Recovery Housing Program

Performance Reporting

Chuck Kreiman: Let me start the video. There we go. So welcome, everyone. I'm Chuck Kreiman with ICF, and let's just briefly go through our agenda.

We'll introduce ourselves, myself and our co-presenter, and discuss our learning objectives. We'll do a quick overview of the reporting requirements and their origins and your action plan and what is involved in the scope and timing of your reporting process. We'll try and make that a concise overview but cover every -- all the required elements because we'll probably agree that we want to spend the bulk of our time looking at DRGR reporting. That's the system that you will use to report and it's a system we all have come to know and love and understand that, through the webinar today, we'll overcome any challenges you may face in getting that system job rate and meet your own objectives.

So I'm Chuck Kreiman. I'm working on the Recovery Housing Program because of my background in Community Development Block Grant Program, which is the basis of the Recovery Housing Program. It's something that I've spent the bulk of my adult life working with.

And I've had the pleasure, as I've worked on the program management aspects of the Community Development Block Grant Program and it's all idiosyncrasies and technicalities to become familiar with the programmatic subject matter, whether it was working on homeless programs or HOPA, the Housing Opportunities for Persons with AIDS, and most recently, the Recovery Housing Program. It's been stimulating and interesting for me to learn about recovery housing and combine that with my community development block grant background and knowledge.

And my co-presenter, which -- who we call affectionately Onye, is headquartered in New York. He became a DRGR expert working with the New York CDBG disaster recovery program. And as you know, the disaster recovery folks also use the -- originated the DRGR system, which has adapted for reporting -- the Recovery Housing Program purposes. So we will be your presenters for today.

And looking at what we're trying to accomplish. We want you to understand the scope and timing of your reporting requirements because as the saying goes, if you don't know where you're going, you might not get there. So I'll make sure we're all on the same page understanding the scope of reporting.

The other point we want to make is that that understanding has to be not only at the grantee level but has to flow down to your partners in this. Whether it's other state agencies or, most importantly, your program operators, the entities that will be operating your Recovery Housing Program facilities.

We want you to make sure that you've developed a reporting system that gets all the data from the individual that is participating in the program to the agency operating program. So having a clear well-defined internal system to get that data together, then you'll be able to remind yourselves how to access DRGR and the performance reporting module.

We'll look at the data reports that you need to complete on the performance report, both data and narratives. And after reviewing those points, Onye will take us through a live demonstration of the reporting of the process of entering DRGR, getting to the performance module -- reporting module and completing those reports.

So first, to understand the scope of the reporting requirements all flows from the application that you submitted, your action plan. And as we mentioned, those action plan requirements derived from the Community Development Block Grant Program. Our friends in D.C. have one perspective, of course, as direct recipients, are states who are the bulk of our Recovery Housing Program. We'll recognize the basic scope of the elements centered in DRGR as derived from the state CDBG program, but we don't want to forget our friends in the District of Columbia as well.

Of course, as necessary, those standard reporting requirements have been augmented with the specifics that are applied to the Recovery Housing Program.

So the purpose, of course, these are public funds, we want the public to know and our friends at HUD as the -- that agency, what are you doing with your Recovery Housing Program? What are the needs you need to address? And how are you deciding to use your funds to meet those needs?

As become familiar to you, the action plan contents cover administrative requirements, expected outcomes, performance measures, all the partner coordination that you've put into developing your action plans, your management and oversight of the funded activities, and the reporting. And of course, DRGR is the source and the system you'll use. You've used that so far to report your -- to enter your action plan, work with your HUD staff to get it to approved status, and you will use another -- one of the other modules in that system to provide your reports.

So the annual performance report includes -- including financial report is due no later than 30 days following the end of each federal fiscal year. So this -- unlike some of you who may be used to Neighborhood Stabilization Program or used to quarterly reporting, this is an annual reporting requirements and the timing is uniform, 30 days following the end of the fiscal year. So we are in that first reporting period, and it's federal fiscal year 2023 already.

So this is the period in which you're gathering funds from -- gathering information from your internal reports, from any awards you've made to subrecipients or direct grantees or to units of local government what you've done in the fiscal year up to the point from signing the grant agreement through September 30th. That is your reporting period. And then, subsequent years, it'll be September 1 to -- or October 1 through September 30th of each year.

You will continue to report until the last fiscal year in which the grant is open. And we're probably a little premature to talk about close outs, but at some point, you'll be in a position to have completed all the activities of a particular grant and are ready to close it out. And once you've completed a year in which the close out has occurred, that will complete your reporting requirement for that grant. And to reiterate, your vehicle for submitting your reports is the DRGR system.

As we move along in this, I want to encourage you, if you have any question to submit them in the Q&A, and some of my colleagues will be monitoring that. And we'll take a moment to stop when we've completed this element of the presentation and respond to your questions before moving on to DRGR.

So the purpose of reporting, it's public money. We need HUD, as a responsibility to you and to the public and to congressional appropriators to oversee compliance with the grant requirements. So that sort of frames the nature and scope of the information that's being requested.

The level of detail, we need to understand enough about what you're doing with the funds to determine how HUD is going to assess compliance and determine whether there are issues that would indicate a need for additional oversight. And part of what we're doing here is to ensure that you get it right the first time. In my work in both -- in HUD Over the decades and with ICF since -- for a number of years as well, always emphasize a proactive approach that the more we can do to help our grantee partners understand what's expected and what's required, that our risk will be reduced, and we can have a -- achieve really what our mutual goal is compliance with all the particular requirements that go with the funding.

So here, we've laid out in tabular form if you were to go through the RHP notice and look at subparagraph O of the -- II, subparagraph O that describes in narrative form the reporting requirements. You'll find here we just sort of excerpted from that narrative description a listing of the specific requirements.

