toolkit. We're going to talk about the revisions and highlights to the 9902 Form as well as some tips and tools in this presentation. I'm pleased to be working in partnership with HUDS Office of Housing Counseling.

I am Shawna LaRue Moraille and lead a team of TA providers here at ICF. So if you would like to chat with our technical support, Medora is here to assist you. So I know she just turned on the closed captioning. And she's also helping with other needs that you folks have. So please use the chat button that is in the lower right hand corner that you can chat with her on any of your technical needs related to the Zoom platform.

We will have a period of time at the end of the presentation for questions and answers, but at any time if you would like to submit a question, please use the question and answer box. That way we can make that sure we collect all of the questions and answers. And it helps us improve the content delivery of all of our -- the Office of Housing Counseling's webinars.

And then, after the -- the presentation, you can always e-mail housing.couseling@hud.gov if you have any questions about the webinar and you can include 9902 training webinar, 9902 form training, all of that will be responded to. It just help to sort of sort where everyone is. So I know many of you like to keep your transcript updated on the HUD Exchange. And so the meeting materials were posted already for this session.

And Medora will make sure that you receive those with this Zoom chat. However, the remaining materials are going to be posted over the course of the next couple of days, typically seven. Where the recording of this session, the transcript, all of those will be posted over the next week. And then you can go ahead and go into this button on the webinar archive and go ahead and get -- click to get credit for this webinar.

So just those are a couple of the ins and outs related to logistics. We always welcome you to follow HUD's Housing Counseling program and make sure that you're viewing the training digest. Every single week it's updated, provides you with the latest information that's coming out of HUD's Office of Housing Counseling as well as its partners.

It's not just ICF but there's a lot of housing providers in the industry and all of their latest is provided there. And if you would like to get the list serve to find out about this every single week, the link is also provided to you here to get that news in your inbox about this and upcoming courses as well as other things.

At this point I want to make sure that I turn it over to Jerrold Mayer who leads the Office of Outreach and Capacity Building within Housing Counseling. Jerry?

Jerrold Mayer: Well, thank you, Shawna, and hello to everyone and welcome to our presentation on the HUD 9902 report: revision highlights, tips, and tools. And thank you to all the HUD certified housing counselors and agencies support staff who are joining us today to learn more about 9902 reporting.

All HUD approved housing counseling agencies file 9902 reports and the 9902 is where agencies report client demographic and economic data, as well as their agencies housing counseling activities. 9902 data is an important measure for funders, decision makers, and legislatures. And today's presenters will go over recent revisions and improvements to the 9902 report form as well as provide you with tips and tools that will make it easier for housing counseling agencies to file their reports.

Next slide, please. We have two presenters today. Connie Barton, who has since 2014 been a housing program specialist with HUD's Office of Housing Counseling Office of Policy and Grants Administration, is a member of the 9902 team and collaborates with internal and external stakeholders on data collection and reporting.

Her career at HUD spans over 20 years and Connie has also worked in HUD's office of General Council as well as the Offices of Fair Housing, and Equal Opportunity, and Public Housing. And we're also joined by Shawna LaRue Moraille who directs a team of consultants at ICF under HUD's community compass branch.

Her team built the 9902 toolkit and her colleague, Dan Hegner, who helped construct the toolkit, is with us today. And he will demonstrate all the newest features available to agencies. Next slide, please. On today's agenda we're going to go over the 9902 form, identify some common errors, we'll talk about 9902 revisions and highlight significant changes, we'll cover changes to agency and counselor profiles, group sessions, client profiles, and the 9902 form itself.

We'll also identify useful resources, including the revised 9902 toolkit and end with your questions and answers. Next slide, please. But before we begin, just a reminder on due dates. As you can see on this slide, the first quarter report for fiscal year 2022 has been extended to April 30th of 2022.

Just a reminder that all quarterly reports are cumulative reports and those include all the data for that fiscal year up until that quarter's due date. So that by the time you report for the fourth quarter, it is the entire year's worth of data in that report. So now, without further ado, I'll hand the mic over to Shawna who will start our presentation.

Shawna LaRue Moraille: Okay. Great. Thanks, Jerry. We're going to start here with what is the 9902 and common errors. And the form itself, it's really important that -- and we're so glad that you folks are here because it's really important that you have the latest information about the form, the tools that are available to you, and also tell the story that you are doing locally or on a state basis about the great work of your Housing Counseling program.

