Final Transcript

HUD-US DEPARTMENT OF HOUSING & URBAN DEVELOPMENT: The New 9902

June 21, 2018/2:00 p.m. EDT

SPEAKERS

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PRESENTATION

Moderator Ladies and gentlemen, thank you for standing by, and welcome to The New HUD 9902 online toolkit conference. At this time, all participants are in a listen-only mode. Later we'll conduct a question and answer session, instructions will be given at that time. [Operator instructions]. As a reminder, this conference is being recorded.

I'd now like to turn the call over to Virginia Holman. Please go ahead.

Virginia

Thank you, David, and welcome to today's really important webinar on an incredibly useful tool that you'll be able to use for your 9902. I do want to go over some logistics before we get started with the webinar itself.

Next slide. As David mentioned, the audio is being recorded. We will be posting the PowerPoint, a transcript, and an audio replay number on our archive page on HUD Exchange, and that usually happens within about seven to ten days. The handout was sent out to everybody who had registered, I did that this morning, but they're also available in the control panel on the right hand side of your screen under handouts, and you can go ahead and download it there if you want.

There will be a survey at the end of the webinar, so please fill it out. Your comments and perspectives are very important to us, as we're always seeking to improve our webinars.

We will be having a few polling questions, so again, please respond to those. As David said, we will be having a Q&A period at the end of the session. We have so many people registered, we will not be having a discussion period, and you will be getting instructions on how to ask your questions when we open them up.

There's some other ways you can ask questions. In the control panel on the right hand side of your screen there's a box labelled Questions, if you just type your question in there, we have staff that are monitoring those questions. We will be trying to get to as many as we can, but as I said, we do have a large audience, so if we're unable to get to all of them, we will look at the questions and get you a response, as appropriate.

You can also send us an email at housing.counseling@HUD.gov, any time after the webinar is over. Just put the webinar topic in the subject line so we get it to the right people.

Now let me turn the webinar over to William McKee, the Deputy Director of the Office of Policy and Grant Administration. Bill.

Bill

Thanks, Ginger. Good afternoon, everyone. First of all, I want to thank you all for attending today's webinar about the 9902 reporting, and our new 9902 toolkit. As my colleagues will discuss in just a few moments, accurate 9902 reporting is very important. You all work very hard all year helping your clients achieve their housing goals, and the 9902 data is one of the best ways to demonstrate the results of your hard work in a uniform manner. The 9902 data that you provide also helps demonstrate the program's impact to Congress, and other industry stakeholders who rely on us for the program.

To help you make sure that your reporting accurately reflects the good work that you are all doing, my colleagues developed the 9902 toolkit to help ensure that you are capturing the true impact of your housing counseling. The toolkit will provide one-stop shopping guidance in a single part of the HUD Exchange. It will illustrate helpful tips on how to best report for each section of the form. It has tips on avoiding common reporting errors, to help housing counseling agencies and intermediaries with a data quality and accuracy. And it can be used as a training tool for agency staff when you are training new staff or helping existing staff to fine tune their skills.

I think you're really going to enjoy using the toolkit, and without further ado, let's get right into it. I'm going to turn it over now to Kristin Ackerman, who will talk a little bit more about today's presentation. Kristin.

Kristin Hi, thank you, Bill. My name is Kristin Ackerman and I work in OPGA with Bill; however, I work out of the Albany HUD office, and I hope some of my POCs [ph] portfolio out there in Pennsylvania is logged on today.

I'm also a member of the 9902 subject matter expert team, and over the past several months I've been working on a number of 9902 related topics. I was part of the team that developed this 9902 toolkit, and so I'm looking forward to telling you more about that today.

Myself and Rachael Laurilliard, from ICS, will be presenting today, and Jane Charida and Melissa Noe will be fielding your questions. We're going to focus on the overarching 9902 questions, and also those about the toolkit directly. We're going to take questions at the end of the webinar.

We're going to be covering quite a bit today. I'm going to start by giving you some background information on the 9902, including the form itself, the purpose of reporting, and some of the most common errors that POCs see. Accurate reporting is just as important to us as it is to any one of you as an agency, so the 9902 toolkit was really developed as a means to help improve 9902 reporting. We wanted to address some of the most common questions that we see, and have a resource that was easy for agencies to navigate. Rachael's going to provide a demonstration of the toolkit, and we will close with information about resources, and some time for your questions.

This is our initial poll for today. We're just trying to get a sense for the people that are logged on. If you could go ahead and respond here, let us know what type of organization you represent today. I'm just going to pause for a moment. Looks like we have a lot of local housing counseling agencies today. I think the toolkit will really outline the reporting schedule for you, and clarify some information about the reporting period, which should be useful to you. Most of you from local housing counseling agencies, and also some sub-grantees. Thanks for that.