Just the basics. The project name, the activity, location. Financial data, funds, budget, and expended. Enter a start date of the activities.

Properties and housing units. And of course, for initial objectives compliance, persons or households, low- and moderate-income households benefiting from the project or from each activity. Need to keep our nomenclature. We will -- project level, of course, is the broad category. And then, the specifics are at the activity level within a designated project.

So keeping that DRGR structure in mind will help us keep clear about where we're at.

So on the performance measures and progress. I want to highlight, of course, that as we've mentioned previously in our technical assistance material and previous webinars, we have two mandatory measures that apply. It comes from the statute, so there's no way around it. Pretty simple, direct, objective data.

Number of persons served and number of persons transitioning to permanent housing when they leave the Recovery Housing Program. That data -- that should be described. And most of you, having reviewed your action plans, most of that is pretty well described in your action plans. And when you see the DRGR that Onye will share with you, you'll see that at the activity level, you'll be asked for each activity setup to specify these two mandatory performance measures, persons served, persons transitioning to permanent housing.

And then in the notice and throughout our technical assistance efforts, we've talked about optional program measures. Those of you who -- like myself who are primarily CDBG program people will find an experience of working with perhaps some partners that you've worked in the past but with a new emphasis on the Recovery Housing Program. People in the public health field, people with experience in substance use disorders.

So I think the question to ask yourself is what additional performance measures at a program evaluation kind of level, what data information would be useful to understand the effectiveness and guide you as you follow the program along and understand which are the best, most effective program operators to work with, and how you might need to modify or adjust your program overtime by understanding what kinds of measures they might provide for you.

I know as a manager -- as a grant manager what I've done for many, many years and what my public administration training tells me is when we look at another perspective to have on these additional measures is we need to have them clearly defined. They need to be specific. We need to have data elements that clearly respond to the data -- to the measures that we've outlined.

Now, I found a number of very good things provided in the action plans already. A common one, of course, is number of beds provided since that's another level of specificity. Reasonably clear and objective, easy to -- from a management perspective, no challenges in getting the reporting.

On occasion, I found some of the descriptions to be not quite as clear. Just as an example, some agencies seek to enhance the level of -- the person that you're serving, increase their connection with social services. Now, I'm hoping or expecting perhaps that you have some ways of measuring that that you may not have gone into great detail in your action plan.

But my point here is that if you're going to measure increased connection with social service agencies, whether it's health, getting them to routine health screenings and health -- treatment for health conditions in addition to that they be co-existing with substance use disorder. You need to make sure that your agreement with your agency -- ask them to provide that data and the specific elements, whether it's number of health screening visits, for example, that might be indicated. Whether it's job training or educational attainment. Any of those things that agencies that provide adult education, GED completion, other kinds of post-secondary education that -- linked, perhaps, with job training.

Whatever your optional measures in addition to making sure that they're good indicators of how your program is performing, you want to, from a management perspective, ensure that you have -- all parties have a clear understanding of the data that's required and a system designed to capture and report that data so you're able to enter it when you come -- comes time to report.

And then, of course, the basics of your program data. What stages your activity -- each activity in and both from a programmatic and a financial status and any updates on units and information that would explain. I think -- I hope Onye will also emphasize in addition to the data, your performance reports are a source of narrative explanation. So while data may -- is sort of the basics, if there's a narrative that provides perspective to the data, that will be -- you want to make sure you enter that and that will be helpful.

Just as an example, if -- an activity may not have all the funds expended, but part of the delay might be a need to remediate a new facility for asbestos and you're waiting for the asbestos remediation to be completed before you can go on with your [inaudible] and occupancy. Or if you're improving the -- some system and there's a delay in receiving parts as very common in all of our works today, the narratives provide you a basis to explain what's going on and tell your story about what obstacles you may be facing and what you're doing to try and overcome them.

So here, we've tried to put in -- just in graphic form how the information flows. And starting off with a person that comes into your program, a person with a substance use disorder, they come into an agency. And perhaps, some are rejected. But those that are accepted then become part of the data on persons served.

If you are -- and I believe Vermont and maybe a couple of other states are awarding funds to a unit of general local government rather than directly funding an agency operating a facility for substance use disorder or recovery housing facility. If there's a unit of general local government involved, they would be likely in the flow of information. You may have your state mental health substance use disorder agency involved in the information flow.

And then ultimately, it'll come to the housing community development agency and your key staff will gather the data in those reports. And those reports will be in -- hopefully in a system that you can manage effectively that you've worked with your other partners in the process so that you can -- you'll be receiving that information in a timely manner. And then be entering that data into DRGR, which we'll be discussing in just a few moments.

So the timing. We're in a timing where you are in the process of assembling the data. And since we're -- many of you are early in the program, at least for future reference, where it's unlikely for much -- or any new information to come on board or to come up in the latter part of September, you can begin this information collection process and the assembly of the report prior to the first of October. And you will report as of the data -- as of September 30th, but we'll let you have hopefully a few more weeks to assemble that data prior to October 1st.

We have a 15-day comment period. So that draft report has to go out to the public in your -- through your amended citizen participation plan that includes the Recovery Housing Program. Have 15 days for comment. Have some time to assess any comments that might come in, revise and modify your report as needed, and then get that report into DRGR.

Another note. I think most of you do have your action plans completed, but if there's any process you're involved with and amending that plan, you do have to have that action plan in complete status before the system will accept submission of report. So while you may be able to enter that report, make sure that if there is any amendment process going on that you get that completed with the cooperation of your folks in your local HUD office and get your action plan in approved status in order to submit the report in a timely manner on October 30th.