So we -- before we get started, we like to do this with HUD's Office of Housing Counseling attendees. We are going to use Mentimeter to take a couple questions here. And so you can use a

separate browser or you can use your smart phone or smart device and you should just go ahead and go to the link that I know Medora has put in -- into the chat.

And we will get started with our first questions here. So if you could go ahead and use the link that is provided in the chat box. You can also type in www.menti.com and then use the code that's here as well or just follow the link that Medora's provided to you. But it you can hit the heart so that I know that you're here, that would be really helpful to me.

And so while we're waiting for folks to hit that heart, so that we know that we've got a good audience here, this at-a-glance infographic that you're seeing right now is part of the toolkit that Dan will be demonstrating to you at the end of this presentation that will shortly be updated for FYI 2021. But a piece like this really helps you be able to tell your story nationally about who you're helping.

So okay. We've got mass audience here. We'll move on. So we want to make sure on this question, we want to be able to understand who is with us here today. Are you a local housing counseling agency? Are you an -- and or an affiliate of an intermediary? Or maybe you're an intermediary, which also might include a state housing finance agency. And then, we're wondering if there might be some non-participating housing counseling agencies or maybe they're waiting to participate or waiting for HUD approval.

We thought that it would be great to find out, you know, if we've got some newer folks in the audience or rejoining folks. But great to see one of you there in that particular area. And then, sure, we might have some others. There are many different housing partners across the country that work with housing counseling agencies everyday, and probably do want to make sure that they have the latest information about the 9902. So -- so, really glad that you're here.

There's almost 600 of you. At least participants right now. So would love to make sure that we capture where you're from and also, the non-participating has gone up to five. That's amazing. So really glad that you're here and make sure that you are -- are being recognized for the type of agency that you represent. And Mentimeter has this helpful nature behind it that we're going to get this data and kind of analyze it later in terms of what type of agency you are and what your needs are as well.

Because there's a need -- need question later in the presentation. So I know folks are still putting in the agency that they're from, but I want to recognize that we only have an hour today with you all, so I'm just going to move us -- move us ahead in the -- in the presentation. So one thing that we thought we would get started with, we are not going to do a deep download on the client management system.

But the folks at HUD, in particular, were interested in were you able to upload your 9902 through your CMS? And so -- so, while we -- we know that we're not going to be able to take that deep dive on client management systems today, but just let us know. Were you able to upload the data for your CMS? And those of you that have said no, again, we're going to sort that out and be in touch at some point to just discuss how all of us can be helpful to you as you report your data.

Can't tell the story of the housing counseling program in your local jurisdiction unless you are able to upload that data. So thanks for -- for those responses. That's really, really important. So I'm going to let those kind of come in, flow in, and I'm going to go back to the presentation. And just touch on a couple slides before I hand it over to Connie Barton. And, you know, it's really important, as I mentioned, that you tell the story of your program.

And so the form really helps you do that as uploaded through your client management system which -- which helps in terms of cumulative fiscal year up-to-date reporting on the housing counseling clients that you're serving. It is due quarterly as -- as Jerry talked about. And there is that extension through April 30th for the first fiscal -- fiscal year quarter. And some of you that are new, you -- you're here because you know it's a part of your application to apply to become HUD approved.

And so we provided you with a link so that you could go to the HUD approval section of the HUD Exchange and it will walk through those various sections of eight and nine that are due as part of that application. So you definitely want to take a look at that. There's also a lot of great resources that will assist you to become HUD approved.

And so as I mentioned, the 9902 is submitted -- data is submitted through your client management system and then it's uploaded into the housing counseling system, HCS. So client management systems are many different types. Last time I looked at it, it was, like, 60 different ones. Some of you have your own systems. Sometimes you have an off the shelf CMS product. So -- so, all of those can help assist you in terms of helping you telling your housing counseling story.

So as I mentioned, we're really trying to capture the great work that you're doing as housing counseling agencies. And so the purpose of reporting is also to talk about the outcomes, who you're serving, the types of services that you're providing, as well as make sure that it's capturing the demographic characteristics of your households that you're serving.

Income level, the services that they're receiving, and then which outcomes you're able to assist them with. Did you help them with their budget? Did you help them with fair housing information? Are you helping them in terms of a disaster or to stave off foreclosures and forbearances and things like that?

