

## **Preparing QPRs for NSP Closeout, 5/29/14**

Vincent Grady: -- for NSP closeout. Today, we are joined by Janine Cuneo with ICF as well as Jim Yerdon with HUD, Ryan Flanery with HUD, and Hunter Kurtz with HUD.

So today's webinar, you could've joined VOIP, which is your computer and speakers or over the phone. So when we get to the Ask a Question session, you can type your questions into the question box on the toolbar on your screen or you can raise your hand if you're joining on the phone and you can ask your question over the phone.

And in the chat box, since all are linked to today's live so if you want to follow along or print them out ahead of time, you can do so. They're posted to the OneCPD Resource Exchange.

So without further ado, I will turn it over to Janine.

Janine Cuneo: Great. Thanks so much, Vinnie. We'll be talking today about the closeouts and specifically with regards to NSP closeouts, how it's working in DRGR. Some quick tips for you, some understanding about some of the most recent releases and how it affects closeouts and your work in DRGR. And as always, we'll leave a substantial amount of time for you guys for questions and answer. We're happy to go through those and make sure we get to all of your questions and answers. And those we cannot do today, we'll make sure we get to them at a later date.

I want to just pause for a second. There have been a lot of updates, I'd say, in the past couple of months to DRGR. There's release 7.9 that happened in early March and then there's actually 7.10 that's happening really as we speak this week. So I wanted to pause and I'll talk a little bit about 7.10 later in the slideshow. But I wanted to pause on 7.9 right now, talk about a couple of the highlights. And you're also going to hear about 7.9 throughout the presentation where we highlight a few more items that are essential to understand closeouts.

Some of the highlights of 7.9 are a change for who has the ability to submit the QPRs and action plans. There have been some upgrades to microstrategy. Again, for folks, they might know microstrategy as the reports module. The uploading functions were also enhanced. Remember, over the last couple of releases, there's been this ability for you to do batch uploads. Meaning, if you have 20 addresses, instead of you having to key those addresses into DRGR, if you follow a prescribed template that's given by HUD and the rules and regulations of how to upload, you'd actually be able to upload those -- upload a file -- it's technically called a CSV file -- into the system and that will automatically put those addresses in, for example. And so there have been some updates to that and enhancements to that uploading functionality.

As well as drawdown users are now able to classify your returned funds to either applicant to line of credit or not. And this gives some freedom for you when you have to do work with return funds.

I'm going to pause for a second. And Vinnie, if you can take us actually over to the OneCPD Resource Exchange right now. And we'll be able to actually see -- I want to show you guys the

fact sheets. Great. This is OneCPD Resource Exchange. I believe a lot of you, if not all of you, are familiar with this site at this point. Specifically, I'm on the DRGR homepage. If you notice, the URL is [onecpd.info/drgr](http://onecpd.info/drgr).

And so what is essential about knowing about this site are two things for you guys right now. One is there's going to be a graphic refresh going on or rebranding that's going to be going on. So you're going to see a little bit of a different site. Early next week it's going to be changing. It's important for folks just don't worry, a lot of the same functionality is there and a lot of the same information will be there. For example, you're not going to see on the scroll bar anymore this resource library. What you're going to be able to see is called manage a program. Then you're going to go in there and you're going to be able to search for DRGR and find DRGR. You're still going to have a DRGR homepage similar to what we're seeing now.

And why I wanted to focus your attention on this homepage, if you scroll down just a little bit, you're going to see that there is a DRGR release, excuse me, 7.10 information. There's both an overview as well as a new user and profile change request. We'll get to that a little bit later today.

The one I wanted to focus you on is this DRGR release 7.9. As you know, there are many fact sheets that go on. These are just a couple of pages. They're not long. It's just gives you a little bit of an understanding in how it meets the needs if you need a little bit more information on each one of these areas. So again, we're not going to go into every one of these items that got released. But I wanted to show you guys where you can give information on each of the major functionality changes that happen in release 7.9 and be able to look at those and really dig deep there. So again, go to [onecpd.info](http://onecpd.info) page and go to DRGR either today, go through the resource library to find this page or next week when there's a refresh to OneCPD Resource Exchange, you'll be able to go through what's called manage a program and you'll be able to find this site as well.

Vinnie, why don't we go back to the slideshow and we'll keep the presentation going? Great. Thank you.

So let's just stop and pause for a second and talk about when you -- when are you ready to closeout? And really wanted to talk about two things first. First, you need to ensure that any project that has even a penny of a line of credit funds that has met a national objective. This information was presented again at the latest NSP webinar closeout. And feel free to go back through that webinar, the transcript. I believe it was February 25th on the date if you want to go back. Let me give you a little bit of an overview.

That's maybe a little bit different than what has been talked about in the past with regards to expenditure deadlines where HUD used to say that you need to expend an amount equal to your initial grant allocations to meet the expenditure deadline. And that can be made out of line of credit funds and program income.

For this, though, HUD is really talking about line of credit and I really want to focus here on that. So projects that are -- any time you're drawing funds from line of credit, that project has to meet a national objective, which is typically -- first, it was someone really in the house to close out the

grant. This is important because a lot of grantees have a fair amount of program income. So they're getting able to reach down to the line of credit and you may want to consider adjusting your program in a way that will allow you to spend for funds a little bit more rapidly so you get down to those line of credit funds.

Then the second thing we're talking about here is you need to meet 25 percent set-aside requirement. Again, for more details or a deeper dive, please go back to that closeout webinar if you're learning about policy or any concerns there about how to do that, what are the real details of that. I just wanted to make sure we pause and you guys are remembering that as how you're ready for a closeout.

This also was a great little diagram, in my opinion, that helped people walk through the closeout process. My recommendation is take a moment and look through that. Some things to understand about this chart is one thing is that steps one, three, and six, you'll notice that HUD is -- HUD will be providing to grantees and technical assistance for those that may need it.

And the other thing I want you guys to notice is that basically one is green, meaning that's where you're going to start. And step eight is red. That's where you end. But blue is something that actually HUD is the one that's doing. And purple is something that you as a grantee are the ones that are doing. So it helps you identify what are your requirements versus what are the requirements of HUD during this closeout process.

I wanted to pause on step number six. I think for us today for DRGR, this is a pretty important step. And this is where a grantee has 90 days to submit their final QPR. And that 90 days starts from the date the close certification is executed by HUD. We're going to go into this a little bit further, but keep that in mind this 90 day.

QPRs, those are what should be called complete and accurate. And the basics there and we'll talk a little bit more, all numbers add up and it tells a complete story about your NSP program. And TA will be available.

