HUD Standards for Success Pilot

Hot Topics: Answers to Common Questions regarding Standards for Success

Virtual Conference

July 17, 2017

Today's Presenter

D. Rob Haley PhD, MBA, MHS

Co-Founder and
Executive Vice President
StrategyGen

Objectives of Session

1. Review updates from HUD
2. Deepen understanding of data collection considerations
3. Provide supplemental information regarding inForm
4. Clarify information based on your questions
5. Review sources for:
    1. Reference materials
    2. Submitting questions and feedback

Standards for Success Framework

HUD's new data collection and reporting framework for its discretionary grants and budget-based funding programs

HUD's Updates to Pilot

Updates from HUD

- Budget-based Service Coordinators incorporates 202.
- References to Grantees include Service Coordinators.
- References to programs include grants and budget-based funding.
- The new data element of Participant Status Code was added.

Updates from HUD (continued)

- The response option “Information not collected” was added to any response option with “N/A”.

Example

35. Employment Type Status Code

Select
Full-time worker employed in the last month
Part-time worker employed in the last month
Individual refused
Individual does not know
N/A
Information not collected

Updates from HUD (continued)

- The response options “Received service through the grant” and “Received service through grant-facilitated referral” are replaced by the response option “Yes”.

Example

83. Transportation Assistance Service Code

Select
Yes
N/A

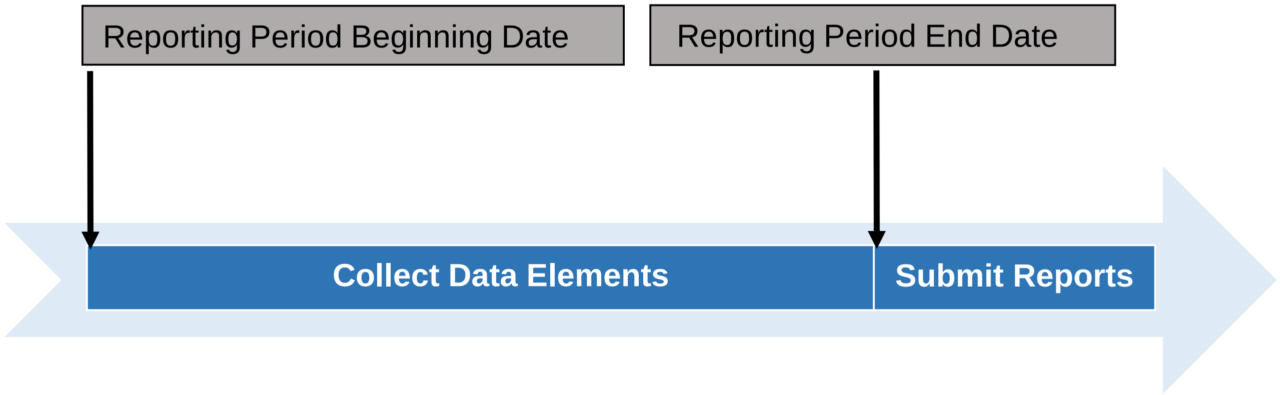
- If the response option “Yes” is selected, an additional response for the number of times the Participant received the service is added.

- The response options for 3 to 5 Years Childhood Education Service Code are reduced and simplified.

Updates from HUD (continued)

- The data element Hospital or Emergency Room Visit Code replaces Asthma-related Emergency Room Visit Code.
- The distinction between Temporary Housing Placement Service Code and Permanent Housing Placement Service Code is eliminated.
- Grantees and Service Coordinators will count the number of Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) a Participant can *not* perform.
- The activity of meal preparation is under Activities of Daily Living and eliminated from Instrumental Activities of Daily Living.

