



Remote Counseling Webinar – Question and Answer List

QUESTIONS AND ANSWERS

- What app is Michigan State Housing Development Authority (MSHDA) using to text appt reminders?
 - Veronica Depotty at MSHDA said that SMS Magic is a popular app.
 - SMS Magic - <https://www.sms-magic.com/>
- As agencies switch towards an online intake process, do clients have to physically sign disclosures and/or privacy policy? Or is it enough that agencies provide the information and review during counseling/education?
 - Way Finders does not get signed disclosures back every time, they upload a copy into the client's account and/or email a copy.
 - HPN automatically sends a copy every time that they interact with a client and notes it in their file.
 - Affordable Homes of South Texas sends the disclosure via HelloSign and gets it back before the appointment.
 - Hello Sign - <https://www.hellosign.com/>
- How should agencies collect the class rosters for online group education? How should we obtain a sign-in sheet when using a virtual platform, especially if some individuals called in on the telephone?
 - Way Finders uses Cognito Forms. Clients receive the link before the workshop via email. Another option is to have clients complete a small check in and submit electronically which saves time
 - Cognito forms - <https://www.cognitoforms.com/>
- Is there any funding outside of the HUD grant to cover internet or phone services?
 - Check with community housing agencies, local community foundations, and non-profits. Textsoup.org can give discounts that can help with Zoom fees. MSHDA has an internal grant.
 - Textsoup.org - <https://www.techsoup.org/>
- What resources are available for cell phone masking and screensharing?
 - Utilize IT dept resources and/or dial *67 before dialing phone number to mask. Way Finders has phone masking built into their telephone system.
- Could you expound on the "partial" waiver for in-person housing? Could you please provide a link to this referenced HUD waiver? "Effective through April 21, 2021, HUD enacted a partial waiver of in-person housing counseling requirements"
 - The [partial waiver](#) is posted to HUD.gov and linked on HUD Exchange COVID-19 page - <https://www.hudexchange.info/programs/housing-counseling/covid-19/#covid-19-program-updates-and-waivers>

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- What is the website to connect with housing counseling technology and virtual resources?
 - <https://www.hudexchange.info/programs/housing-counseling/technology/#housing-counseling-services>
- Is sending documents by encrypted email okay?
 - Yes, this should be okay.
- If my co-worker shared his link to the webinar due to me not receiving the link email from my supervisor, will I still be able to get credit for the webinar because I'm going to be here from start to finish?
 - You will not get the certificate from GoToWebinar. Your supervisor can give you credit. Once the webinar is posted in the archives, you could watch it and get credit that way.
- How do you obtain a virtual phone number?
 - Some agencies have recommended google voice to set up voice calling across their personal devices: <https://voice.google.com/u/0/about>.
- Can you provide a list and POC for all the resources and tools that have been discussed?
 - The contact information for each panelist is below:
 - Micayla LeLugas, Housing Partnership Network (HPN) - lelugas@housingpartnership.net
 - Cori Carpin-Gendron and Araceli Rivera, Way Finders - ccarpin-gendron@wayfinders.org and arivera@wayfinders.org
 - Veronica DePotty, Michigan State Housing Development Authority (MSHDA) - DepottyV@michigan.gov
 - Baylee Childress, NeighborWorks - BChildress@nw.org
 - Janie Vela, Affordable Homes of South Texas - jvela@ahsti.org
 - If you have a question about the resources posted on the HUD Exchange, you can contact info@hudexchange.info.
 - <https://www.hudexchange.info/programs/housing-counseling/technology/>
 - <https://www.hudexchange.info/programs/housing-counseling/covid-19/>
- May all these resources be emailed after the webinar?
 - The Office of Housing Counseling posts all housing counseling webinar materials in the webinar archive: <https://www.hudexchange.info/programs/housing-counseling/webinars/>
- Is Menti.com free?
 - There is a free version of Mentimeter with limited functionality. The rest of the pricing information is located at <https://www.mentimeter.com/plans>
- How would I get more training on Salesforce?
 - Salesforce offers guided tours for those interested in learning how to use it. You can sign up on the [Salesforce website](#).

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