We're going to get into the background of the 9902 now. In this area we're going to cover the form itself, some of the reasons HUD asks you for this performance information, and we'll also talk about why we created the toolkit, and some of the most common errors that we see.

As you know, the HUD 9902 collects cumulative data tied to the fiscal year, and that's beginning on October 1st every year. The 9902 is required for all participating agencies, as well as for agencies that are seeking approval. The 9902 should be submitted electronically, using your agency's CMS system. All approved CMS systems have this functionality, and this is how we expect reporting to be completed. If you are running into issues with electronic submission, you should contact your CMS vendor to resolve them. If your CMS vendor is not responsive, for any reason, then definitely reach out to your POC and they might be able to be of assistance, too.

The HUD 9902 form is important because it is the best way we have to capture and report out the great work that housing counseling agencies are doing. The data collected on the 9902 allows us to analyze demographics and outcomes for those counseled. This cumulative data allows HUD and other stakeholders to see the bigger picture of who counseling agencies are serving, and the valuable outcomes that are being achieved. HUD utilizes this information to demonstrate results to Congress and respond to their inquiries from time to time. We want to make sure that what is being shown is accurate.

Unfortunately, under reporting impact in Section 10, especially the number of budgets developed in Section 10-C, is a common error that

POCs see. HUD expects 10-C to apply to nearly all one-on-one counseling clients, because the HUD housing counseling handbook requires the establishment of a household budget the client can afford.

Another common issue is that impacts recorded in Section 10, and they do not align with activities reported in Section 9. When looking at some of these common reporting errors, and thinking about the toolkit, we're hoping that some of these can be resolved in the toolkit. So something like that where you're reporting impacts in Section 10, and they don't line up with Section 9, if you go ahead and take a look at the overview section of the new toolkit, you can see, how can I check my HUD 9902 and make sure it's correct, and this will help you resolve some of these issues, or at least work through them with you.

Reporting high percentage of clients as chose not to respond in the demographic categories is another common, but avoidable error. So we hope that the toolkit will walk you through some ways to work around that. It's also pretty common for data to be submitted under the incorrect fiscal year or quarter, and we have outlined the fix for this in the toolkit as well. Not including cumulative fiscal year data when manually submitting the form into HDS has also been an issue, and incorrectly counting one client twice, if an education or group workshop is divided into two sessions.

Another thing that we see is inaccurate agency information. Any time an agency's information changes, those changes should be entered into your CMS, and the profile information should be transmitted into the HDS system. This will update it. Agencies should also contact their HUD point of contact for assistance with adding or removing counseling services from its HUD approved work plan, and thus, the HDS profile. So please let us know if those changes need to be made.

Next slide. We have another polling question for you now. What do you think is the most common 9902 reporting error? If you could go ahead and select an option. Just going to give it another minute. It looks like you were all right. The answer is, one, impact data is inaccurate, and to be more specific, agencies are reporting that budgets were developed for less than 50% of those that they counsel.

As I had just mentioned, HUD does expect that this number should be at or near 100%, because the housing counseling handbook requires that a household budget be developed for all counseled clients. Definitely go ahead and take a look at the toolkit after the webinar, if you look at the completing the HUD 9902 report section, the section-by-section guide, I'm confident that you'll find an answer to the majority of the questions that you have.

I'm going to hand it over to Rachael now to demo the toolkit for us.

Rachael Thanks, Kristin. Hi, everyone, my name is Rachael Laurilliard and I am the Deputy Project Manager on HUD's Housing Counseling Grant. I work for ICS and I'm based out of the New York office, and I also manage a subset of web content and development across the HUD Exchange, including all the Office of Housing Counseling's, many site pages and resources, as well as those for other HUD programs. I'm really excited to share this toolkit with you all today.

Today I will cover where you can find the HUD 9902 toolkit, as well as the different pages involved in the HUD 9902 toolkit. There are four pages that you'll see and that we'll cover today. The first one is the HUD 9902 general overview page, and the completing the HUD 9902 report. These two pages are brand new, and they contain most of the guidance that Kristin talked about, and we're really excited to share those with you because they have a lot of new information, and different functionality that we think will be really helpful for your agencies.

Also, the CMS guidance page and the quarterly HUD 9902 reports page are both included in this toolkit. The CMS page has been updated, even though that's been available on the HUD Exchange for quite some time, and the 9902 reports page has also been available, but we just wanted to highlight that again for everyone, since that shows some of the 9902 data at the national level.

You're probably wondering how you access the HUD 9902 toolkit. So great news, it's really easy to find, it's right on the housing counseling landing page, and I'm going to go ahead and open that page now so we can take a look at how to find it.

So here's the housing counseling landing page, and right now the toolkit is right front and center, can't miss it, because we just announced it recently, but in the future this will be replaced by new products that are launched, so the place that it will live for the foreseeable future is on the right side of the landing page under Systems and Reporting. You'll notice it's right under the HDS and CMS page links, that I'm sure a lot you have accessed already, and it has a big, new button next to it, so you can't miss it.