So demonstrating this impact is available, I think you know, there's data on the HUD Exchange related to national data and there are these data displays that Dan will talk about later. But we have a lot of folks looking at this to see, like, what kind of story are we telling here? How many people are being served? Are we at that $1,000,000 or - I'm sorry. 1,000,000 client level for the program as in year past. Are we serving more clients?

So it's really important and not just you guys are looking at the data, your HUD intermediaries, if you're working through them, lenders, foundations, folks in Congress, you know, others are also looking at the data. And that's really important. So I have two slides here. Just a couple things on reporting errors before I turn it over to Connie, is that over the years what we have found in

terms of common reporting errors, and this is why we built the toolkit, was to make sure that you're not underreporting outcomes in Section 10.

And so it's really important that you take a look at that and if there are more than one outcome for your clients, you're reporting that correctly. And so another common error is that Section 10 doesn't align with the services that are being offered in terms of your housing counseling activities. So you might have chosen an outcome that doesn't relate to rental housing counseling or doesn't relate to pre-purchase housing counseling.

So really take a look when Dan goes over those outcomes and those pieces of the toolkit that are available to you. And then we have noticed that there are a higher percentage in some categories of the 9902 where -- that it is chosen that clients chose not to respond to some demographic category. So choosing not to respond, there might be a good reason for that, but it -- you should definitely take a look at that if you have that high percentage.

And then, submitting data underneath an incorrect federal fiscal year or quarter. It is cumulative, but make sure you're submitting data on time and within -- within the right categories. So I think I covered the late -- later reporting doesn't help tell the right story of the program. And then not including cumulative fiscal year data when you're manually submitting your form into HCS.

Which some of you mentioned that you are struggling with the CSM and HCS connection right now, so, if you are doing it manually make sure that you taking a look at that to make sure it is cumulative. And then, just incorrectly counting one client twice for, you know, something that they received or just using simply inaccurate or out-of-date information about your housing counseling agency.

So just a couple things that we've noticed over the years. At this point I'm going to turn it over to Connie Barton at HUD to go through Housing Counseling Revisions to the 9902 form. Connie?

Connie Barton: Thank you, Shawna, for that really great presentation and background information. Hi, everyone. We hope you'll find the information presented today to be helpful as you prepare for your 9902 reporting. Thank you for letting us know of all the issues you have been encountering with your CMS and HCS that are related to the 9902 updates.

We certainly appreciate your patience as the technical teams work diligently to resolve any outstanding issues so that you may get all of your quarter one and quarter two reporting completed by April 30th. Now, let's get started with agency profile changes on the next slide. This section is pretty straight forward.

Basically if you conduct counseling for households in rural areas, you'd answer yes for rural and no if it's not rural. Then the same for urban areas. If you conduct counseling for households that are in urban areas, you'll answer yes. And if you don't conduct counseling for households in urban areas, you'll answer no.

And so both of these fields require a response of yes or no. Next slide, please. Okay. Counselor profile changes. A counselor social security number is no longer required so this field has been

removed. A HUD certified counselor's HUD ID number is required, and that's as of August 2021 which was the date when housing counselors must have been certified.

And for this you'll need to enter in the six digit alphanumeric ID number that's on the HUD certified counselor certificate where you would enter it where it's requested in the system. And instructors that are conducting just group education might not have a six digit ID. So if that is the case, you would enter in N/A. Next slide, please. For group session changes, group session instructors here's another new field where you'll need to enter in a HUD certified counselor's six digit ID number.

If the instructor is not a HUD certified housing counselor, please enter in N/A as this won't be applicable. So just to give you an idea of who instructors may be, in case you're not familiar, instructors can be community and industry experts such as insurance agents, loan officers, real estate agents, home inspectors, appraisers, etc. These instructors cannot promote their services to clients or give out business cards.

A HUD certified counselor must oversee the instructor's curriculum. And, as you probably already know, HUD certified counselors can also serve as an instructor. Next slide, please. Okay. On to client profile changes. And here's another new field where you'll have to enter in the counselor's six digit ID number. All individual housing counseling must be conducted by a HUD certified housing counselor.

So the six digit ID number, that's on the HUD -- that's on the counselor's HUD certificate must be entered into this new field. N/A is not an acceptable entry here because one-on-one counseling may only be provided by -- may only be provided by a HUD certified housing counselor. Next slide, please. Okay. Next is a summary of the changes that are in each section.