Let me just talk a little bit more about what this final QPR is. My understanding there might've been a little bit of confusion. And so let's just outline it. There's really three ways to submit this final QPR. So the first one is if the QPR that you submitted is before the certification was signed by HUD and that QPR was what's called complete and accurate, meaning all the information that you have for your NSP program is completely in there and it's accurate and you have no additional program income, then the data has not changed in any way at all. Those major changes haven't -- not major -- minor to nothing's changed. No additional PI, then you do not need to submit another QPR.

Basically, that QPR you submitted right before the certification, that becomes your de facto final QPR. Again, if no additional program income, no data has changed. Basically, that QPR was your complete and accurate QPR.

A second way is if the closeout certification was signed by HUD and the QPR is before the 90 timeframe expired, you can submit a regular QPR. And once it's been approved by HUD -- again, made any final edits, then you submit the final QPR.

Lastly, you submit your final QPR and it acts as both the final QPR and your regular QPR due for that quarter that you are in.

Are there any clarifying points you want to make about that?

Ryan Flanery: No. I think that's pretty accurate. I would say that, again, once you do submit that final QPR no matter where you are in that year, you then switch to -- after you closeout the grant to that annual QPR so there's -- or annual report. So that's what we're talking about for the third one, I guess.

Janine Cuneo: Right. And Vinnie, are you -- it looks like we are a little bit off kilter on our view. Are you able to move the slide deck over a little bit so people can get it centered on their screens?

Vincent Grady: Sorry. I'm not seeing that issue. Is it appearing that way on your screen?

Janine Cuneo: Yeah. It's -- basically, you cannot read the full closeout process. It starts with an o-s-e-o-u-t. If you're able to move that over, that'd be great.

Vincent Grady: Okay.

Janine Cuneo: While he works on that, I'm going to go ahead and go through the next screen called preparing your final QPR. And I'll talk you guys through what it says here and hopefully you guys are going to be able to see a lot of it.

So start now. I'll say it again. Start now. And that maybe for some people doesn't necessarily mean you're literally typing something into your QPR. But what that means -- for some of you, it does. But what I really want to emphasize here, what that really means is you guys are getting data verified. You are jumping, recognize what have you put in there, what needed -- net data needs to be updated. Updated can include both deletions and additions, what kind of financial data is in there so you reconcile against your own books. You reconcile against, perhaps, subcontractors and developers final payment invoices, etc.

So you really have stopped and looked at your data, looked at your records so that you can see and understand all of the information, both performance data, meaning beneficiaries, unit counts, etc., as well as financial data so that you really have a good sense of reconciliation between your own books and what you have on record with DRGR.

Third and last is the narrative. It's really essential. As we all know, the performance data, beneficiary data, financial data really does tell your story, but your stories also can be supplemented by that narrative. So what's that final narrative look like to you? What does that

QPR want to say? To me, it's what is it that your story has told you? What really has been the elements of maybe this program has changed the tied on.

Or if you did, for example, a multi-family rehab, what did that rehab do for that community, if anything? Do you have any data under that? But more important, what's the story there? So just want to make sure that you're thinking about the key design elements that you guys chose for your NSP program and how can you eliminate how that made a difference in your community through your narratives. Because only addresses and performance data and financial can tell so much. So this is your opportunity. I like to think of a narrative as your opportunity for that.

Vinnie, any luck so far on getting that?

Vincent Grady: Yeah. I'm seeing its fine and people are writing in saying that it's perfectly centered on their screen and they can see everything. So is it maybe the fuzzier window on your computer or something?

Janine Cuneo: Yeah. Maybe I'll make some changes on my end. Thank you so much.

Vincent Grady: Sorry.

Janine Cuneo: No. No. I appreciate people writing in as well. So if we go to the next slide, closeout review -- to close out, you need to draw and spend all of your line of credit, spend an equal -- amount equal to or greater than your original grant amount; important here. Complete and meet a national objective for any project with every penny of your line of credit. I'm going to say that one again. I think that's really important. You got to meet that national objective for any project with every penny of line of credit. Any questions you have about a national objective, do not hesitate to call your rep and talk those through.

And then as part of the beginning that we talked about a long time ago, that 20 percent requirement. You got to show an amount equal to the 25 percent of your original grant made of any combination of PI and line of credit funds that was spent to meet the set-aside. And remember, the essential part here is in DRGR, you are able to demonstrate that through the way in which you set up your activities, that 25 percent set-aside.

So by any means, if you are still confused with how to set up that set-aside, if you maybe still aren't showing that you met that or there's any confusions around I set up an activity here and it - that actually isn't going to a set-aside at this point now, etc., please call your rep. Put a -- ask a question in or answer -- ask a question here and we can help you walk through that.

So I just want to remind people of some math rules. Again, the goal here, as we're walking through these, how do you do this QPR for closeout is complete and accurate. One way to make sure and ensure that it's accurate is to remember your math rules in DRGR. For some of you that maybe were with me at the beginning, multi years ago when the NSP program started, we often started with math rules. I think every beginner and intermediate DRGR webinar I did was start with the math rules.

So for those of you that have been on these before have heard these probably many times, but I'm going to go back to it right now because I think it's essential you remember this to ensure where you're reconciling that this is an essential thing to understand. So both your project and your activity budgets must include program funds and estimated program income. Okay? So you literally put that at the project and at the activity line item or you have a budget, you got to include both your project funds and your estimated program income.

And so if you look down, I have your total budget, which is again your grant funds plus your estimated PI or revolving loan funds are greater than or equal to the sum of the total project budgets and that's greater than or equal to the sum of the total activity budgets or project. Again, important math rules to remember in DRGR.

And as we are probably very familiar with you out there, I just wanted to reiterate at the grant level, you have both your grant award amount, which is the line of credit and then you go ahead and put in your estimated PI or RL funds, revolving loan funds, then that will -- the two will add up to your total budget. And I just wanted to point that out. As some of you might say, I've now put so much program income at the project and activity level, what was my line of credit? What is that again? Go back to your front page, your edit action plan page of your action plan and it will show your grant award amount and that is your line of credit.

Let's talk a little bit about address data. Pretty essential to have a complete and accurate final QPR. You got to make sure this address data is accurate.

Address data has been something throughout the life cycle of NSP that's been a little bit difficult for some of those folks to nail down. Either people put address data in really early and later clarification came out to really wait until you meet that national objective and that's when you put your address data in. So there's a lot of, what I would say, junk going in on the address information. We've had some conversations about how to clean that up, including different functionality that HUD has provided via DRGR to hopefully make that easier, for example, back uploading.

So I really want to pause for a second and talk through address data again due to just a lot of that confusion that's happened over the last few years.