Data Collection and Reporting



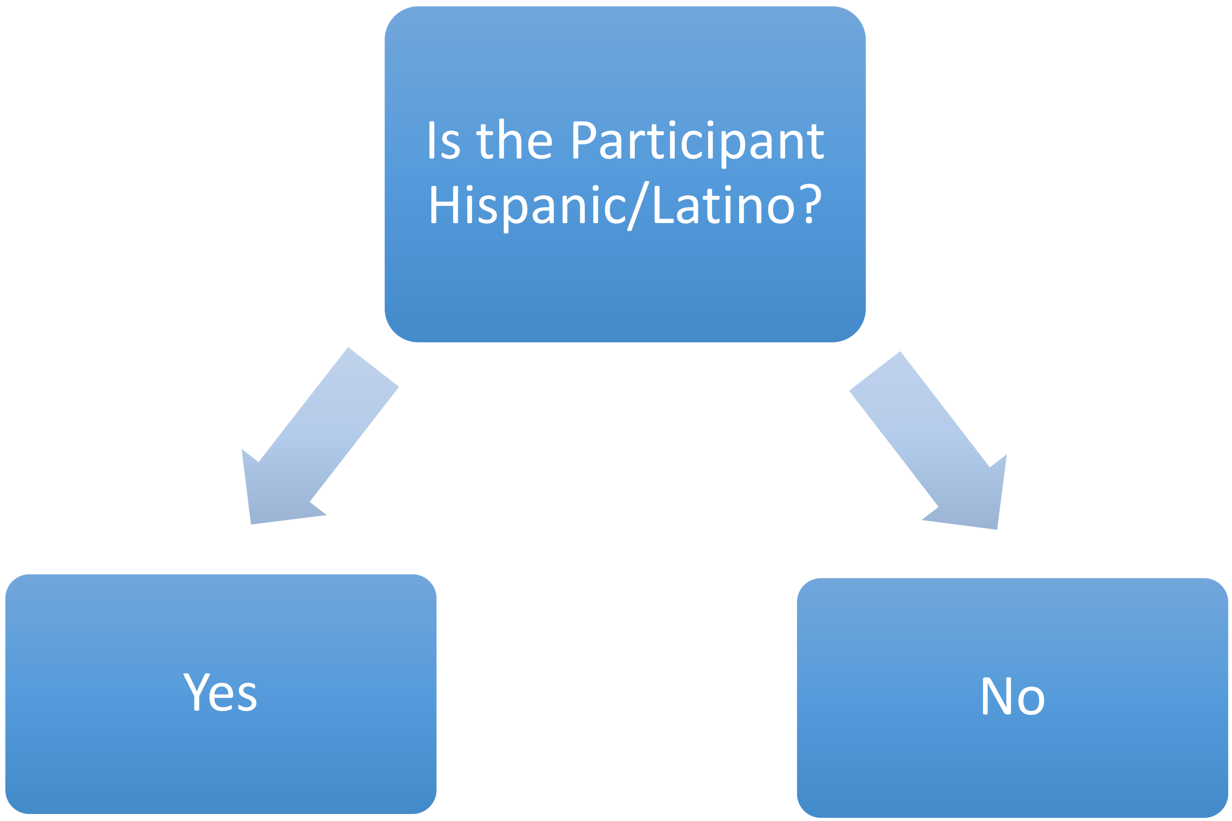
DU203NP-15-D-03/049115500498

Q&A with Service Coordinators – John and Kathy

What is the difference between Race Code and Ethnicity Code?

Race Codes – Response Options	Ethnicity Codes – Response Options
1. American Indian or Alaska Native 2. Asian 3. Black or African American 4. Native Hawaiian or other Pacific Islander 5. White 88. Individual refused 99. Individual does not know	1. Hispanic/Latino 2. Not Hispanic/Latino 88. Individual refused 99. Individual does not know

Ethnicity Code



Does the Employment Status Code apply to volunteers?

- Employed - Worked for pay during prior 4 weeks, even for a few hours

How do I find an Occupation Code?

https://www.bls.gov/SOC/soc_2010_definitions.pdf

Standard Occupational Classifications

Occupation Code

- Types of Occupation Codes (Source: Standard Occupational Classifications (SOC)) include:
  - Food Preparation and Serving Related Occupations
    - Supervisors of Food Preparation and Serving Workers
    - Cooks and Food Preparation Workers
    - Food and Beverage Serving Workers
    - Other Food Preparation and Serving Related Workers
  - Building and Grounds Cleaning and Maintenance Occupations
    - Supervisors of Building and Grounds Clearing and Maintenance Workers
    - Building Clearing and Pest Control Workers
    - Grounds Maintenance Workers
  - Personal Care and Service Occupations
    - Supervisors of Personal Care and Service Workers
    - Animal Care and Service Workers
    - Entertainment Attendants and Related Workers
    - Funeral Service Workers
    - Personal Appearance Workers
    - Baggage Porters, Bellhops, and Concierges
    - Tour and Travel Guides
    - Other Personal Care and Service Workers

Example From Manual

Occupation Code (2)

Occupation Code

✓Select

1 = Management Occupations
2 = Business and Financial Operations Occupations
3 = Computer, Engineering, and Science Occupations
4 = Education, Legal, Community Service, Arts, and Media Occupations
5 = Healthcare Practitioners and Technical Occupations
6 = Healthcare Support Occupations
7 = Protective Service Occupations
8 = Food Preparation and Serving Related Occupations
9 = Building and Grounds Cleaning and Maintenance Occupations
10 = Personal Care and Service Occupations
11 = Sales and Related Occupations
12 = Office and Administrative Support Occupations
13 = Farming, Fishing, and Forestry Occupations
14 = Construction and Extraction Occupations
15 = Installation, Maintenance, and Repair Occupations
16 = Production Occupations
17 = Transportation and Material Moving Occupations
88 = Individual refused.
99 = Individual does not know.
N/A
Information not collected.