When you arrive at the landing page, you'll see a short overview section that walks through the different pages available to you, and then you'll notice, just different images to click on any of those pages that we discussed.

Kristin Rachael, this is Kristin. I just wanted to add, for any POCs that are listening, that the link to this page is really short and easy to share, so it's a great resource to be able to send out to any agencies in your portfolio.

Rachael Thanks, Kristin. First I'll talk about the HUD 9902 general overview page. This page is really important because it walks through the basics of HUD form 9902 reporting, and it provides a lot of just basic information that anyone would need to know before they get into the nitty-gritty of each section of the 9902. Some of the information available includes the reporting period schedule, who files the HUD 9902, how do I report, how do I make sure my reporting is accurate, and then additional 9902 resources that will be super helpful for people looking for old webinars, or FAQs, or anything like that.

The meat of the information on the general overview page is really in the reporting accuracy section of the toolkit, so you'll notice we included a graphic here about how to fill out the three columns in the HUD 9902, whether or not you receive grant funding, and what type of agency you are will affect which columns you need to fill out. There's also sections on how to make sure your reporting is accurate, and how to make sure that it's correct when you submit the form.

I'm going to open that page that you can access right from the landing page. You'll see, at the top of the page, we have the reporting period schedule, front and center, this goes over when you need to submit your 9902, based on each quarter. As everyone knows, the data is cumulative, so if you're reporting for quarter three, you're really reporting for the entire fiscal year up to that quarter.

As you scroll down a page, you can notice that the links on the side are clickable, and you can share those with folks if they need to access them. You're also notice on the how do I report section, there's a helpful hint box about how to check your data and HCS, and these helpful hints are included throughout the toolkit, and I'll talk about them a little bit more when we get to the next section.

I just wanted to briefly outline what's included on this reporting accuracy section, since this is so important for counselors to look at and has just a lot of good information. As I mentioned before, this graphic talks about how to fill out each column of the 9902.

As you scroll down, you'll see the how to make sure your reporting is accurate section, which includes all of those common errors and just reporting accuracy issues that Kristin outlined in detail earlier.

And then how to make sure your HUD 9902 is correct. This has a lot of useful tips for counselors. So, for example, if your agency is an intermediary, MSL, or state housing finance agency, you need to make sure all of your sub-agencies have reported, that's definitely a big accuracy issue right from the start.

Also, everyone needs to make sure that all applicable impacts have been reported for each household receiving one-on-one counseling. As Kristin said before, the biggest reporting error that HUD sees is that the impact data is not accurate, so, for example, some of the tips in this toolkit say that an easy check you can do to make sure your impact data is accurate is to compare it to what's reported in Section 9, and if Section 10—if the total of all of your reporting for Section 10 is lower, or about the same as your total reporting in Section 9, that could be a red flag that the impacts were not reported properly, because for a lot of clients, there are multiple impacts associated with each counseling session, so typically you would expect Section 10 to be higher than Section 9.

If you keep scrolling through the list you'll see the other types of hints for making sure your report is accurate, so this involves budget, comparing the total number of budgets in 10-C to the number of clients that you counseled, in Section 9, since most counseling sessions involve creating a sustainable budget. Housing resources is another Section 10 impact that they suggest checking for accuracy. Also, in general, making sure that the impact reported in Section 10, align with the counseling activity reported in Section 9. Making sure your data reported is cumulative, I went over this before, but you really need to make sure that you're reporting for the entire fiscal year to date.

Counselors also need to make sure that demographic information has been reported for each household, and you can do some quick checks on each section to make sure that that makes sense, the way you've reported that information.

You also need to make sure that you've reported all activity regarding your funding source in those different columns, if you're a housing counseling grantee. And then finally, you need to make sure your section totals add up properly. Throughout this tool kit we have inserted little tips for making sure that the added total of each section is making sense.

So after you explore this page and look at all of the resources and different tips for reporting accuracy, and just general information, the next page that we've created is completing the HUD 9902 report. This page is really great because it gets down to each section of the report, and gives different tips and helpful hints for each section. We really mind all of the materials from prior webinars, and interviewed HUD points of contact, to deliver the very best information, in terms of how you populate each section, and helpful hints. So we're really excited about this page.

Kristin I also wanted to point out that the frequently asked questions that are on this area here, it links directly to the actual FAQ, the actual 9902 related FAQ, so this is a good link for POCs to send out to any agencies that might have these questions. They won't have to do any further searching in HUD Exchange, it'll be right there.

Rachael Yes, definitely. Thanks, Kristin. We're excited about linking directly to those FAQs into the section as well.

And a lot of these FAQs were updated, specifically for the launch of this toolkit, so when you go to that FAQ section, you'll see some familiar FAQs, but you'll also see some new ones, and some FAQs with additional information. We highly recommend checking those out.