So since the 7.7 release -- remember, we're already on 7.10 now in 2014. But since 7.7, you guys have been able to remove duplicate addresses. You also can improve the accuracy of your addresses through some geo coding options. And you're also able to edit -- do some other editing to improve the quality of these addresses.

And so I think a lot of you at that point in time were really able to stop and evaluate what was going on with the addresses per activity. Saw some good cleanup going on there. But I do want to recognize for you guys not to just stop because that was probably 7.7. All of those functionalities still available that you need to pause and look at your addresses again.

Excuse me. If you notice here, you can do this, maintain addresses. When you're at the edit QPR screen, you're actually able to, without even going into a QPR, they're able to go ahead and hit this maintain addresses and really get a sense of all those addresses that are out there for you.

Great. Here's more of that if you select this maintain address. This is where you can search for and clean up any of the duplicative or incorrect address information. So again, I'm focusing on this because you don't need to go in through QPR. You can actually go into just the QPR module. You don't have to open a QPR actually.

Go in QPR module and you get to this maintain addresses. There's a lot of functionality here to help you out and ensuring that you are able to "have that complete and accurate QPR" so that your addresses are complete. It's going to allow you to delete any selected items, add addresses, and validate any of the selected. Validate, meaning that geo code validation. So great idea to go into this maintain addresses. It gives you all the addresses across all of your QPRs and you're able to get a great at a glance look at your addresses.

Just another example of how if you want to edit any of your addresses, you can go ahead. If you see on the left hand side of the screen shots, there are little boxes and there are a couple of them checked. If you check those boxes and then check the edit address link, it's in blue on the bottom, a little thing pops up. It says edit address. And you'll notice it right here. You literally can edit the address right into the maintain addresses functionality. It's a great resource for you to do spot checks.

We'll go a little bit about the supporting data that's required of you. This was something that was clarified a lot in the release 7.7. And it's going to be an element you need to make sure and ensure you have to, again, hit that complete and accurate final QPR.

And grantees will need to list the start and the end date for all of their NSP properties. And this is really to demonstrate your purative affordability requirements are met. Generally, the affordability period begins when the unit is occupied with an eligible tenant. And as we say generally, if there are some caveats to that and that's really the policy and the period of affordability. Any questions or concerns, happy to take them. But also, don't hesitate to dig a little bit into this period of affordability requirements and talk to your rep.

Multifamily rentals affordability period begins when the property reach stabilize occupancy. Again, check out the release 7.7 fact sheet on this one for post-closeout reporting for NSP. And you go pretty in depth with the period of affordability supporting data information.

Just want to show you a little bit of highlights of that. This is when you're maintaining the addresses. So again, remember, when you enter your QPR module and before you actually open a QPR, you can go to a maintain address link. This is the link we showed you before where you can edit your addresses, you can delete addresses. There's also an item, if you go all the way to the right hand side of the maintain addresses screen where it says support information. And this is where you can put in information, such as your period of affordability.

Once you click on support information, this is the elements that are required to insert. So as you notice, the property status, they want to know the affordability start date, the affordability end date, description of what the method you used to determine the affordability, the activity for end use. And another important requirement is the national objective for end use.

We've got a little bit about program income as well. Previously, once a grant status was changed to close in the DRGR, grantees cannot submit any additional QPRs. And that doesn't really work for NSP grantees that have program income as we know it's requirement for HUD to continue to track use of program income and require for you guys as grantees to demonstrate that what you're doing with your program income, the affordability periods need to be documented, etc.

So as of release 7.7 to meet this need for the NSP program to continue to report on program income. When grants are closed, HUD can select a grant status as closed with program income active and change that report cycle from quarterly to annually. So that you're no longer doing quarterly QPRs anymore, but you are demonstrating annually what is happening. Meaning, you are demonstrating that active program income and what you guys are doing with it.

What's monetarily happening, what is the financial information, what are the periods of performances. Meaning, affordability periods as well as your performance data and beneficiary data associated with program income.

Again, after the grant is closed with program income active, the system generates a new performance report with a type of what's called closeout. The report period is applied for each period. So you'll notice now that it's going to be an entire year, again, an annual report, not a quarterly end report. So you're now able to see that this new type of quarterly report is called a closeout report and reporting period is, for this instance, October 1, 2012 through September 30, 2013.

So I mentioned a little bit before this data uploading templates. And I wanted to pause and stop on this as well. For many of you that maybe didn't do an aggressive cleanup effort when the 7.7 release happened where it allowed more functionality to maintain your addresses and do some data uploads. You're going to need to do that for your closeout, your final QPR. And saying that even if you did do it then, good to just triple check everything, right? The goal here is to reconcile all data including addresses, including financials, including national objectives, what have you. All information is really important. Responsible organizations as well for many of you; might be something to double-check on as well.

The data uploading templates really allow for you guys to do quick uploads instead of doing a lot of key-ins to DRGR. I know some folks, especially for users out there that states or very large communities that this has been very valuable for you. It's allowed you not to have to be in DRGR all the time doing key-ins. Rather, they're able to do some data manipulation via Excel. Modify that Excel so it's now what's called CSV file. And they're able to upload.

So an example here, especially as it relates to QPR, is you're going to be able to create vouchers and populate QPRs by just uploading some templates into DRGR. Again, for those of you that's been pretty essential if you have a large voucher with multiple line items.

DRGR actually provides you with standardized templates. Many people have looked at those and did some distribution to your subrecipients or responsible organizations to complete. And again, really a time saving, especially if you have to do some massive cleanup work during your closeout process. Or if you're substantially large grantee, usually even your last vouchers or last information is pretty helpful to do this with.

So just two types of data uploads now. I wanted to note that. So one is these regular data uploads and those were released in 7.7. Talk about those in a second. And then there's now something new based on the most recent 7.9 release called a Power User data upload, which, by far, it's my favorite language out there. This Power User. And the Power User is basically those that have grantee administration only rights. And it allows them to do some different data uploads within one file.

Again, remember, you go to -- if you're doing some data in Excel, it's got to be saved as a CSV file and then that's what you upload.

A lot of different upload types and fields. I wanted to put the URL here. Literally, this could take us 20 slides to show you all the different types of uploads that are available and also which kind of fields in each upload. So really recommend you go through, grab this url, look at the fact sheet for 7.9 and you're going to be able to see all the different uploads that are available to you.

I want to note here that it is essentially that you use the field name types and put the information in there as it relates to those field name types. So if you do not do that, then DRGR basically rejects the entire upload. So you got to ensure you have like to like.