So there we have that overview of the reporting process, the scope of what you're reporting, trying to think of that as a reporting system that works from the individual we're serving, the

person with substance use disorder through the various agencies that are involved to your community development agency. Then you will -- our next section, the bulk of our time this afternoon we'll spend on getting that data and entering it in DRGR.

Carrie, anyone else, any questions that have come in that we want to respond to before moving ahead?

Carrie Kronberg: Yeah. So we have a couple of questions. One I think we'll get to showing the how, but is -- will the DRGR reporting allow you to report the optional measures that you identified in your action plan?

Chuck Kreiman: I'll leave that to Onye to address. I'm assuming that the answer is yes.

Carrie Kronberg: And Onye's nodding. So yes. The answer is yes.

Chuck Kreiman: Good.

Carrie Kronberg: And then also noted -- so they submitted their annual report through DRGR, and it was approved. So this grantee was on top of it, but they didn't realize there was a comment period.

Chuck Kreiman: Whoops.

Carrie Kronberg: All the projects are under construction and there aren't any residents. So is that okay? Maybe a HUD question if there's anything they need to remedy, although it was approved.

Chuck Kreiman: Yeah. My initial reaction subject to our colleagues at HUD is to go ahead and get it out there. I think we want to inform the public of what's going on and allow the public to see all the wonderful things you're doing.

Carrie Kronberg: And then another question. Does the report need to be posted on our website during the comment period?

Chuck Kreiman: The answer to that would be whatever your citizen participation plan says about how you make draft reports available to the public. This is the same kind of report that you -- in concept as your other formula programs. So however you make draft reports, your paper [ph], however that's made available to the public, that's how you make your RHP proposed report available to the public.

Carrie Kronberg: Yeah. And I would venture to guess in this day and age, most folks probably are posting on their website. But yeah. See what you do for your other reports, like, checks in.

That's all we've got for now. So I'll turn it back over to Onye.

Chuck Kreiman: All right. I need to -- I'm sending the --

Onye Ibeh: There we go.

Chuck Kreiman: -- reporting to Onye. Thank you for that. And I will let Onye take it away.

Onye Ibeh: Thanks, Chuck. Okay. Afternoon, everyone. Thanks for joining this session. So now, we're going to get into the meat of this, talking about DRGR, getting into the demonstration, and then wrapping up with the public comment requirement and have Q&A at the end.

I'm going to try and move a little bit quickly because I think we only have an hour and time seems to move very quickly these days. So all right. Here we go.

So the first thing we're going to talk about is DRGR. As you guys may know from reading the Federal Register notice, the purpose of this performance reporting is to really make sure that we're meeting the regulatory requirements. You know, a lot of the requirements are statutory. HUD cannot change them, but you can work with HUD to address these requirements. And the main way to do that is through the performance reporting mechanism.

Overall, the purpose of the reporting is to be able to show HUD that through these programs, projects, activities that we're able to meet the national objective, we're able to meet the expenditure milestones, and we're able to meet the requirements of the SUPPORT Act. So that's why we do this, right? And the performance report essentially encompasses all these metrics, narratives, data that basically tells that comprehensive story to HUD.

Now, in addition to that, one of the key things here is that the performance reporting, like Chuck mentioned earlier, allows you to be able to tell your story about how using your funds and how the use of those funds are actually benefiting your community. So like Chuck mentioned, it's not just about the data. It's also about the narratives, right? Being able to tell the narrative of what is it that we're doing, how is it being done, and through the work that's being done, what is the effect of it?

So the key thing here, in addition to expenditures, is also your outcomes and accomplishments and the narratives around that.

And the cool thing about DRGR is that HUD has done a lot to revamp the system and to make sure that the system is much more intuitive than what it used to be several years back. And the cool is that DRGR not only includes your action plan, but through the work that you're doing throughout the year, a lot of that information does get fed into what the performance reporting will look like for you.

So DRGR, to the best of its ability, does try to automate and front load a lot of the work that you would have to do such that you would only need to go in and more or less review information, verify that the information is correct, and then add in where the missing gaps are. So it does try its best to make the work a little bit easier for you as a grantee. So just bear that in mind.

All right. So here is an example of a screenshot from the performance report in DRGR. And as you can see right here, we're in the progress narrative section. So here's where you as a grantee would go into enter what your overall progress narrative looks like. And again, this section is specifically for you to be able to tell your story for everything that you've done during the reporting period.

As Chuck mentioned earlier, if the status of the action plan -- like you can see here, it says reviewed and approved. If it's not in that status, let's say it says modified, submit when ready, the grantee, you, will need to submit it and wait for HUD approval before you can actually submit the performance report. And just bear in mind that the report is only going to capture the latest HUD approved action plan details, such that if you're adding activities, you're changing budgets or whatever, those action plan changes are not going to display in the performance report until the action plan is approved by HUD, okay?

And then lastly, this section, the overall progress narrative, is required and must be saved before the system will display activities for reporting. So just make sure that you begin by populating the narrative here, saving the performance report before then moving on to your -- how you're going to report out on your activities, whether it's a financial or your outcomes, okay?

All right. So as you guys know from the notice, these are statutory requirements for your timeliness of expenditures. The first one that you need to be aware of is making sure that you're able to expend at least 30 percent of your RHP funding within the year after the funds are available to you through a grant agreement that is signed. And also making sure that you're able to expend 100 percent of the funding before the end of the period of performance.

And then lastly, making sure that you don't expend no more than 5 percent of your RHP funding on your administrative costs. So just bear that in mind as you're going through your program and you're doing your performance reporting that you're staying within these requirements.