On the page, you'll notice a bunch of different categories to choose from that I just talked about with the FAQs, and then, also, a different category for each section of the 9902 report. The page also has some really cool features, that I will demonstrate in just a second, but just to outline them now, you can download the full toolkit as a pdf, you can also look at the helpful hints on each section, as I went over before, and you can print out just each specific section, in case you only want to view the guidance printed for Section 8, for example. So we're excited about the new functionality offered here.

Specifically, Section 10 has some cool new hide and reveal functionality, so this is really great because it gives the page a clean look. If you want to open every section and view the guidance for each subsection for Part 10 of the 9902, you can certainly do that, but you can also jump right to the subsection of most interesting to you, or the one that you're having the most issues with, and just open the guidance underneath that section.

I'm going to go ahead and open that page. You can access that page from the housing counseling 9902 toolkit landing page, or if you're already on the general overview page, you can just click this green button, which takes you right to the section-by-section page.

Just a couple things that I mentioned for this page. You can download the full toolkit as a pdf, and this is what that looks like. This is great if you are the type of learner that enjoys reading things, and highlighting them, and having them at your desk. I know others like to read online, but we really wanted to provide something for both types of learners here.

The next aspect, which Kristin mentioned, is that you can jump right to each of these specific FAQ pages, and we gathered some of the most common frequently asked questions here, so you can just click right to those questions. You can also click view all 9902 FAQs, and this takes you right to the FAQ database, and as you can see at the top, it's already been filtered for the agency activity report 9902 subtopic. So everything you're looking at on this page already relates to the 9902, you can either scroll the page and click on your question of interest, or you can type a keyword in the keyword search box, and any FAQs that relate to your keyword will show up.

And then just a reminder to scroll to the bottom of the page and click reset if you want to search the FAQs generally, and that will reset all the FAQs in that main section so you can search through all of the housing counseling FAQs.

Back to the section-by-section page. The next thing I wanted to highlight was the helpful hints on each section. Every section has the subsection title, a little bit of information about how to fill out the section, and then a helpful hint about issues people might see with that section, or how to make sure you've reported properly, and these change from question to question, and you'll notice at the bottom of each section it tells you how to do some simple math to make sure that your reporting totals are accurate.

The next thing I wanted to highlight was this print button at the top of each toolkit section. Let's say you really just want information about Section 9, households receiving one-on-one counseling, you can go down to Section 9, and then you can select the print button at the top of the screen, you want to print that out, let's say you want to keep it at your desk for when you're reporting so that you can refer back to it, and it will print out just the Section 9 information on the page you're looking at. We think this will be pretty helpful for folks who want the information, but they don't necessarily want to print out the entire toolkit.

And finally, I wanted to demonstrate the Section 10 hide and reveal that I talked about earlier. Like I said, you can either click on every heading in this page, if you'd like to read all the information. So, for example, let's say I didn't know much about impact reporting, I would start with the general guidance for completing the section, and it would reveal the helpful hint beneath it.

You can see a lot of these helpful hints are pretty lengthy, so we're hoping by hiding and revealing this information, as needed, we're not inundating folks with unnecessary information. If you've been reporting for a long time, you might not need to open up the tips for conducting follow-up, for example, but let's say you just want more information about Section 10-E, you could just jump right there, click open that helpful hint, and really get the information you need from the start.

You'll also notice on this page, there's something called section time case studies, on the left side of the page, and here we've really worked to provide folks with two different case studies that are examples of the types of clients you might be counseling on a regular basis, and how you would be reporting them on your HUD 9902. I think this will be super helpful to give real world examples of conducting follow-up, reporting impacts, and things like that, with an actual client. It's easy to read through all these tips about making sure your totals add up, but at the end of the day, people need to know how to actually report on the clients that they're serving. We're really hoping that the section time case studies help people with that issue.

Now I'll just read one of the case studies we've provided, just as an example of the type of information available, and so that folks can start thinking about how to use these case studies to help them with their reporting.

Here is the case study. A client visits your agency for one-on-one pre-purchased counseling. Before attending one-on-one counseling, the client has already completed a homebuyer education workshop. During the counseling session, you work with the client to establish a household budget. You also encourage the client to start saving part of each paycheck to establish an emergency fund, and you provide information about down payment assistance programs that may help them achieve their homeownership goal.

So how many times would you report that household on your HUD 9902? The answer is twice. The household receives two distinct services, homebuyer education, and pre-purchase counseling. So you are to report that household twice, two times in each of the appropriate demographic categories in Sections 3 through 7, once in Section 8-F for homebuyer education, and once in Section 9-C for pre-purchase counseling.

Then you also need to report them in Section 10 for impacts. To report the impacts you would need to conduct follow-up with that client. So after the initial counseling session, there are three impacts that you could potentially apply to the household that you need to ask about during follow-up.