And another thing. You've got to make sure the columns of the template must be in the same and correct order. So for example, if you want to switch a column around because you can do so once you actually download the template, you got to make sure you -- you got to have that into the correct order or else literally DRGR rejects it.

Some examples I wanted to give you was if, for example, you named your activity as NSP1-B A/R MF DHH LH25, it literally must be entered as such or the entire template will not be populated. So it's got to be matched for what your information is in the system.

Again, for QPR, there's multiple templates that you can use. Exception templates is the best way. And so there's a QPR address template, there's a QPR beneficiary template, there's a QPR expenditure template. So you'll want to be able to look at the different templates so you're able to use that again. I think it's a very, very essential for those that are going to be doing some major cleanup work for their final QPR to really double check. You've never used the template before, it might behoove you to look at these templates and get used to them because it might really help you in your cleanup effort.

Just want to give you guys a little tutorial on how to upload the templates. So when you're in, for example, create voucher. I'm just going to show you an uploading template for vouchers, for example. You can do so by literally when you have your create voucher screen open on the first

page of doing the drawdown for vouchers, there's literally a little link here that says upload voucher. And you're able to do a couple of things here. You're both able to actually upload it by selecting the upload type of either -- if you're doing an obligation change or vouchers and then you're able to browse -- meaning, if you look under the please select the file upload, you're able to find that file that you've created in your own internal data system and upload that.

If you want to find the template for either the activity obligation of the voucher, you're literally able to click this download template link. And that's where you'd be able to find that template. So you can recreate those vouchers.

If you're clicking on that download template, you'll first be able to see the list of available grants for you. And then you're going to select a grant and use the arrow to move it to the selected list. Export it again. I recommend highlighting your exporting that as a CSV file because you're going to ultimately have to upload it as a CSV file. And then you're going to use the exported template to upload additional information.

Sorry. Let me go back. And that's really where you're going to be able to see, okay. So column A is my grant number. Column B is my activity number. Column C is my responsible organization. So really make sure that if you're going to need to change -- let's say, for example, you're going to want to demonstrate a different only a couple of activities you're actually going to upload vouchers against. That doesn't mean you need to have all information in here in the sense that every single line item is going to have the same, but you can still put zeroes down and tell it and you'll only are going to put on the activities what you're actually want to do line items. That's great and fine. Do not go in here, though, and make changes to the grant number or the activity number or the responsible organization.

If anything's wrong on those, you're going to want to go back into the system and change it. But if you change it on this voucher, on this uploaded template, you're going to reject your template. So you've got to make sure that the information you get out of the system, there's something wrong with it. You might need to go back into the system and make some changes.

Since the 7.9 release, users can upload data directly to the QPR instead of going through each activity by using multiple QPR templates. And so I thought that was a really great new resource for you guys I wanted to point out.

So for example, if you wanted to do QPR addresses, you can go ahead and go to the add edit QPR screen and go to the edit. And once you open the edit screen, there's a new little feature that says upload QPR data. Once you do that, the screen will pop up. You're going to be able to do a couple of different things. One is you can select the upload type. So you can do it by address support. And remember, that's a lot of your affordability period information. QPR accomplishments, QPR addresses, whatever the upload type you need to do.

Once you do that and you're going to select a file and then you're going to go and upload that file. If you want to generate and export different microstrategy reports to Excel and look and view these information, you can go ahead and click on the supporting information. And click also -- if you notice, it says "click here to view sample upload templates." You're going to be

able to look at some of those templates if you need to export some of that information so you can start creating your template information.

Highly recommend for your complete and accurate final QPR that you might want to pull down some of these templates that's going to give you a lot of data that you have in the system as well as looking to and exporting information to microstrategy reports. So you really can stop and reconcile that information against what you have internally in your own systems, what you have against, for example, the subcontractor is someone that has -- is doing a lot of work on different units. So let's say they send you a final list of 30 addresses in which they did work on, you look at that as a list and you double check that you have them as accurate and current information in the system.

If you're, again, this power user, which is the grantee admin only access. It's for the release of 7.9. Define that is to define those uploads, you go into the admin module. And there again, you have three basic steps. One is it's called -- what's called the batch upload. So you select the upload type and you're able to browse an upload. If you want to get more information about which templates are, again, go back into your 7.9 fact sheets and you'll be able to get all the different templates available to you. And different types of batch uploads available to you for this new Power User.

The other 7.9 release information that came out that I thought was essential for us to review for your final complete and accurate QPR was around modifying your activity type. So prior to 7.9, DRGR didn't really allow you to change the activity type on your edit activity page. The main reason for that was in DRGR, the activity type is directly correlated with the different performance measures available. So basically, the different performance measures that you see. For example, number of houses, number of units built. Number of units sold, number of units bought. Number of jobs created. All those different level of performance measures data appeared to you based on the activity type you chose.

So HUD basically correlates those activity type edits and these are the different performance measures that a grantee may choose to report against. And by doing that, if someone changed the activity type, then basically all the prior performance measures would become null and void and the system wasn't able to do that. The system basically said if you report on a performance measure, you could never change an activity type because that would then have that correlation problematic.

Now, what DRGR is allowing you to do is that you may change your activity type. But please note, by doing so, any performance measures you put on that "old activity type" will be lost. Literally, they'll be lost in the system. And so what you'll need to do and it will give you, God bless the system, when you hit this, if you try to change your activity type, there will be a warning screen that pops up on you. It says do you really want to do this? You're going to lose your performance measure data.

So don't worry. You can't accidentally do it. It's going to warn you and stop you and you got to double check and say yes if you really want to do that. So if you want to do it, I want you guys to understand and acknowledge that you will be using some performance measure data.

Important for you to note. The old QPR is based on what we're understanding will still show the previous reported PMs. But new QPRs will only show the current data.

So I've talked a little bit and given you guys a little bit of a warning that the 7.10 is going on literally right now. And so HUD is still working through all the fact sheets for this, but I wanted to point out to you some of the major functionality and improvements. There's going to be improvements on the user admin, on action plans, on performance reports, and public reports.

Vinnie, can you take us back to the OneCPD Resource Exchange DRGR homepage? Great. Thanks so much. So again, this is on the onecpdinfo/drgr. It's the current graphic representation of the system. It will be changing next week. Again, if you go into manage the program, you'll be able to get to the DRGR homepage again. And the url will not change.

You'll notice right now, we have a couple of the items up in the DRGR release 7.10. There's an overview and there's an even more in depth new user profile change request. So again, take your time at the end of this week and next week to read through this overview to understand the different improvements that are happening. A lot is going to be in how action points and QPRs are displayed, including your ability to upload shapes valves [ph] and draw shapes in the map viewer. And public view reports are going to be able to update to reflect all the active grants. So some good enhancements going on.