Okay. So the first thing here when you get started, right, we talked about entering your narratives first, saving your performance report, then moving on to your activities. The first thing I typically like to do is start with the expenditures. Like I said before, the cool thing is that DRGR does a little bit of this work for you. Grantees are required to essentially enter information about your obligations, your expenditures, your available cash, your program income, and any other type of financial information that HUD is looking for, right?

But because of the connection between what the work is that you're doing in DRGR and this performance reporting, DRGR does a pretty cool thing in that it actually pulls in that information. So one of the interesting things that I would say the grantees really need to do is make sure that if you're using your own internal financial systems in coordination with DRGR, make sure that those two systems are saying the same thing, right?

Rely on the data in your existing systems and use this as an opportunity to reconcile data between DRGR and what your internal systems say. DRGR should always match your records, right, in the sense that your activity expenditure should be equal to the amount of funds that you are tracking internally that you've expended. In addition to that, you can also use your DRGR

system to generate and submit your SF-425 federal financial report as well. And we'll go over where to do that.

And the cool thing, again, about DRGR is that when you go to review that information, a lot of that work has been done initially by DRGR.

Okay. So here, just giving you a screenshot of what the financial section looks like. So again, you can see -- hopefully the screen is not too small, but you can see the total budget information, total obligated, total funds drawn. And again, this information is everything that's already populated by DRGR before you even get in.

So you can kind of see what it's doing. It's saying, hey, this is what we're tracking. And your job as the grantee is to make sure that you're verifying this information and then entering any additional information where it says total funds expended. And we'll go into this a little bit more detail when I go through the navigation of DRGR.

All right. So here, the slide is basically just showing you or providing examples of reporting mechanisms that DRGR also offers. Again, we said making sure that your DRGR information matches your internal systems. DRGR does have some reporting mechanisms called macro strategy and it offers reports that can either show you live data out of the system of where you are in terms of your voucher drawdowns and expenditures, activity outcomes, and so forth.

For the financial piece of that, you can see the bottom right here, this -- these are some examples of financial specific reports. And we see on the second bullet here some examples, like the F32 that shows you financial data by activity type or your F43 which shows you voucher line information by activity and project and so forth. So DRGR does have some resources embedded within the system that you can make use of.

As a grantee, typically what I would do is run a report out of -- or I should say an export out of DRGR in CSV format, do some data manipulation, run an export out of my internal financial system and then compare the two things. Make sure that we're seeing the same thing before finalizing the performance report for this section.

Okay. So once the financial is done, what I'm going to do is then move on to my program and outcomes. So again, DRGR requires that you report out on all your accomplishments. So preferably what you would've done initially is that when you were setting up your action plan in DRGR, you would've said, okay, these are my measures. Let's say it's number of people moving from temporary housing to permanent housing is the measure, you would say we're projecting, let's say, 50 within the year. Once you've put that in, that is actually your proposed accomplishment.

What you would be doing now as part of your performance report is telling HUD, okay, within this reporting period, how much of that projection have you met. Let's say you met it halfway. So you can say 25 people were assisted.

Now, in the case where initially in the action plan, maybe we did not indicate that the performance -- what the performance measure was or how much of that we're going to complete. When you get to the performance reporting aspect of this, you're going to have the trouble of not actually being able to enter that information because it was not recognized, right, when you submitted the action plan initially. If you do run into that issue, please just work with your HUD local office to get that sorted out. It'll probably require you amending the action plan, resubmitting it, getting it approved such that it then shows up.

For grantees where, let's say, you have a specific performance measure and you say, well, I do want to report out on this, but I'm not really sure what the projections will look like, that's fine, too. You can just put zero as your projection. And then, obviously, when you get around to figuring out what that number really should be, you can always go back and amend it. It'll be a non-substantial amendment. And then you can report out on it during your performance reporting period.

Okay. And similar to expenditures, there's always going to be that connection between your proposed and your actual outcomes. One of the things you want to make note of here is that when you're entering your accomplishments for the period, do not enter total cumulative accomplishments. You want to enter the total accomplishments only for the specific period, right?

So going back to what I said before. If we said that we're going to do 50 -- sorry.

Let's say that we're working in the two-year period, right, and we say that within the two years, we're going to hit 50 people served. If in the first year, we did 25, you enter 25. And let's say you do an additional 25 in the second year -- in each reporting period, you're going to put 25, 25, right? And then DRGR in the performance report will do the mathematics of saying 25 plus 25 equals 50.

Don't put 25 in the first year and then put 50 in the second year because then what DRGR is going to do is going to add 25 plus 50 equals 75, and that's incorrect, right? That's going to be inflated. So just make sure that you're putting the total accomplishments within each specific period.

And again, similar to your financial, make sure that what you're putting into DRGR matches your internal records, okay?

And what else? Oh.

And unlike the financial information, the reason the financial information works the way it does is because again, as you're going through the process, you're completing drawdowns and creating your vouchers and so forth, that's all financial information, DRGR kind of acts more -- kind of like a financial system first. So it's able to do that, pulling the data through. Not so much for the accomplishments. This is kind of the first time that you're telling DRGR what you've accomplished.

So DRGR is not really going to be able to tell you initially here's the work you've done because it doesn't have that information. This is your opportunity to do that. So this will be a little bit more manual work than what you might have to do on the financial piece of this.

Okay. And similar to what Chuck said earlier, again, the action plan requires that you're entering sufficient information on your proposed outcomes, again, so that during your annual performance report, you can do the comparison between your proposed and your actual outcomes for each measure.

At a minimum, as you guys are aware, you as a grantee need to report on the number of individuals assisted in RHP activities. And also the number of individuals able to transition from temporary housing to permanent housing at a minimum.

And then when applicable or enable to, again, this is the narrative providing the context around the data that HUD is seeing. Be sure to explain why progress was not made towards either meeting your financial or outcome goals and objectives. And even if you are meeting your outcomes and goals, make sure that you provide good detailed enough narrative for HUD to really understand what's going on.