The three potential impacts are 10-D, increased financial capacity by saving; 10-E, gained access to housing resources by applying for down payment assistance; and 10-J, purchased housing.

One month after the counseling session, you call the household to follow up regarding their progress in meeting their homeownership goal. You ask whether the clients have started saving for an emergency fund, and the clients confirm that they have. You also ask whether they applied for down payment assistance, and the clients explained that they decided not to apply, because they are not ready for homeownership at this time.

The answer to this one for outcomes would be that you only report for 10-D, households that improved their financial capacity, however, you don’t report for 10-E or J, because they did not decide to follow through with their home purchase.

Next I just wanted to briefly touch on the client management system page. This page was already available on the HUD Exchange, but as part of the 9902 toolkit process, we updated several sections, added some new sections, such as CMS benefits, and then updated some of the information, for example, the technical systems and helpdesk has been refreshed with the latest guidance.

The CMS page can be pretty useful if you have any questions about client management systems, so we definitely encourage you to check this page out, and again, this is available right from the 9902 toolkit landing page.

The next page that we wanted to highlight is the quarterly HUD 9902 reports page. These are Excel-based performance reports, and they are based on national level data. So if you're curious about how different counseling agencies are reporting at the national level, you can take a look at these reports. They're posted quarterly.

In the future, we may make some data available using pie charts, graphs, etc., but we're really still in the exploratory phase for this, so if you have a 9902 data related need, or an interest in viewing program data at a glance, please let us know, and we'll take your suggestions into consideration when we develop future data displays and reports. You can contact housing counseling, housing.counseling@HUD.gov, with a subject line 9902 data display, or you can reference this webinar, and let us know what your data display needs are, and we can definitely take those into consideration moving forward with this work.

Kristin This is Kristin, and I just want to reiterate what Rachael just said. We want the data, that you spend time reporting, to be useful to you. So please reach out to us and let us know if there's some way that we might be able to present the data that would be helpful to you, or perhaps have a tool outside of HGS that checks your submissions for potential errors, anything like that. So we're definitely open to suggestions, and please submit those to us.

Rachael Thanks, Kristin.

Kristin Rachael, if you don't mind, can you just show the online toolkit, and just show cases one and two?

Rachael Sure. This is the case study page, and you scroll down, and you can see there's a chart that checks which outcome, or which section you need to be reporting your clients in for each case study.

Again, each of these sections on the toolkit has a unique URL, so if someone is looking just for the case studies, you could go to this toolkit, copy the URL, and send them right there.

Finally, we have a polling question. When do you all plan on using or viewing the 9902 toolkit? You can let us know. I'll just give folks a few seconds to respond. All right. Looks like a lot of you are planning on using it over the next few weeks, so right when this webinar is over, which is great, and a lot of you said before the end of the quarter. To the 6% that already viewed and used it, we love to hear that, that's awesome, and we love that you love 9902 data.

I'm going to hand the webinar back over to Kristin, and she's going to talk about some of the resources available to you, and wrap up.

Kristin Thanks, Rachael. Yes, we have some resources listed here on the next slide, probably mostly helpful for when you download the webinar, or look at it in the archive.

Here's some direct links to the 9902 toolkit for your reference. We have the main page, the overview area, and then each of the sections there. We also have a link to a copy of the HUD 9902 form, with instruction, and those frequently asked questions that are specifically 9902 related.

We also have a link here to the HCS page. In that page, you can find a list of all the approved CMS vendors and contact information. If you do have a problem and need to contact your CMS vendor, that's a good resource to have.

Next slide, please. We're now going to open it up for questions, if the operator wouldn't mind queuing up some phone calls for us, and also providing instructions for the audience.

Moderator [Operator instructions].

Melissa All right, Kristin. We do have some questions that were sent over messaging that we could start with before someone is queued up. How about that?

Kristin That sounds good. Do you mind reading the question off, Melissa?

Melissa Yes, definitely. The first question is from Ron Romano, thanks for your question. He is asking, "What's the best way to correct previous quarters which have already been submitted?" I think he's talking about the 9902.

Kristin Okay. This is covered in the overview section of the toolkit in how can I check that my submission is accurate. And Rachael is pulling that out for us now. In general, most of the time you can just go back in and resubmit your data for whatever quarter that you're correcting. If you're talking about a quarter that's already been locked down, you should send an email to your POC, and let them know what quarter you would like to change and why, and they can reach out to the folks in our team that manage the HDS system and get that open for you.

On the screen now, you'll see, this is sort of directed at, if you submitted your information under the wrong quarter, but it does give you some tips on how to fix it. And like I said, if it is for a quarter that is locked out, you can go ahead and reach out to your POC.

Melissa Do we have a question queued up?

Moderator [Operator instructions].