I wouldn't say it's anything that's changing any of your day to day requirements, but I think some really interesting enhancement that could both support the work you're doing and improvements to how things are being displayed.

I'm going to pause there and Vinnie, if you could go back to the slide deck. Ryan or Jim, anything else you wanted to add on 7.10? Or even the 7.9 release that happened in March?

Ryan Flanery: No. Not really. Just that there was a lot of stuff, I think. So I do encourage, as you did, you encouraged folks to take a look at everything. But I think the fact sheets should be up for 7.10 probably by mid-next week. There's a pretty detailed -- how many fact sheets do we have, Jim?

Jim Yerdon: I think including the two that are up there, I think there are seven ready to go now. And we've got three more that we have to wait for other things to happen.

Ryan Flanery: There's plenty of reading material for all of those who are super interested in DRGR functionality enhancement. But no. Nothing specific. We can get into all kinds of detail, but that would take up too much time.

Janine Cuneo: So just before we go to questions, want to always just remind people about different resources. So again, on the onecpd.info, there's a place where you can ask a question. And from my understanding from a lot of people on -- those are going to be answered quite quickly. Some people are even getting calls just to make sure we're understanding the intent of

your question so we can best help you. So sometimes not only when you ask question to the system, you might get a call from that.

And again, right now you'll notice on the resource library page of onecpd.info, you go there and you can find DRGR. Again, when the refresh happens and this new graphic representation of the exchange happens next week, you'll begin to manage the program. Make sure you check out a list of message that'll be going out next week about that change. So you're able to continue to navigate the resource exchange.

And then Vinnie, if you could tell people how to ask a question, why don't we start doing some Q&As?

Vincent Grady: Sure. Thanks, Janine. So again, everyone, if you joined VOIP, which is listening to your computer microphone and speakers, you can insert your questions to the questions box, which a lot of you have already done. So keep them coming if you have any questions. If you dialed in on the phone line, you can raise your hand and if you have a question, we can unmute your line and ask your question audibly and get a response from the group.

So I guess we will go ahead and go through the questions.

The first question was "Is there a link to view today's presentation?" There is. The webinar resources will be uploaded to the OneCPD Resource Exchange under the training and events. So it might take a few days to get this recording up there, but everything will be posted there in due time.

The next question is for how many years should your project program -- "Should you project program income if you are deriving monthly income from rental property?"

Janine Cuneo: That's a good question. And HUD, please pick up here. I'm not sure if I've ever heard of a specific requirement around projecting program income, specifically here for driving the monthly income for rental properties. Is there a different notifications or notices as it relates to NSP on this item, though, Hunter?

Hunter Kurtz: I was just a little confused. Are they asking how do I project my monthly rental income?

Ryan Flanery: No. This is more of DRGR question. So there's -- your answer is correct, Janine. There's not a rule in place as to how far out and what period of time you should project out for. The only thing it should be is really reasonable, what makes sense. And the whole intent of being able to project a program income and then enter it into the action is to save you time and effort from having to go and increase your project and activity budgets any time that you receive PI.

So if you are comfortable doing that on a monthly basis and that's enough time saving for you, then you can do it monthly. If you want to do it quarterly, it's fine. If you want to do it yearly, whatever makes sense, but just talk to your HUD rep and make sure that they understand what

your decision is so they can understand that and they can anticipate and wrap their head around what the amount is that you're projecting PI for for that time period.

Janine Cuneo: I was just going to add here. For the rest of this question that also for driving monthly income from rental properties, make sure you go back to the program income definition, especially for rental properties and the net operating income because often with folks -- not all, but sometimes and often with rental properties, there's not enough income that actually makes it turn into program income. So go back and review the definition of program income as it relates to rental properties and ensure you're looking at it for the nuance of net operating income. So that you ensure you understand what is program income as it relates to rental properties.

Jim Yerdon: And we also assume with a rental properties that as you're trying to determine what your net operating income is that you're going to have expenses throughout the year that they're not going to come on a steady basis. So in situations like that, go look at our guidance about that because we typically allow you to report the income yearly rather than on a monthly basis because you're going to have little to none, typically.

Janine Cuneo: So this is a great nuance where under the DRGR, it doesn't really give you specific rules and regulations on reporting here. And really I think the goal here is to go back to the definition of the program income, both what is program income definition as it relates to rental properties, i.e. net operating income. And especially understanding the intent behind classifying your expenses on a periodic basis because those expense have an ebb and flow of based on how your rental property income and expenses run.

Let's go ahead and go to the next one, Vinnie.

Vincent Grady: Thanks. So the next question is, "We spend all of about \$2,500 of our funds and we spent all of our 25 percent set-aside funds. How and when will treasury recapture that money? Can we closeout before the month is recaptured?"

Hunter Kurtz: Well, if you still have a use for those funds, feel free to use them. But we, during the closeout process when you fill out the forms, some of them will revolve around the actual recapturing funds left in your line of credit. And we assume that a number of grantees are going to end up in situations like that where \$2,000, couple of hundred bucks even, \$20, \$30 that they'll have to recapture. So that's part of the closeout process.

Vincent Grady: Great. Okay. Next question. "In March, I received guidance from HUD staff regarding the 25 percent set-aside. They said that the rules for the set-aside applied to grant funds and program income. It applies to the total, which is program funds plus program income received on slides 11 and 12. Excuse me. Slide 11 or 12 said that the 25 percent set-aside requirements was based on the amount of the original grant amount. This information is conflicting with what HUD staff has provided."

Hunter Kurtz: It actually doesn't conflict. What's going on is you can closeout your grant as long as you can demonstrate that you expended 25 percent of amount equal to your initial grant, either out of program income or grant funds towards the 25 percent set-aside. You then have three

years after you close out your grant to demonstrate that you've expended 25 percent of any program income on hand at the time of closeout towards meeting the 25 percent set-aside. And then, obviously in the future, any program income you earn after you closeout, you also need to expend 25 percent towards 25 percent set-aside.

So that's sort of kind of confusing. I think the best way to look at it is it's like a homework extension. And what we're saying is you have extra time to meet that requirement for program income. You don't have to have it done at closeout, but that doesn't prevent you or stop any other homework you may add on, which is the 25 percent for any program income here and after closeout. So it is accurate. You do need to meet the 25 percent for grant funds and for program income. Just at different timeframes. I don't know if I made that confusing enough or not.