And someone asked this question earlier so I'm going to get into it now. But beyond those minimum outcomes, HUD does allow grantees to add additional outcome measures and are encouraged to. So let's say you're doing some research or as you're implementing your programs, you say this would be a cool measure that we want to capture. And maybe we're going to capture it for our own internal purposes, but maybe we would also like to capture it as part of our performance reporting, right?

Just some examples that we've included here, like capturing the number of housing units or beds, capturing the number of people who exited residential treatment centers, capturing the number of people who are no longer homeless or living in shelters or have increased their income. Work with HUD to add these measures into the DRGR system. When you inform HUD early, they can work with your DRGR team to get these specific outcomes added.

And like Chuck said, be clear. Make sure that your measures are definable and also measurable. Pick something that you're not going to have challenges with later on when it comes to reporting. But also, at a minimum, you have the two that you need to report out on, but don't feel the need to add so many that you get to the point where you're kind of burdening yourself with the reporting.

So to the question that was asked earlier, does DRGR reporting allow you to report on the option of measures, that's a yes. If it does not exist in the DRGR system, just work with your HUD local office to get those added into the system. I'm not sure what the timeframe would look like for that, but just work with HUD early on to get that done.

Okay. So in terms of resources that DRGR has, I think we covered this during the initial DRGR webinars. But on the HUD Exchange website, DRGR does include resources for grantees to utilize for importing information into DRGR. So for example, maybe you're using manual

processes or you're using an internal financial system or maybe you have a grants management system, using those three systems, you can get the data that you need, export these templates from the website. These templates will mirror specific fields and tables within DRGR such that you can enter the information into a spreadsheet, import it into DRGR, and then be able to populate the fields that you need to populate in the DRGR system.

The information, again, will be coming from either whatever manual process you have or coming from your internal systems. An example of that, you can see here in the bottom right. This is the quarterly performance report accomplishments template. So basically, you go to the website, you click it, go download a CSV file to your computer.

As you can see for accomplishments, this is an example of what it looks like. It's basically three columns. The first column being your grantee activity number, the second column being your performance measure. Right here, I have an example of a grantee only reporting out on the first two. And then the total column here captures the figures for this specific period.

All right. All right.

So for grantees, wanted to give you guys some DRGR tips that will be useful for this. If you guys go to the HUD Exchange on the DRGR main website, DRGR has -- sorry -- HUD has a very comprehensive DRGR user manual. There's three chapters in that manual, chapter 19, 21, 22, that basically cover an overview of performance reporting review tools that can be used to review your performance report, and a process guide for how you submit and approve your performance reporting, okay? So just make use of that whenever you need to, or you can also come back to this webinar once I post it on the website and you can review it at your leisure.

I think Chuck already covered this second bullet, but I'm just going to go over it again. You cannot submit your performance report until your action plan is in reviewed and approved status. You can still work on the report in the meantime, but just make sure that you get it to reviewed and approved status before you submit your performance report.

Another tip here is that DRGR works best using the Google Chrome browser. If Google Chrome is not working, you can definitely make use of Microsoft Edge, but I typically use Google Chrome. Another tip is to not let the system sit idle for more than 20 minutes or it will lock you out.

And then when leaving your DRGR session, always use the log out feature under the user profile tab before closing out your browser. If you don't do that, DRGR will lock you out and you'll be hard -- it'll be kind of hard to get back in without calling the HUD help desk to assist you. All right?

So now, I'm going to get into the live demonstration. So just bear with me for two seconds here. Okay.

So I'm hoping everyone can see my screen. If someone in the panel can just confirm.

Carrie Kronberg: I see it.

Chuck Kreiman: Yes. Yes.

Onye Ibeh: Great. Thank you. All right.

So I've logged into DRGR. This is the -- sorry. What does it say? Okay.

So I've logged into DRGR. You can see this is the main homepage. The homepage typically just gives you cursory information about the specific grant. I think we covered this in the first webinar, so I'm just going to skip over this.

So I'm in the DRGR system. I want to start working on my performance report. Obviously, the menu here, we have the different modules. The one that looks like a house is your home screen. You have the three pillars here. This is for your -- managing your grants.

You have your financials. You have your compliance, data analytics. This is where you'd go to -- if you go to reports, this is where you start to go to your macro strategy to export reports from the system.

Administration. This is to manage the users in the system, add your responsible organizations, and do some uploads as well. And then here's your my profile, okay?

This is probably good to cover. So under your my profile, some of you, as grantees, may have different funding sources for different grants. So you may want to switch your profile if you have to between different grants. But you can also do that here in your -- in this top part here.

If you go down, you can select grantee numbers that you have. So just be aware, if you have NSP, CDBG-DR, RHP, you can navigate between the different grants here as well. Okay.

So the first thing we're going to do is go to the performance report. And the way you do that is you go to the three pillars here, which is your management grants. You guys should be fairly familiar with this. This is your -- this is the space where you go to manage your action plan. This is where you do your projects and your activities.

But where we're going to go is we're going to go to your performance report. That's the second column from the right.

The first thing you can do is you can go here to where it says manage performance report. That's typically what I would do. And what it's going to do is going to give you an archived history of all the performance reports that you've had from inception. As you can see in this case, we have two.

Typically what you want to do is that you'll see your submission dates, your due dates, and then it'll tell you what the report status is, and then a confirmation of when the -- this report was finalized. And then for each of the reports, you'll see an option here to either download the

report, manage the report, which means to edit the report. And then this option here are the review tools, and I'll click on that later.

But I just want to show you this is how you get to your reports. You go to your three pillars. You go to manage report. It'll take you to the screen here. And you can click on the latest performance report to work on it, okay?