Kristin I'll take the next one from you, Melissa.

Melissa We do have a question about, "Are we on the presentation? You said that non-HUD funded agencies have to report, you also said that agencies that are applying for HUD approval should report. Could you please clarify this?"

Kristin So the slide, I believe, said that not approved agencies have to report. The only circumstances in which that is true is for a non-approved agency that is seeking approval. So if your agency is in the process of applying, or would like to apply to be HUD approved in the near future, it would be asked to then to submit a 9902.

Melissa Thank you. Do we have any questions in the queue yet?

Moderator We do have one question in the queue, it comes from the line of Sandy Daters [ph]. Please go ahead.

Sandy Hi, I have a funding source that was asking me to make two separate client physical files, and two separate clients on my housing counselor online program, and I feared that his was going to report inaccurate information on my 9902. I could use some advice, please.

Kristin Rachael, I'm wondering if you could pull up for us in the, I guess in the old review area, something that would show us how many times to report a client. I think there's something in there that says for each distinct service.

Anyway, so it sounds like, if you had a client that received two distinct services, then they would be reported twice, however, I don't see a need why you would have to make two separate file holders for them, or make it two different clients in your CMS system. I know that all CMS systems are different. So you might have to ask your CMS provider if that automatically will get brought up into your 9902, if electronically submitted or not, but it doesn't sound correct to me that you would have to make two separate physical folders.

Sandy I agree with that. I thought that that would be duplicating, and possibly causing confusion later on down the road when you try to enter information into that client, and it just kind of wastes your space, physical space and space on the computer. Duplicate, you have to enter their demographics twice, all that. Thank you.

Kristin No problem.

Rachael Thanks, Kristin. We have that information on the toolkit, but I can send it out to Sandy after the meeting, too. I just wasn't able to locate it right on the page as we were speaking.

Kristin It may be in the section area, too.

Rachael I think it may be.

Jane Do we have any other questions on the phone, operator?

Moderator At this time, there's no further questions on the phone lines.

Jane If you don't mind, please give instructions again.

Moderator Of course. [Operator instructions].

Jane Thank you. We do have a question from a sub-grantee. "Are sub-grantees supposed to report all HUD non-funded activities, and report outcomes for those clients as well?"

Kristin I'm sorry, Jane. Can you repeat that?

Jane Of course. The viewer wants to know if they are to report non-funded, as well as funded activities, and report outcomes for those clients.

Kristin Yes. On the toolkit there is a chart that sort of explains the different columns. Rachael has it up there right now. There is a column for all counseling activities, and there's a column for HUD attributed counseling activity, and there's some explanations in there on to which type of client goes in which column, but you are definitely to report all of your clients, and then also let us know which of those are HUD funded.

Rachael Thank you.

Moderator We did have one more question come in through the phone lines.

Jane Thank you.

Moderator It comes from the line of Debra Williams. Please go ahead.

Debra Hi. I think my question has been answered, and it was concerning these three columns. I'm looking at a 9902, and it appears that my numbers fall in this first column. How do you populate these last two columns if the CMS doesn't populate those two columns?

Kristin Did you have HUD grant funding?

Debra Well, the funding only really covers a quarter, and then we pick up the balance, so when this report was done, there was no HUD funding because we haven't received the funding yet.

Kristin Okay. So that would explain it. You're only going to have an all counseling activities column unless you receive an award. It only comes up at that time, and then the same thing with your projection column, that won't be completed until you're done with your grant agreement, and you've determined a projection amount with your POC.

Debra Okay. Thank you.

Jane We do have a question about manual entry. "Guidance states that electronic upload is preferred, but not mandatory. Is that correct?"

Kristin Yes. We really hope that everyone is going in the direction of electronic uploads. Like I mentioned earlier, CMSs will not be approved if they don't have the capability to electronically upload your 9902 to HCS. We think it's important because it's the best way to get accurate data, and so, we really encourage everyone to submit that way, but at this time, it is not required.

Jane Thank you. Are there any calls, operator?

Moderator At this time, there are no further questions from the phone lines.

Jane Thank you.

Kristin Melissa, did you have any more come in online?

Melissa Yes, we do. A few people have asked this question. I'm not sure if this was answered when I got kicked off the call, but I'll just repeat it here. There's been a lot who've said that they're new to this, and they're wondering if there's any template that they could use for the 9902, or if there's any way that they could play around with it to be able to practice.

Kristin I don't believe that there's an electronic way that they can do that. They can go into their CMS and generate a 9902, and see how that looks, and see if that looks accurate to them, and that might help them figure out, maybe some data entry issues, or assist them with a final submission. That's sort of the best electronic way that I can tell them to practice.

I believe also on the resource page that's included in the webinar, there's a link to the form itself and instructions. Now, that would be manual, but at least it would help them sort of see what the form looks like and the information that's being collected.