Janine Cuneo: I think I'd recommend, Hunter, for anybody that does still feel a little confused by that -- it is a confusing concept. Sometimes for me, it helps when I have numbers. So don't hesitate to literally put in numbers to your rep or go to the AQ. Say this is my granted app, this is what 25 percent equals, this is what I understand I have PI and my line of credit. And even use your real numbers to demonstrate that just in case you really want to fully understand it and have it applied it to your grant if that's still left you a little confused.

Hunter Kurtz: And actually, if you go into the CPD notice that's on -- the closeout notice for NSP, instructions with the forms. One of the forms in there has a little worksheet that helps you figure out what those numbers are. So you might even just want to play around with that worksheet even those won't be your actual numbers when you closeout and you see what I'm talking about.

Janine Cuneo: Right. Great.

Vincent Grady: Okay. So the next question kind of deals with the same thing. To closeout, you'll need to spin out our line of credit because of the first in, first out rule. We've spent \$3 million in program income, which leaves us a \$3 million line of credit. Does this mean that we have to disperse the \$3 million remaining line of credit before we are able to closeout? And if so, how will we closeout if we continue to receive program income?

Hunter Kurtz: Well, you don't have to expend those \$3 million, but they all will be recaptured if you closeout with \$3 million in your line of credit. So we recommend either accelerating what you're doing or looking at things like revolving loan fund. If you have questions about this and you want some guidance, I'd recommend possible seeking some technical assistance. And you can have somebody look at your program, one of our TA providers, see if they can come up with some ideas that might help you reach down and get that other funds in your line of credit.

Vincent Grady: Great.

Hunter Kurtz: That was an easier question to answer. An odd theory.

Vincent Grady: The next question is following up on all of this. "I thought the 25 percent set-aside only applies to program income if you receive \$250,000 or more in a reporting period."

Hunter Kurtz: That is the case only after you close out your grant. So I didn't want to enter that extra layer of confusion when I was trying to explain the last -- answer the last couple -- or couple of questions ago. But basically, that is correct. Program income earned after you closeout, if you earned less than \$250,000, then there is no 25 percent satisfied. If you earn more than \$250,000, then there is a 25 percent satisfied requirement for all the program income you earned. Not just anything above \$250,000.

Vincent Grady: Great. Thanks, Hunter, for the clarification. So the next question is we've completed all activity type and drawdown all funds, but the property are not 100 percent leased up. At what point should we submit closeout?

Hunter Kurtz: For a rental property, it's when you meet a national objective. So if you're doing home ownership, then every property needs to have someone in the house and somebody living there before you can closeout your grant. If you're doing some sort of rental, like a multi-family property, then we are actually looking at when you reach stabilized occupancy. And that will change based on the market and the nature of the project and things like that. But for large multi-family property, you're never going to get 100 percent occupancy. So we're not looking for that. We're looking for stabilized occupancy.

Vincent Grady: Okay. Thanks. There's a few more closeout specific questions. So I'll run through those before I go to the DRGR questions that we have. With regard to the program income accounts, what would be a suggestion or best practice to manage program income before closeout than after closeout? Maybe create new activities to track and manage program income for each subrecipient?

Hunter Kurtz: I think I'd defer to Ryan and Jim on this one, but I don't see any problem with that unless they do.

Ryan Flanery: It's a really broad question, which brings us back to the intent of what a program income account is meant to do and it's meant to [inaudible] off funds for a particular subrecipient that allows to retain program income. Beyond that -- and I'm not entirely understanding what's being asked here, what the question is. Beyond that, there really isn't a use for program income accounts. It's not a way to lull off program income or manage it in any other way other than to just based on a written agreement with a subrecipient, allow them to continue to use program income locally without that program income effecting your other subrecipient [inaudible].

So I would be hesitant to say you should use a program income account for any other purpose. I say that because mainly I've heard of folks trying to use program income accounts to set up admin and block off funds for program related to admin in all kinds of unique ways. And that's just not the intent and it really leads you down a path that could potentially cause issues with folks, HUD and the IG as far as following your cash financial rules. Financial management.

Hunter Kurtz: And that's why I defer to Ryan on DRGR questions.

Ryan Flanery: There you go.

Janine Cuneo: And maybe on this one, too, if this person is still not just with the program income accounts, but trying to make sure that they're thinking through how to have their program income look and feel so that they're telling the accurate story as well as not engaging in PI accounts in a potentially red flag way. You might want to ask for TA and or at least do an AQ on this one because I think the way the question is that does have a little bit of a red flag nature for me as well. I think Ryan pointed this out, too, of how someone's using a PI account. So never hesitate if you want to get more information on this to ask some very specific questions and people can look at your actual set ups and help you there.

Jim Yerdon: So the same information basically applies to the revolving loan funds as well. The main difference between the PI account and the revolving loan fund account, PI account is basically restricting the PI to a responsible organization. It can include a number of different types of activities. Revolving loan fund account is restricted to one activity, but can include many different responsible organizations. So depends on the nature of what you're trying to do, which one you pick.

Janine Cuneo: Great point.

Vincent Grady: Great. Thanks. So another question. "My understanding was that there was no date in which we needed to closeout buy. Is this still the case?"

Hunter Kurtz: That is correct. There is no date that you need to close out the grant.

Jim Yerdon: Hunter, will be waiting for you though.

Hunter Kurtz: And I will tell you the big advantage to closing out your grant sooner is that you no longer have to submit quarterly performance reports. You go to an annual basis. And also a unique thing about that, those annual reports is we'll tie them to your other reports that are required by HUD. The comp plan and all those other stuff. So you won't have this random report at some random point during the year.

Janine Cuneo: If that's not incentive enough, I don't know what else is.

Vincent Grady: Great. Thanks. Okay. So next question is, "Could you go over again how to enter the affordability period data and the maintain address section?"

Janine Cuneo: Of course. Let me take us back to that page. Excuse me while I run through. So this is where you get into that maintain address functionality. When you go to the QPR module and literally we hit on QPRs, this will be the first thing that comes up where it gives you an add edit QPR screen. And usually you go straight into under a specific due date, go straight in and do a view or a download or an add as one of your action items. Don't go that far down into a specific QPR. Rather, if you see there's a maintain address lane, that allows you to look at addresses at all QPRs.

If you do that, then this screen opens up. Here's a screenshot for you based on 7.7 release. And this then allows you to go search addresses. If you want to narrow your search to just look at a specific responsible organization. Maybe you're doing some final reconciliation against developer X or subrecipient Y, then you're able to search for that responsible organization and see all the addresses you notated there.

Or if you're a state, for example, and you're doing your final QPR and want to reconcile specific zip code or a specific city, perhaps, that you worked with, you can also search that way. If you don't hit any of those and just hit the words -- hit search and you don't actually put anything into the search box, that will give you all the information that you have in your QPRs. Oh. Your addresses, excuse me, that you have across all your QPRs.