But let's say you didn't know to do that. DRGR also allows you to search for your reports. So when you click the three pillars here, you can go to search right here. And this is a global search, okay? So if you remember, when you see this globe icon, this is going to search the entire system for the report that you're looking for.

So let's say we didn't know where to go. You don't need to fill out everything here. You don't need to fill everything out. But what I'm going to do is I'm going to fill out the grantee name, performance report status. Let's say it's in original or in progress.

So it's in progress. And then the grant number is going to be RHP. I search for that. And then you can see the two reports that we were just looking at as well here.

So there's two ways to get to it. I'm just showing you how to do that. But typically, I just go to manage performance report and I get to where I need to be, okay?

All right. So once you're here, you go to manage, which this is the same thing as saying edit the report. So I click manage, okay? This takes me to the performance report.

So this is where we're working. This is the header information. You can go backwards. You can validate the report. We're not going to do that because we're not done with it yet.

And then you can submit the report. We're not going to do that because we're not done with it yet.

You can also view the report. So when you click view the report, it's going to, I believe, open a new tab which is going to be -- you can print that report. So let's click on that. Give it a minute.

You can download the report as a PDF. Maybe view report. My apologies.

So here, you can view the report and you can print it. But here, you can actually download the report as a PDF as well. So there's two options to view it. And then you can also down in Word version as well, okay?

What else? At the very top here, I think this is required. You can click edit and you can update the -- yeah. You see the required buttons here. You can update what the existing contact is -- who the existing contact is.

If you've already put in users into the system, you should be able to select a specific person who would be the main contact here. Or if you wanted to create a new contact, you can put the first name, last name, email, and phone number for that contact as well. And save.

All right. So that's high-level stuff. We're going to get into the weeds now about this.

The first thing we're going to have is the financials, right? So we talked about this already. The system is looking for budget, obligations, funds drawn, program income received, total funds expended. You can see for this grantee, the system is already pulling in the information that's -- that it wants, right?

But let's say the system says 1.679 million. The first thing as a grantee I'm going to do is, okay, what does my internal system say? Can I track back to this information? That'll be the first step that I'm going to look for.

And then I'll get to where you can edit this as well. You're not going to edit it here. It's going to be at the activity level. But you can see the baseline information in this screen.

When you go to details, a requirement -- if you guys read the requirements, you need to submit your SF-425. This is where you're going to go to do that. And again, DRGR pulls some of this information for you, but you can edit these screens as well to populate information as you need.

Narratives, as we discussed, here's where you want to put in your overall progress narrative. So you click edit and it'll open up a new window to edit your narrative and you can start to do stuff in here to get your progress narratives into the system, okay?

Documents, similar to what you've seen before, you can just upload documents. Each document has a file size limit of three megabytes. So be aware of that. You can also edit links or add links to something if you want to provide some context to HUD.

Measures, similar to your financials, measures, you can see the topline information. But you cannot edit in here.

So you can see the grantee specifically, they have the two -- sorry. I'm looking. They have four performance measures here and you can see that they've added two projections for the -- two projections for two of the four measures that are here and so forth.

So when we want to start entering our information, if you guys remember the hierarchy in DRGR, you have your projects, then you have your activities. Everything starts at the activity level and then rolls up. So the way you would do this is you go to activities.

In the example here, the grantee has two main activities. If the grantee had more than two, you can use the options here to start to search for specific activities, okay? But here's pretty simple. There's only two. I'm going to just pick one of them.

So here, you hit the pencil. This is going to take you to your edit screen, okay? You can kind of see this is the same or similar table to what we saw in the main screen for the performance report.

And you can see when you go down, you can hit the edit button right here. So click edit. And you can see that it gives you the option to edit the number of funds expended. They have a 2020 grant and a 2021 grant, so you can enter that information here.

You can also edit -- add mid information as well, if applicable. So just be aware of that.

And you'll probably notice here that there's no edit button here, right? And it's because DRGR is doing the work for you to populate this information based on what it has in the system.

I don't know if I mentioned this earlier, but if there are discrepancies between what this is saying and what your internal systems are saying, again, make sure that you use this as an opportunity to reconcile the two things. If you do catch an issue where maybe you drew down $2 million but the system is only reporting 1.16 million, just work with your HUD rep to figure out what's going on. Maybe it's a DRGR system issue and DRGR may just need to work with the DRGR team to fix it, right?

We're going to go to narratives now. So under narratives, this is where you're going to enter your narratives for your specific activity progress, right? So don't get confused. What we talked about before was the overall progress narratives, that's overall. But this is specific to that one activity that we're talking about.

So the same thing, you're going to open it up, you're going to put your activity narrative here.

We're going to go to document, same thing, so I'm not going to cover it.

Here's where we're going to put the measures. It's loading. Okay. So here's where we're going to put the measures.

And as we saw before, the grantee projected these numbers, right? So here's where we're going to go. We're going to say, okay, these are my numbers, and then you're going to click edit. Let me do it again. You're going to click edit, which is here.

Not this edit. This is for the main header. We want this edit right above the table. So we click edit.

You can see the projection, right? And then you can say we've done six or you can say we've done one. And again, this number is for this reporting period, not cumulative, but only for this specific reporting period. DRGR is going to calculate what the overall cumulative looks like, okay? And then cancel that.

So that's your financial. That's your narratives. That's your documents. That's your measures.

There is this feature to associate addresses. I'm not sure if that's going to apply to this grant. But if you need to, there is a functionality here to enter addresses as well.

And then we have this last module here for the history. So if there are comments that are being entered either by you or HUD specific to this performance report, you can enter that information here as well, okay?