Melissa You also can just Google HUD 9902 form and a pdf will pop up that shows the form without any of the data filled in. So you can look at it that way and really study it. I find that to be easy and something that I come back to a lot, is just you find the form to be able to look at the questions, I mean, the data points that are required.

Another question that we have is, "Kristin, can you clarify again about the impact and non-HUD clients. Do we have to report outcomes under impact for non-HUD clients, or only impact for HUD reported clients?"

Kristin Yes. Impacts should be reported for both all counseling activities, and the HUD attributed counseling activities. Anybody reported should also have impact.

Jane We have a question about data report. "Could you please go over what is available for viewers to see?"

Kristin Right now, on a quarterly basis, we post the cumulative snapshot of the 9902, and Rachael's bringing one up now. It's basically a 9902 that is comprised of everybody, all reporting agencies throughout the country.

We have a team in Office of Housing Counseling that's working to figure out, maybe some creative ways to display some of this data, and make it more useful, maybe on the state or regional level. I don't know if this question pertains to us asking for some feedback on if you have any ideas of what you'd like to see broken down. When we do that, maybe you have some suggestions.

Right now it's just an Excel sheet like this, basically displaying the 9902 data.

Jane — Thank you. Do we have any calls on line?

Moderator — At this time there's no further questions in queue. [Operator instructions].

Kristin — Melissa, I'm going to go to you. I thought that you had one in the queue related to quarterly verse fiscal year. I think I'd like to address that.

Melissa — Sure, yes, let me find that. Sorry about that.

Kristin — I'm just going to ahead and let everybody know, I think that sometimes there's some confusion about 9902 reporting verse quarterly reporting.

It's two different types of reporting, but unfortunately, the 9902 is due quarterly, so I think that that gets confused sometimes with the quarterly report, which is really only for grantees, and which gets submitted along with drawer requests to their POC.

I just want clarify that the 9902 is based on the federal fiscal year, so it always starts on October 1st, and the schedule is on the screen now, and it's cumulative. The first quarter of the report is always going to be October 1st, until December 31st. And then the second quarter is going to ask you, it's cumulative, so it'll still be October 1st, but then it's until March 31st. The 9902 is due four times a year, on the quarter, and like I said, I'm just stressing that it's based on the federal fiscal year, not a grant performance period.

I just wanted to make sure that everybody heard that.

Melissa: Kristin, can you also clarify if an agency needs the report just three months client total, so each quarter totals for on their 9902, or does it need to be cumulative?

Kristin It needs to cumulative, which I think also highlights why it's a good idea to use your CMS to generate the report, because it will automatically be cumulative. If you're doing it manually, you need to add back in the clients from the previous quarter so that it is cumulative. I think that the chart is a good visual for this. Every quarter, even if it's the fourth quarter, you're covering October 1st through whatever the end date is.

Melissa Thanks. We do have a question about correcting 9902. "What's the best way to correct previous quarters which have already been submitted?"

Kristin I covered this, I think it was one of our first questions, but it is addressed in the overview section here in how do I check my report. If you submitted your data under the wrong fiscal year, it tells you what to go ahead and do. If you're talking about an older quarter that may be locked out in the system and you can't get in to, just send an email to your POC letting them know the quarter that you'd like unlocked, any why you would like to fix that, and they can go ahead and do that for you.

Melissa Another question we have is, "Do we need to report demographic information for non-HUD paid clients?"

Kristin Yes. Collecting that information is part of what needs to be in a client file, and that's for all approved agencies, not just clients that are being billed to HUD. So anybody that you report, even if it's the all counseling activity section, the standard of counseling and the file should meet HUD standards. The only difference between the two columns is that the HUD attributed one received some portion of HUD funding.

Melissa Another question that we have that's interesting, Kristin, is someone is asking—okay. "So if they've claimed 100 clients designated to HUD on their 9902, do they have to claim those 100 clients for reimbursement in their quarterly report?"

Kristin Yes. If a client is reported as being attributed to HUD, what that means is that it was billed to HUD, basically. Whether it was billed $1, or the full amount of services, that's who should be there. If you want to claim a client in the attributed to HUD, then HUD would have to pay for some portion of that counseling service.

Melissa And then, another question that we have is, "If I have 200 new pre-purchase clients in Section 9-C, it should also show that I have reported 200 budget in Section 10-C impact, correct?"

Kristin Yes.

Moderator We did have one question come in from the phone lines. It comes from the line of Sheila Moody. Please go ahead.

Sheila I had a question, but you've already answered my question as far as making mistakes and how do I correct them. So I appreciate that, thank you.

Kristin Thank you. Anything else that came in online?

Moderator We do have one person queuing up from the phone lines. It will just take a moment to grab their name.

Kristin Okay.

Moderator Our question comes from the line of Diane. Please go ahead.

Diane Hi. I understand we're supposed to, for every counseling, there should be a budget completed, correct?