Each of the 9902 sections. And on -- on these slides you'll see the changes are noted in red. So for sections one and two, counseling agency name and reporting period and budget. These are still the same, so there are no changes to Sections 1 and 2. And Sections 3 and 4, the word household has been removed as HUD is now requiring agencies to report on the individual level instead of the household level.

And there was another change in Section 4. Multi-race has been replaced with the phrase, "more that one race". And there are no changes in Section 5, income levels. In Section 6 and 7, the phrase "household is" has been removed as this requirement now is to report on the individual level instead of the household level. New services have been added to Section 8 and we'll cover those in a moment.

Section 9 also has a revised service name and new services which we'll cover in a bit. And Section 10 has some new and revised named outcomes. So let's move ahead and start with Section 8. Section 8 has a title change. It was formerly, "Households Receiving Group Education, by Purpose" and it is now revised to "Households Receiving Education Services (including Online Education), by Purpose".

And the new services added are 8(i) "Completed disaster preparedness assistance workshop" and 8(j) "Completed disaster recovery assistance workshop". And the one service that was removed form Section 8 is "Completed other workshop" so you won't see that there. Next slide, please. And on this slide you'll see where the services have been added. So if you look at the PDF or paper copy of the 9902 you'll see where it is, where the red box is.

That's where the changes are. Next slide, please. Okay. Here are some of the -- here are the changes to Section 9. The service formally named, "Home Maintenance and Financial Management for Homeowners (Non-Delinquency Post-Purchase)" has been revised. And the new name is, "Non-Delinquency Post Purchase". Next slide, please.

And here are the new services that have been added to Section 9. 9(f) was revised to the new name is, "Resolving or Preventing Forward Mortgage Delinquency or Default". 9(g) is "Resolving or Preventing Reverse Mortgage Delinquency or Default". 9(h), another new service, "Disaster Preparedness Assistance". And another new service, 9(i) is "Disaster Recovery Assistance". And we've removed 9(f). The old 9(f) was "Resolving or Preventing Mortgage Delinquency or Default".

Next slide, please. And here on this slide you'll see where the new services have been -- have been added to the form in Section 9. So you'll see those in the red box. Next slide, please. Okay. Next, on to Section 10. The title of Section 10 has been revised. What was previously, "Impact and Scope of One-on-One Counseling Services" has been revised to "Outcome of One-on-One Counseling Services".

So wherever you used to see "Impact and Scope", now you'll just see "Outcome". Continuing on with Section 10. Next slide, please. Okay. The following Section 10 Outcome names have been revised. 10(a) is now, "Households that received One-on-one counseling that also received education services" 10(c) is now, "Households for whom counselor developed a budget customized to a client's current situation".

And 10(e) is, "Household that gained access to resources to help improve their housing situation, for example, down payment assistance, rental assistance, utility assistance, etc. after receiving housing counseling services." Next slide, please. Okay. Next are the new outcomes that have been added to Section 10. 10(h), "Households gained access to disaster recovery non-housing resources after receiving housing counseling services such as Red Cross or FEMA relief items, legal services, assistance".

10(i) new outcome is, "Households obtained disaster recovery housing resources after receiving Housing Counseling Services such as temporary shelter, homeowner rehab, relocation, etc." Okay. Then the next new outcome is 10(j) and that's, "Households for whom counselor developed or updated an emergency preparedness plan".

And 10(p) is, "Households that prevented or resolved a forward mortgage default after receiving Housing Counseling Services". And on the next slide are three more outcomes that were added to Section 10. 10(q) is "Households that prevented or resolved a reverse mortgage default after receiving Housing Counseling Services".

10(r) is, "Households that received a forward mortgage modification and remained current in their modified mortgage after receiving Housing Counseling Services". And 10(s), "Households that received a forward mortgage modification and improved their financial capacity after receiving Housing Counseling Services". And next slide, please.

And finally the last change in Section 10 is the removal of the outcome, "Households that prevented or resolved a mortgage default after receiving Housing Counseling Services". So this one is no longer there. And on the next slide, here is where you'll see the changes that have been made to the form. So we hope these revision highlights have been helpful. I will now turn the presentation back over to Shawna. Thank you.

Shawna LaRue Moraille: Okay. Thanks, Connie, so much. We'll just catch up a little bit in Menitmeter here just for a second. And I though this might be a great preview before Dan does his presentation. So in this question we really want to know if you've used, and the keyword here is updated, 9902 toolkit. And so I'll keep this flowing in the background.