And click back. Back is going to take me to the main performance report again. And once you put the information at the activity level and resave, you'll start to see that information get updated here and here, all right?

And then once the information is entered, again, making sure that the performance report is in the correct status, making sure that your contact information has been filled out. Let me go back one more.

So let's say we've submitted it. Sorry. We have not submitted it yet. We're about to submit it as a grantee.

I mentioned it earlier, HUD does provide some review tools. You can click this and what it's going to do is it's going to open up this feature here. Just give it a minute. And basically, it's going to give you an overview of the performance report to say what status is it, what -- who's the grantee name, grantee number.

If you have any comments, it's going to show you that. It's going to show you HUD's review comments. It's going to give you the different benchmarks that HUD is looking for. You can just review it.

I think if you click this, it gives you a checklist. I'm not going to click it right now, but I believe this gives you a checklist.

If there's any system flags that you need to be aware of, it will tell you what those flags are. So you can use this as a benchmark to review your report.

I mentioned it earlier. DRGR does provide in their user manual a chapter on this. So you can review that as well for more details. Okay.

So I'm going to back into the report. So once everything looks good to you, you can validate the report and then you can submit the report.

To be able to submit the report, you need to make sure that the person submitting the report has the submit performance report privilege role. So again, you may want to go to your administration. You want to make sure that you go to manage existing users and just make sure that whoever's submitting it has the ability to submit the report.

Another thing to cover is that when you're working on these performance reports, you typically want to move in sequential order. So meaning, you want to complete this report first before moving on to the next report.

I'm not sure what's going on here, but I'll let HUD weigh in on this. But typically, you would do this report first and then move on to the next report. Because typically, the performance reports feed off of one another in sequential step. Yep.

So I think that's the last thing I wanted to cover here. So I'm going to stop sharing. And then we're going to get back into the presentation.

Sorry. Can you pass me the ball? Thank you.

All right. So that was the overview of DRGR. And then go on to the next section.

So as Chuck mentioned earlier, when you're doing your performance reporting, you want to make sure that before submitting to HUD that you've provided the public enough time to review the performance report. Yeah. You want to provide them enough time to review the performance report.

Basically, the way you would do that is making sure that you make available the full annual performance report, the SF-425, and the consolidated annual performance and evaluation report, or the CAPER. Make it available for a period of no less than 15 days.

And the reason why we want to make sure that we're doing this is because HUD is looking to encourage more participation by organizations who are interested in these residential recovery programs. And it's also helpful as we're completing these performance reports and doing the public comment. As a grantee, it's helpful to document especially for the narrative and for HUD all the outreach efforts that you're making and how you made those efforts. That's good context for HUD to know about how you're doing that.

So it may be that you publish the stuff on the website. But it could also be, hey, HUD, here's how we're making sure that we're tapping into these organizations and how we're making sure that they're involved, whether it's a media blast through social media, publishing the notice in newspapers or doing some -- yeah. Doing whatever to get participation up.

What else? I think I mentioned this earlier, but most of the data necessary to populate the SF-425 report is already being pulled from DRGR under that details module. So shouldn't have too much of an issue there completing that and getting that -- making that available as well. Okay?

So in addition to making it available, this is a requirement in the notice is to make sure that these reports and documentation is available in a way that people with disabilities can access it, especially upon request.

One tidbit to be aware of is that the performance report should already be in 508 compliant mode. HUD can clarify that if it's not the case. But when you export the report, it should already

been in 508 compliant mode. There is a functionality I did show you earlier to download the action plans and performance reports into 508 compliant Word and PDF files.

So yeah. You should be able to do that. I believe DRGR does facilitate that feature for you. But just make sure that when you're posting it that people with disabilities can access it and use these reports.

Okay. And then lastly, this is a no brainer, but DRGR allows you to generate the reports, download them, save them so you can post on your website and share electronically. Okay.

So you've gone through your public comment period. You've completed your performance report. You're ready to submit to HUD.

So once you submit the report to HUD, HUD will review the performance report and basically determine whether it's satisfactory to them. Satisfactory to HUD essentially means that it's compliant. The report itself is compliant. The information in the report is accurate. And also that you've provided enough detail such that they can mark it off as complete.

If the report is not satisfactory or submitted in a timely manner to HUD, it would trigger HUD to potentially consider suspending your access to the RHP funds until the report is submitted or may even consider withdrawing funds or reallocating funding if you as a grantee are still not able to submit a report that's satisfactory. All right?

And that wraps up the presentation of DRGR and how to use it and how to navigate it. I think we now have a good chunk of time for any questions and answers. So I'm going to ask Carrie or anyone to weigh in on any questions that we have.

Sorry. I see a question. Was I muted?

Carrie Kronberg: I don't think so. You weren't for me. It may have been a tech issue. I think Kate jumped in on that to help that person. So hopefully they're able to hear.

We do have a lot of additional questions come in. So please, guys, start typing your questions if you have them. We have 18 minutes remaining.

So one question we did get that I answered in the box but wanted to highlight it verbally is someone asked how much time is typically needed for HUD to approve an amended or updated action plan. And so I answered with the regulatory answer that per part 91, HUD has 45 days to review and approve substantial amendments to action plans. And then the follow up question was if it's a minor amendment, not a substantial amendment, and if Cory wants to weigh in on this, I would welcome that.

When I was a grantee, all of our amendments were substantial. But I did look at 91505 and it seems to say that it's just a notification process, not an approval process. So if your criteria in your citizen participation plan indicate that something that you want to change about your action

plan is not substantial, then it's -- you notify HUD that the amendment is made but there isn't a review and approval process.

Chuck Kreiman: Yeah. That's right, Carrie. It's really up to the grantee citizen participation plan to determine what's going to be substantial amendment. But if it's not, as you're saying, you can just notify.