And that's the screen that will really pop up that allows you to add addresses, edit addresses, validate, meaning validate geo code those or even delete selected addresses. So hopefully that gives you a little bit of an overview. And here's an example of -- just try to give you one example of how to do that. If you selected a couple of the addresses by using the checkbox on the left hand side of your screen and then hit edit address, a little pop up box comes up and it allows you to enter information in. That changes your address to what you want it to be. You save that. And then that now will become that correct address in your system.

Any other bells and whistles to this application, Ryan or Jim, that you guys want to note?

Ryan Flanery: Not really. Did you go over the ability to upload this information? Because you can do that. Other than, it's pretty -- actually, it's pretty user-friendly. But I do see uploads are going to come in handy, especially if you're doing a lot of reconciliation and you're trying to enter a lot of information for a large number of addresses. So like you said, for the large grantees, that's definitely going to be helpful.

But yeah. I think you pretty much hit on everything.

Janine Cuneo: Great.

Vincent Grady: Great. Thanks, Janine. While you're on these slides, there are a couple other questions relating to it. Could you go -- oh. Excuse me. "Under the edit address box, are you able to change the activity that the address is associated with?"

Janine Cuneo: That's a great question. I don't believe if you check edit address, you're able to do that. But I haven't tried this in a while so let me just double check Ryan or Jim. I thought if you actually do -- instead of getting edit screen, you actually should do move selected. And if you click that, aren't you able to move that address to a different activity? Or am I misspeaking?

Ryan Flanery: In the main address, when you click on the -- it's cut off right now. I forget exactly what it is on the far end. When you go into that detailed information spot for that address, you can change the activity that's associated with that address.

Janine Cuneo: And you do that through edit address? Or do you do that through another pop up?

Ryan Flanery: You should be able to do it through the edit address. I think it's called [inaudible] maintain if I'm not mistaken. But again, on the screen, it's cut off right now. But I believe it's that link on the far right hand side that allows you to get to that level of detail. I'm sorry. That's enter data. And then once you click on that, then you should be able to change because that's going to give you all your post closeout data. And one of the fields is what activity is associated with it. So you should be able to change the activity in there.

Janine Cuneo: Okay.

Ryan Flanery: Thought so.

Janine Cuneo: Right here in this activity type for end use.

Ryan Flanery: Yeah. I guess the question is what activity is it associated with. That -- I was thinking activity type. I'm not sure. I'll have to get back to you on the changing of an activity itself.

Janine Cuneo: Yeah. We'll make sure. I think we have your name under the asker. We'll get back to you on that one. I somehow thought you do that through this move selected option. Sorry. It's right here. We'll double-check that. And if not, we'll see if there's another option here. I think the other option is -- but this, again, you'd have to use the template as the uploading batch uploads that you can change the activity information there. That's one way.

We'll double check how you literally can do that in DRGR through the maintain address screen and hopefully find an answer for you and get back to you.

Vincent Grady: Great. Thank you. Next question. "The maintain addresses module has affordability period that is to be filled out. We have activities with code enforcement demolitions without acquisitions. How does HUD want grantees to handle demolition in the maintain addresses module?"

Hunter Kurtz: That's a great question. And we are talking about that internally and I don't know the answer yet. So could you submit that through our AAQ and we can respond to you? And we will be providing guidance to everyone about that in the future.

Vincent Grady: Okay. Thanks.

Hunter Kurtz: Thank you for the stumper.

Vinnie: The next question is, "Must addresses be valid for DRGR even if we know they are correct?" I assume validated, maybe.

Ryan Flanery: No.

Janine Cuneo: No.

Ryan Flanery: It's the validation that we have in the system is a self-check. It's the [inaudible] to give you an idea of -- an opportunity to see if that's the address is actually geo coded or to look on a map to make sure that it looks like its geo spatially in the right place. But there are plenty of situations where an address that you know is a correct address doesn't come back as valid in DRGR. An easy example is a new development, for example, that might not have been picked up with it. But with the data that we use for validation and geo coding purposes. So the answer is no.

Vincent Grady: Okay.

Janine Cuneo: I would [inaudible] is that someone said that it would be beneficial for many folks to know how to move an address from one activity to another. Is it possible once we get that information, Jim and Ryan, that we actually can make an FAQ for that in the DRGR FAQ database?

Jim Yerdon: Sure.

Janine Cuneo: Okay. Why don't we do that for folks? We'll try to answer the specific people that know that are here today in the Q&A box? But we'll also try to ensure that that gets -- the answer gets up into FAQ. So you guys can look through that FAQ as well in the future.

Ryan Flanery: We're kind of shuffling to each other internally because I know there's a simple answer to this, but for some reason --

Jim Yerdon: We're all blanking.

Janine Cuneo: I really do think it's move selective, but again, it's been so long since I hit that button, I can't remember exactly what that screen looks like.

Ryan Flanery: I think you're right.

Janine Cuneo: Do not quote me on that.

Vincent Grady: Great. So the next question is can a revision of vouchers be done on a template?

Janine Cuneo: Oh. Like, an uploads template? I've not seen that applicability. Am I wrong there, guys?

Ryan Flanery: Yeah. There's no revision upload yet.

Janine Cuneo: So as of now, the answer is no.

Vincent Grady: Okay. Next question. Are the data upload templates available to review from the webinar page or on the OneCPD website?

Janine Cuneo: That's a great question. Why don't we actually pause for a second and let's go to the OneCPD website? Do you mind, Vinnie? Is that still available? Great?

Vincent Grady: No. And you can actually click all the links and take off to different places if you want.

Janine Cuneo: Perfect. I appreciate that. So I'm going to scroll down a little bit. And I'm just going to go what I find is part of release 7.9. Again, I'm on onecpd.info/drgr page. And I'm going to go to batch uploads right now just to show you guys. It takes me to the homepage for that pdf. I'm going to go ahead and hit that pdf. And hopefully -- yeah. Great. It brings me to the fact sheet on this. And I just want to show you guys this fact sheet.

It's -- it does a couple of things for you. Again, I'd recommend you guys take a moment. But here it gives you a link to the templates that are available and where they can be found. It also gives you examples of what part of the regular data uploads, both upload type and the field names that are associated with that. And then I'm going to scroll down a little bit further and you get even more. And then scrolling down a little bit further, these are the Power User data uploads. Remember, those are the grantee admin only.