This link will still be open, but Dan is going to go ahead and present on his screen. The toolkit -- so, you can still come back and answer this question if you're, like, I'm not sure if I've seen the updated toolkit. So really appreciate your feedback. So I'm going to turn it over to my colleague, Dan Hegner, who, as Jerry said, helped build the 9902 toolkit. Dan?

Dan Hegner: Great. Let me go ahead and present my screen. Shawna, let me know if you can see my screen.

Shawna LaRue Moraille: Looks great, Dan. Thank you.

Dan Hegner: All right. Great. As Shawna said, I'm going to walk through the toolkit so you can know exactly what kind of information's there, and I'll also be explaining what has changed on the toolkit to reflect the new updates to the 9902. So to find the toolkit, the first step is to go to the HUD Exchange. And then, go to Programs at the top here.

Click on Housing Counseling Program. And then, once you go here, just scroll down and click on 9902 reporting. So this will take you right to the 9902 online toolkit. And this is broken up into four different sections. And I'll walk through each of them. So first we have a general overview of the 9902. So at the top here, this will tell you the reporting period schedule. And this, as you can see, has been updated to reflect fiscal year 2022.

You'll also notice that this has a little new tag in green at the top corner here. So you're going to see that throughout the toolkit. This means that this is a new addition to the toolkit that reflects the updated 9902. So if you've seen the toolkit in the past, and you just want to zero in on new pieces of information, you can just look for that little green symbol.

Below that we have some really high level information about 9902 reporting. So this gives you a lot of the really basic information if this is something that's new to you. So let me return to the main toolkit.

Shawna LaRue Moraille: Hey, Dan. Can you just [inaudible] your screen just a little bit?

Dan Hegner: Yes. Absolutely. Is that better?

Shawna LaRue Moraille: Yes. Thank you so much.

Dan Hegner: Great. So I'm going to return back to the main toolkit. And next I'm going to show you completing the 9902 reports. So this is where a lot of the information is. So if I click here I can see if there is a number of frequently asked questions and these are broken out into each section of the 9902 toolkit.

At the top here, I can also download an offline PDF of the entire toolkit. So this green one right here represents the FY2022 toolkit. So if I click on that I can see this just produces a PDF that you can access at any time. And if I want to see the toolkit for FY2021 and prior, you can see that's here at the right here. So you can always access the older version of the toolkit that reflects the existing 9902.

And then, down below here we have frequently asked questions and then really great information for each section. So as you're filling out the 9902 you can just go to each specific section of the toolkit and I can see right here there's this new tag, which shows new information for FY2022. I also wanted to focus in on this Section 10 information since this is where a lot of the changes happen.

I can go and, you know, see information for each of those new data fields. And I can see what has changed for each of these outcome related data. So you can take a look here and make you that you know exactly what you need to do to fill out Section 10 correctly. We also have the Section 10 case studies. So what these are are some specific examples that walk through exactly how you would report the outcome data for these examples.

I'd really encourage you to take a look at them. It's very helpful to see a specific example of how to correctly fill out the 9902 Section 10 for these examples. And we have two new ones that have been added. One is for disaster counseling and we also have one that we've added for closure counseling. And then there were also some existing case studies for pre-purchase counseling and rental housing counseling.

So if you have different questions that are related to how to fill out the 9902, this is a great resource to look and see if you can find an answer to that question. So let me return back to the main toolkit page. Next up we have client management system guidance. This is where you can find information about client management systems including what the benefits to CMSes are, what the various requirements are.

Again, we have some new information here that we would encourage you to take a look at. How to choose a CMS and a number of other pieces of information related to CMSes including technical support and a help desk. And then, lastly, if I return back to the main toolkit, we have

the Program Impact Data Displays. So these data displays are interactive dashboards that display 9902 data across a bunch of different topics.

So for example, this first dashboard has to deal with Scope of Services. So I can see at the very top here I have the total number of households served in FY2021 as of Q4. I can see the breakdown between group education and one-on-one counseling. The cool thing about this -- these dashboards is that they are interactive.

So if you notice if I hover my mouse over it, I can see some additional details including the percentage breakdown. I can also filter this data. So right now it's set to FY2021 Q4. I can also look at historical information. So if I wanted to compare this to a previous year, I could filter for FY2020 Q4 and it will update all the information that you can see here. I can also filter this information by state.