Kristin Right.

Diane Okay. So my question goes to, the choice for counsel for the budget part, is that counselor [indiscernible] a sustainable household budget. Not all our clients have sustainable. Should we still choose that?

Kristin Yes. And we do have some guidance in the toolkit around this, because I know that that language has been a barrier for some people. So we tried to outline—Rachael's highlighting it on the screen now. We just tried to highlight not to get caught up on the word sustainable. The handbook says that for every client, a budget should be developed that they can afford, I think, something like that the language is. But we understand that you're just working on the budget with them, it may be down the road that budget changes, but we want to make sure that a budget is developed.

Diane Sure. And that's part of why our incomes don't always match, and maybe that will be our client management system question, but the only time you can choose an impact is when you do an appointment, so when we're doing follow-up, we're not supposed to choose it as an appointment, but as, like follow-up or recordkeeping, it doesn't have those impacts. So if the impact comes later, we can't really record it. Does that make sense?

Kristin Yes. When the 9902 was developed, some of these are meant to be short-term impacts, and some of these are meant to be longer term, but the sustainable budget, the 10-C was meant to be a shorter-term impact, so we're thinking that that gets done maybe in an initial appointment.

Diane Okay. Thank you so much.

Kristin Thank you.

Moderator We had also another question come in from the phone lines. Comes from the line of Mary Jones. Please go ahead.

Mary I apologize. Hi, this is Mary. Quick question regarding the impacts again, what if, or what am I, what's the correct thing to do if we do have someone that comes in for pre-purchase counseling, but they get to a point, or they decide they don't want to do the workshop, do I still select that impact if all they did was the pre-purchase counseling, or all they did was the workshop?

Kristin Well, I think that there's probably some impacts, like I just said, that are shorter term that could be selected based on having attended a workshop. I know that some of the other longer term ones where they were required to be more invested in the program, and maybe you couldn't select, but there's probably a couple that you could. They received information on fair housing, you probably cover that in your workshop, so I would guess that that's a shorter-term impact that you could be selecting.

Mary Okay. So I only select this one if they've actually gotten counseling and attend the workshop?

Kristin 10-C you're talking about?

Mary Yes.

Kristin Right. Unless part of your workshop is for everybody to develop a budget while they're there. I don't know what you cover in your workshop, but that's what would guide you.

Mary Okay. Thank you.

Melissa But if you do start with counseling, and not with a workshop, and you're developing the budget with them in the counseling session, which you should be, then you can still mark 10-C. It doesn't need to be that they also attend the education. It's just that in counseling or education do you, one of those two, do you have and individually work on a budget.

Are we still taking more questions?

Kristin I think this probably should be the last one if you have anything else from online.

Melissa Sure. I just want to make one comment from one of our colleagues at HUD. She did mention that in the last issue of the Bridge, so the June issue of our Bridge newsletter, there are examples in that newsletter that lay out what it means to have a sustainable budget, what it means at the time that makes the budget sustainable. So if you check out the Bridge June newsletter you'll see it in there.

The last question, I think we're just going to come back to the question about making corrections. Ron is wondering, he says that—I think he's confused. He says that, "So, we're making it sound like, at times, that they could make corrections right on a 9902 form, even though everything should be inputted through their CMS."

Do you understand what I mean, Kristin? I think it was more of a comment that it's confusing because we're saying that they can make corrections to their 9902 form right on the form, I'm not sure if you mentioned that they could make it right on the form, but that he's saying that it's confusing because sounds like they can make corrections right on the form, but we're also saying that that form needs to be inputted and sent to HCS through their CMS system.

Kristin Yes. I think the best case scenario is for agencies to submit the 9902 electronically, using CMS, but—and hopefully, if they would want to make a change, they would do that by just updating their CMS and sending it electronically again. However, it's not a perfect world, so we have built in that you still have the opportunity to make a manual change through HCS if you needed to do so.

Melissa I just want to remind everyone, too, that if you have a question that we did not answer here, please send it to us at housing.counseling@HUD.gov, because a lot of them were a little more specific just for your agency, and so if you send it to that email, we'll get it to the right person and they can give you a response.

Kristin Thanks, Melissa. As many of you have heard before, if you're logged on to this training, you'll be receiving an email within 48 hours, which will thank you for your participation, and will also serve as your certificate of training.

If you or anybody else is listening to the archived version later, you can also get credit for that by following the steps that are listed here. You just select the get credit link, and you can get your certificate that way.

So I just want to thank everyone for listening today. We hope that you'll find the 9902 kit to be a valuable resource. If you have any outstanding questions, like Melissa just said, please submit them to housing.counseling, the email address is displayed here, and we can get to those after the fact.

Also, don't forget to fill out the survey for us after this webinar, we'd appreciate that. Thank you all for listening.

Virginia Thanks, everyone, for joining.

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