So what this allows you to do is if you go and want to see what I see dummy template and to understand that, feel free to go here. And then if you also go into the system and want to see and get this information pulled directly for you from that. So it'll literally grab -- if you try to download the responsible organization template, you literally will get a lot of this information coming at you. And let's say you need to change one of the address lines, you can go in there and change it and then re-upload.

So this is a great way to not just -- you can see the template, but if you go into the system and pull that template from the system, you'll get all the data that's associated. And so you can make those changes literally on the sheet.

Vincent Grady: Great. Thanks.

Ryan Flanery: Do you want to show them what the templates look like? I mean, they're just spreadsheets, basically that have -- so originally what happened was we had a link within DRGR that allowed you to download a file. It's basically a microstrategy report. But the problem is the microstrategy report had columns that you didn't need and it had -- it didn't have columns that you needed. So what we did was we took that -- we took the field names that are required for each upload and we created a template for each upload type with only those columns that you need. And we've added the ones that you also would've had to add manually.

And what you would do then is use the link that's in DRGR if you want to to get the data that's currently in the system. You can copy and paste that into the template. But that template doesn't have to be manipulated at all, whereas that original report did have to be manipulated. So the templates, I think, are much easier to use now and more intuitive and less room for error.

Jim Yerdon: And they're all available here on the --

Ryan Flanery: Yeah. Right here.

Janine Cuneo: So how I got there, guys, just to recall is I was back on the fact sheet back on batch uploads and got through here through the upload templates. I clicked on -- sorry. I clicked on a pdf in here where it said go to this and you'll see the templates and now I'm at that. Another page on the resource exchange for all data upload templates. I'm scrolling down. I can see all of them. See someone else asked a question specifically about the address supporting information upload. I'm just going to click on that as our example. We now have an item we can -- it's a CSV file and I go ahead and click on that.

This is an example of all the different data fields that is part of the data -- the address supporting information; i.e., those period of affordability. All this information. That's one way to get just a blank template. Again, if you're in DRGR and want to, you can get it where you're able to download all the information in the system and by going in and grabbing that template from there.

So two ways you can get a template. One, a blank template and you go to the resource exchange. Another is going through DRGR and you can actually get a template that would have all of your data filled in. And then you can go ahead and change any of it that you may need.

Hope that is helpful.

Vincent Grady: Great. Thanks, Janine. Kind of on that same line, is there a template to upload the support information for properties?

Janine Cuneo: Yeah. And that's exactly what I just showed. I went again, found the data uploads. And went ahead and clicked on this address supporting information and that's where you'd get that information from is the template you could use.

Vincent Grady: Great. Thanks. So that takes care of the questions we have in the queue right now. I'll see if anybody who dialed in on the phone have any questions. And again, if you dialed in on the phone line, you can raise your hand and we'll ask you -- or you can ask your question. We'll unmute your line. And I'm not seeing anybody.

Janine Cuneo: We'll take a moment. I'm just going -- if you can take us back to the slide deck. Great. Thank you. I was just going to show people -- excuse me. Going too fastly through this. Here's an example of someone that -- for the vouchers did actually go and did an upload voucher and wanted to show you guys how to also -- this is where you can download that template for that voucher, if you'd like. And also we go through the steps of how to upload the voucher -- or excuse me. Upload your template voucher as well.

So two different ways that this slide shows you how to do it. This is literally how you're going to upload it. You're going to click on the download template screen. You're going to go ahead and - - so that the grant leaves the arrows. So you move it -- move which grant you're going to be

uploading voucher against. Export it again as the CSV file. And lastly, you're going to use your exported template to upload any additional information.

Any additional questions coming in, Vinnie?

Vincent Grady: I don't see any additional ones at this time.

Janine Cuneo: Hopefully everything is clear as mud. So just to repeat for a couple of folks here some keys here. Really trying today to debunk the idea of a perfect QPR. And let's wash that out of our heads. Let's get complete and accurate is really what the goal is. Complete meaning that you have narrative performance and financial data in there. That you have -- and told your story what has happened in your NSP program. And accurate means you really reconcile all of your performance and your financial data against your internal [inaudible]. Either your internal accounting systems, your data that you received from developers and subs with regards to the user information.

You have your period of affordabilities where those are accurate in there. That you have clearly thought through and understand what is line of credit and what is program income. You've accurately walled off program income where necessary by developing a program income account. So that's what we're talking about accurate information for this final QPR. And really stop and think through that. Any questions or concerns, as always, as we've noted for this [inaudible] where you guys can get some TA, ask a question, talk to your rep.

I know right now there were two outstanding questions for us. One is how to move an address from one activity to another. We will get back to those people that noted in the question and answer they'd like that information. And we'll also ensure when we get that answer to do an FAQ. And we apologize that all of us are going blank on that one right now. And then the other one is around the more policy orientated question that came up around demolitions. And so Hunter mentioned that they are still thinking that question through. And hopefully we'll have some answers for the near future.

I think lastly I'm seeing one question about where will they go with any particular questions about problems using the upload templates. Ryan and Jim, I assume those questions should still go through the ask a question desk within OneCPD Resource Exchange. And if people are having additional questions, usually that -- those will get forwarded on to Jim and Ryan if they're any additional glitches or anything like that.

Ryan Flanery: That's correct.

Janine Cuneo: Okay. I'm going to take everyone to the final -- excuse me. Just here to remind people. Again, you go to onecpd.info, ask a question. And you can go ahead and you're going to be an organization and you're going to be wanting to ask a question about a HUD program or a policy or reporting system question. Fill in there and make sure you fill out it based on DRGR. And that will get routed to the DRGR people and they'll be able to answer your questions that way.

Any parting words, Hunter or Ryan or Jim?

Ryan Flanery: No.

Jim Yerdon: I don't either.

Hunter Kurtz: Just we will -- obviously from the amount of questions we got that are more policy based in closeout, we'll definitely be doing some more something. Some trainings and webinars and things on the closeout process. I do want to say that we are having two webinars next week. On Tuesday, we're going to have a land bank webinar. We're just going to have a round table with some folks that are -- running some land banks in both Ohio and in Michigan. And talk about the whole land bank process.

And then on Thursday, we're just going to have an open forum Q&A. So looking out for notices on those two webinars.

Janine Cuneo: Great. And if you can let people know to take the survey, Vinnie, we'll go ahead and wrap up.

Vincent Grady: Sure. So on the last slide, there's a link to our survey. We appreciate your feedback. It's really important to us. And HUD definitely does take into account every feedback request that we receive. And tomorrow you'll receive a thank you for joining e-mail and there'll be a live link within that e-mail. So you can just click on that and then do the survey that way.

So thank you all again for joining today. And hope you enjoy the rest of your day.

Janine Cuneo: Thank you, everyone.