This is really useful if you want to see what kinds of housing counseling activities are happening in your state. And then below this we have a breakdown of housing counseling by the different one-on-one and group education topics. So you can get really detailed information about what kinds of services are provided. If you want, let's say, a PDF of this dashboard or an image of it, used to tell -- help tell the story of your program, you can always download that by clicking on this symbol right here.

And it will give you a number of different options to export this information so that you can really use these dashboards in the most useful way for your organization. So we have a few other dashboards that we have on here. We also have households served by state. And this has an interactive map that you can move around and see exactly what kinds of services are provided in your state.

And, you know, I can also move it around to see Alaska and Hawaii, right there. And then if I hover my mouse over a state I can see the exact number of households served. I can also filter this by the type of counseling. Let's say I just wanted to see group education, I can filter it just for that. We also have a dashboard on the breakdown of race and ethnicity. Again, you can filter this by state or fiscal quarter.

And another one on income level, which is also broken out into different income brackets relative to area median income. For the Section 10 impact data, we also have this infographic that we will soon update to reflect the FY2021 data. So this can really be used to help tell the story of the housing counseling program. I zoom in a little bit so you can see those details. It explains what the different impacts are and the number of households for each of these impacts.

And again, you can download this as an infographic so you can use for marketing purposes or whatever you need to tell your story. It also has some more detailed information and how those data pieces relate to the 9902. And then lastly we have the state profile which is just loading right here. So the state profiles take all of that information that we saw previously and puts it together into one place. So let's see it -- say I wanted to look at all of the data for the state of Virginia.

I can just click on Virginia here and it will create a dashboard that has all of the information that we just saw. So it has the types of services provided, ethnicity of household, area median income, and that outcome information. So it can all be in one place if you wanted to create a PDF of that. So that sums up the Housing Counseling 9902 Online Toolkit.

If you haven't checked it out before, definitely encourage you to take a look. A lot of great information there. So that concludes this section. So I'll go ahead and stop sharing my stream -- screen so that Shawna can take over.

Shawna LaRue Moraille: Okay. Great. Thank you so much, Dan. I think what one of my favorites is just that interactive aspect to that infographic that will now have both outcomes. So -- so, can't wait for that. And, like Dan said, it will be updated, we think, sometime next week for those -- for those Q4 of 2021. So I know -- I think Medora is going to let you folks know where this PowerPoint is located.

I noticed that in the chat, but all of the links here are provided that Dan went over in terms of the toolkit, the elements of the toolkit. There aren't -- there is a number of you that have found the toolkit really helpful, so thanks for that response in Mentimeter. We have also a link here to the form instructions and then also to frequently asked questions.

And then, I think you folk know, but it bears repeating, that it maybe that you need to work with your CMS vendor for some of the upload issues that you have been experiencing. But there is still some great resources on the CMS page as well as the HCS navigation guide. So definitely take a look at that. I know we're going to queue up some questions that Shae and Rebecca have in, you know, in mind to share with the group.

So if you are on Mentimeter as well, I have an open-ended question about what tools and what resources. Like, now that you've seen the toolkit, we want you to go to the toolkit, but there might be some other things that you might need as a housing counseling agency. So let us know on Mentimeter when you get a chance. And we'll drop the link again in the chat box. So Shae and Rebecca, what do we have for questions?

Rebecca Maclean: Shawna, we've got quite a few questions coming in and so we've got a couple questions about the difference between individuals and households. I don't know if you want to have Connie respond to that or we can -- we can tell you what we've told people in the chat box.

Shawna LaRue Moraille: Absolutely. I think either way would be great. So go ahead, Rebecca.

Rebecca Maclean: Sure. So we've had some questions on the changes for reporting for individuals and not households. And so people are asking how they would count more than one person in the household if a couple would come in. And so in that case, you're going to want to record the information for one individual, even if there are multiple people attending in the household.

And if they identify with different demographic types, then you can encourage them to choose or self-identify the demographic of only one of the individuals to be recorded. So now something

that you would encourage them to self-identify. That's not something that we should be identifying for them unless they decline to answer. Let's see.

There's another -- lots of good questions about your CMS providers and I'm sensing a fair amount of frustration there, which I think you're familiar with. We did ask for -- we did get several questions about some clarity around disaster assistance and how that would work in the work plan and if you would need to have your work plan updated before documenting any disaster assistance activities.

And so that is, I believe, that's correct. You would need to work with you HUD POC and make sure your work plan is updated to accurately reflect the type of work that your agency is doing for disaster assistance or any other type of work that you're doing. Shae, are you seeing any other good questions that we can highlight today?