Carrie Kronberg: Great. So then that is instantaneous. Okay. We did just get another question.

So what expectations are there for the percentage transition to permanent housing during the grant term? So if the grant term is two years to rehab and acquire a new building, that may require some time depending on the extent of the construction necessary. And consumers are then encouraged to stay between 18 and 24 months. So this grantee is thinking that they would like to see at least half of those people transition to permanent housing but that might not happen during the grant term.

So this, I think, goes back to the period over which we're reporting and then also maybe the period over which outcomes are occurring. So how would that work with their outcome and measurement goals?

Onye Ibeh: Got it. So I would look at it -- I think I would look at it as a point in time thing. At the point in time that we're doing the reporting, I think the answer is how much has been done to date and reporting out on those outcomes. If we're having challenges on being able to do that, I would probably utilize the narrative section to be able to talk about the context of what exactly is happening such that HUD understands what it is that you're trying to do and what's actually happening on the ground.

Does that work, Cory, in terms of --

Chuck Kreiman: Yeah. Let me share what I saw from not being an expert in the field but what I saw in the action plans. It is something less than 100 percent of success rate is par for the course, sort of speak.

But I would suggest that you consult with the people who are program experts in substance use disorder treatment and understanding that 100 percent is not necessarily the benchmark for success at something less than 100 percent. We're not -- we're all imperfect humans and substance use disorder treatment, as I understand, is a very challenging area of public health.

So I -- consult with your providers and the experts in the field and your department of public health and see what the norm is in your area and use whatever historical data you have as a benchman. And hopefully you can -- as time goes by, that can be improved.

Carrie Kronberg: Great. Thank you, Chuck.

I don't -- we don't have any additional questions. So we can stay on a few more minutes and see if anyone's furiously typing a question in. I think people are also able to unmute themselves

because this is a pretty small group. That's not typical for our big HUD webinars. But if anyone wants to come off mute and ask a question, you're welcome to do that.

Chuck Kreiman: The only other thing while we're waiting for that, I'd mention there is material on the HUD Exchange for RHP. The DRGR manuals are available. Particular chapters that Onye highlighted for you.

And I believe there is an ability to request onsite technical assistance -- on call technical -- not onsite. On call technical assistance. There's a feature there on the HUD Exchange. I believe the process probably starts with your HUD field office is to bring -- make sure they're in the loop if you have a need for on call technical assistance and work with your HUD staff and with ICF then as a technical assistance provider to assign the appropriate staff if that particular request is approved.

So the other thing I guess I'd mention is that this recording as well as the slides will be posted. So this will be available for you to go back. As you actually get to the process of doing your entry, you can refresh your memory about navigating the various idiosyncrasies of DRGR that the recording of this webinar will be available for your reference.

Carrie Kronberg: Great. Yeah.

And going back to the TA request, if folks want to submit those. I think the ones we've seen that have been approved have been very specific about what are the parameters of the help you're seeking. So something that's just like I need help might not get approved. But be as specific as you can about what your needs are and that'll help us to make sure we get the right person assigned to you.

Okay. I think we should stay on for one more minute until 3:50 east coast time. Oh. Okay.

We just got a question. I think this is for Onye. Just to be clear, the SF-425 will be prepopulated in DRGR?

Onye Ibeh: Yes. Yeah. Under that detail's module in the performance report, you'll see it. It should be populating your information, but again, don't just take it at face value. It will require a little bit of review and verification to make sure the information there is accurate and correct.

Chuck Kreiman: I had a question for Onye. I was thinking when you were discussing reconciling the information, I guess, populated in the report's module and your internal financial reports, do you have any guidance or insight as to the kinds of issues that might lead to some discrepancies? Funds expended that haven't been reimbursed as soon as the voucher process or a voucher in process that hasn't been finally approved? Or is there some other issue that might lead to some kind of discrepancy?

Onye Ibeh: Yeah. So discrepancies that I've seen, like you said, could be that vouchers are not fully approved or that in some cases, grantees are able to sort of disperse funding before they get reimbursed by the system or by the treasury. So that could create a discrepancy between what the

grantee is showing as expended versus what the system is showing. Or like I said, there could actually be a system issue in DRGR that needs to be addressed with HUD.

There could -- I think those probably would be the main -- the three main ones that I would say are common that I've seen. Does that answer your question, Chuck?

Chuck Kreiman: Yeah. Thanks. I hope that's useful for our grantees to understand.

Onye Ibeh: I do see a question here from Ann and I might need a little bit of support from HUD here. I think you're saying that the SF-425 is showing all zeros.

HUD, do you have any recommendation for completing the SF-425 here RHP?

Cory: Hi. This is Cory. I'm not quite sure why it would be showing all zeros. I'm not sure if that's a technical issue with the specific grantee or whether it's all DRGR.

So if you can send that question. And you have my email. We can see if we can provide some assistance there, see what the issue is.

Female: Should I just send that to you directly, Cory?

Cory: Yeah. Copy the field office so they know. But I'll have our team internally look at it and see what the issue is.

Female: Yeah. Because I've been drawing for quite a while now and I was curious. I was, like, oh, this should be already set to go here. But it's all zeros.

Cindy: Yeah. This is Cindy [ph] from Delaware because I'm surprised it prepopulates, too, because during the action plan, we had to submit all those forms to the field office -- our local field office. So I was, like, wow, that's cool. But we'll see. I haven't done that part yet.

Female: Yeah. Okay. Great. Thanks.

Carrie Kronberg: Okay. I don't see any other questions. I think folks know where to find us if you do have questions and -- or any follow up. But other than that, I think we can close and wish everyone a wonderful rest of their day.

(END)