Shae: Yes. I put one over in the chat. And this one was, "What would qualify as oversight by a HUD certified housing counselor? Would it be a physical presence at the program, an electronic presence, or simply the counselor reviewing the program and approving it?" Is Connie still on?

Shawna LaRue Moraille: Yeah. I was just going to ask. Connie, can you respond to that?

Connie Barton: Yes. Hi, everyone. Well, basically the, I mean, the oversight of the -- oversight of the -- the curriculum is important. You can, you know, you probably should have a housing counseling agency representative attend the -- the workshop.

And also be there to have a presence to answer any questions that the attendees may have. The -- I guess oversight of the -- of the group education session would also include making sure that it's in compliance with the regulatory requirements and also in compliance with the handbook. So just generally making sure that it's in compliance with the Housing Counseling Program.

Shawna LaRue Moraille: I'm seeing one -- one question that somebody's asking in the chat about CMSs being updated for the new 9902. And I know that we had posted and had advertised that the new form was coming, I think back in October, if that -- if that's correct, Connie?

Or maybe September that this new form was coming and so hopefully with the CMSs that you're working with that they can catch up a little bit in terms of some of the changes. So that was always HUD's desire.

Connie Barton: Right. Well, thank -- thanks for everyone for bearing with us while we work with the CMSs to update their systems. So there are a handful of CMSs that are still working to -- to include all of the -- the new 9902 updates. They are aware of that -- the agencies are, you know, still waiting to enter in their -- their data for FY22. And we definitely appreciate your patience, you know, as they work through these issues.

If you have any specific issues with your CMS, you can let your HUD POC know and they can reach out to me and we'll -- we'll try to connect with the CMSs to see what the issues are if you are not hearing back from your CMS vendor.

Rebecca Maclean: Shawna, it also looks like we're getting a fair number of questions about the data displays. Questions about if Guam, American Samoan, and Puerto Rico program data is available. Could infographics be generated by state or county? So I don't know if Dan wants to take a look at those questions and respond to some of those?

Shawna LaRue Moraille: Yeah. That's a good idea. Dan?

Dan Hegner: Let me double check. I'm not sure we have data for Puerto Rico or American Samoa listed. Let me just check real quick. Yes. We do have data on Puerto Rico. So that will appear on the map. I'm not seeing American Samoa though. But, yes. If you -- if you move the map towards Puerto Rico, you will see the data there on the map.

Shawna LaRue Moraille: Okay. Great. Thank -- thanks, Dan. And then, point well taken that folks would like to see data displays for smaller jurisdictions, possibly for their service area. That that's something we've also heard as well.

So I'm just showing Mentimeter because we do want to know what additional tools and training you'd like to see. So I'm going to have that continuing to go on on my side. Any other questions that you folks are seeing in the questions box?

Connie Barton: Hi. This is Connie. There were a couple questions about -- about disaster -- the new services related to the disaster recovery. So I did drop in the chat box a link to the -- the toolkit that -- that's very useful.

It's new, so -- it's new as of last year, I believe, so not -- so everyone may not have seen it. So let me drop that in the chat box again so everyone can link to it.

Shawna LaRue Moraille: Okay. Yeah. Thanks, Connie. Yeah. We do have a disaster housing counseling toolkit that we built for housing counseling agencies. And we're going to be adding to it as well. That will help, also, with some of the scenarios and other things that you folks would like to see more of.

So thank you for that. Are we seeing any questions? We've got about 10 minutes. We'd really like to see if you have more questions as well.

Rebecca Maclean: So Shawna, we are seeing a couple of questions just about the reporting timelines and dates for quarters for the grant versus the 9902. So just as a reminder the 9902 always follows the federal fiscal year from October 1st to September 30th.

And we do know that sometimes out grant terms or periods of performance don't always align with our federal fiscal year. And that's something that -- that's changed with our fiscal '21 grants. Now we have April of, I believe, April of 2021 through September of 2022 so at least the end of the grant term will line up with the end of our federal fiscal year.

But please keep in mind when you are submitting your 9902 that you always want to follow the quarters of the fiscal year.

Shawna LaRue Moraille: Okay. Good clarification, Rebecca. Thank you. And I provided the slide with the recording deadlines in case that's helpful. Okay. Other questions in the queue?

Rebecca Maclean: So we have a question about, "Would disaster preparedness need to be done by a HUD certified counselor?" I don't know if someone wants to take the answer to that.

Connie Barton: Hi. This is Connie. So the actual one-on-one counseling is to be done by a HUD certified counselor but again, at the group education level it does not have to be -- again, you know instructors can be a community or industry expert and as long as a HUD certified counselor is overseeing that -- that instruction, that's fine.

Shawna LaRue Moraille: Okay. Do we have maybe one more question and then we can reflect on what we're learning in Mentimeter? Any other questions? Shae, do you see anything else that we should address as a group?

Shae: No. I haven't seen any that's already been answered or --

Shawna LaRue Moraille: Okay.

Shae: -- needing more thought.

Shawna LaRue Moraille: Okay. Great. Well, I'll just -- unless, Rebecca, do you see anything else?

Rebecca Maclean: No. We've got lots of questions that are great and thought provoking and I don't know if we a readily available answer for at the moment. But we will certainly go back to our team and work with your HUD points of contact to answer these questions for you all.

Shawna LaRue Moraille: Okay. Great. Yeah. That's a good time to remind folks that the questions logs do -- are kept, memorialized, and then addressed as well. So in case you were kind of new to coming to HUD's Housing Counseling webinars. So I'll just reflect on a couple things I'm seeing, but I welcome the HUD staff to also do that as well.

In terms of what additional tools and training on the 9902 would you like. So somebody suggests a chart of outcomes that could be checked off for each housing counseling type. So that would be a great way for -- for outcomes to be used potentially and maybe some guidance around those. I also read earlier, there was somebody who had posted something they would like to see, information by zip code in the 9902 data displays.

I mentioned county, but zip code level data is definitely something we've been talking about and looking for ways in which to collect that information. So I would say stay tuned for something there. HUD folks, what are you seeing in terms of -- we've got 124 people so far, but others could certainly weigh in here about additional tools and training that might be helpful.

But what are you seeing here? I mean, I, you know, technical assistance related to 9902 reporting. I know that that's something that you go to your HUD point of contact and they can help work through that with you. But certainly take a look at the toolkit in case you can kind of get ahead of that if helpful.

Rebecca Maclean: Shawna, I will say that it's very eye opening to see how many agencies are having trouble with their CMS systems. I think that's not something that we realized was as broad a problem, for sure.

Shawna LaRue Moraille: Yeah. Rebecca, I -- I noticed that, too, in the earlier question and also what your folks have been getting in the Q&A and chat box, too. So yeah. I agree that I haven't seen this as much in other 9902 presentations that we've been a part of. So I would also say that, you know, some of the changes are -- are new, so it may just take a little bit of time to get those updated.

And again, there's, like, 60 CMSs, unless the numbers changed. There's quite a number. And I know HUD does their best job trying to -- to reach out and work with any of them on specific questions and needs. Okay. So -- so, I'm not seeing anything else here that I want to reflect on. I want to go back to the presentation.

I will still keep the Mentimeter open so feel free for you to do that. So we just thought that we'd provide you with a little bit of additional resources and contacts. I know Shae and others have been posting in the chat box. There is the umbrella site on the HUD Exchange for the Office of Housing Counseling. We thought we'd also put a link here to Housing Counseling agency approval since we thought that maybe some of you were non-participating and might be looking to participate.

And then always make sure that you're getting the Office of Housing Counseling's government delivery system, gov -- gov delivery e-mail list. That's where you're going to find out about the training digest every single week. You're also going to find out the latest news that is being provided by this office. And just kind of stay up-to-date in terms of what's going on, not just in Housing Counseling but FHA and other federal partners as well.

And then you can always e-mail housing.counseling@HUD.gov. And then, finally, we do have an e-mail box on the ICF side that's technical assistance as well. That's here because of the toolkit. So if you have any -- needing any additional assistance related to the toolkit or downloading the data, you can certainly contact us.

We're always happy to help on anything related to the HUD Exchange. That is something that we are -- is always available to you. So I just want to thank you on behalf of the ICF team over here. Thanks, Dan. And also in partnership in with Connie Barton and Rebecca Maclean and Shae and Jerry Mayer.

Thanks to all of you to partnering with us on this important webinar on the 9902. And thank you all for attending and for asking such great questions and also telling us what you need so that we

can help you tell your Housing Counseling story. Thanks, everyone. Have a great rest of your morning and a great afternoon.

(END)