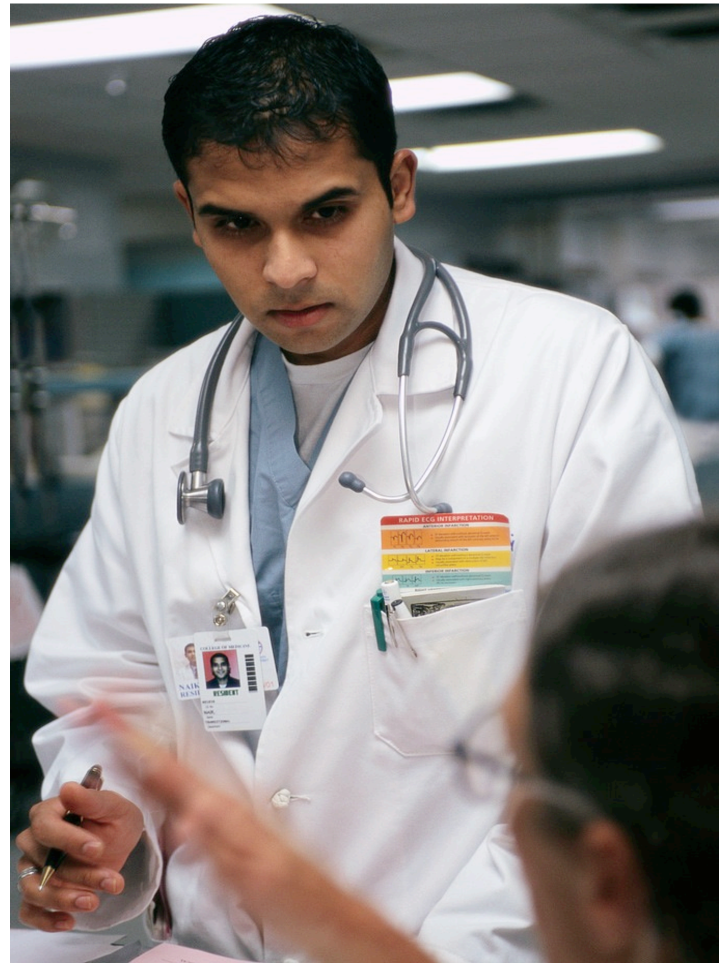
How does a Participant determine Household Annual Gross Income Amount?

Internal Revenue Service's 1040 Long Form

Income	7	Wages, salaries, tips, etc. Attach Form(s) W-2		7
	8a	**Taxable** interest. Attach Schedule B if required		8a
Attach Form(s) W-2 here. Also attach Forms W-2G and 1099-R if tax was withheld.	b	**Tax-exempt** interest. **Do not** include on line 8a	8b	
	9a	Ordinary dividends. Attach Schedule B if required		9a
	b	Qualified dividends	9b	
	10	Taxable refunds, credits, or offsets of state and local income taxes		10
	11	Alimony received		11
	12	Business income or (loss). Attach Schedule C or C-EZ		12
	13	Capital gain or (loss). Attach Schedule D if required. If not required, check here ▶ ☐		13
If you did not get a W-2, see instructions.	14	Other gains or (losses). Attach Form 4797		14
	15a	IRA distributions 15a; **b** Taxable amount		15b
	16a	Pensions and annuities 16a; **b** Taxable amount		16b
	17	Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E		17
	18	Farm income or (loss). Attach Schedule F		18
	19	Unemployment compensation		19
	20a	Social security benefits 20a; **b** Taxable amount		20b
	21	Other income. List type and amount		21
	22	Combine the amounts in the far right column for lines 7 through 21. This is your **total income** ▶		22
Adjusted Gross Income	23	Educator expenses	23	
	24	Certain business expenses of reservists, performing artists, and fee-basis government officials. Attach Form 2106 or 2106-EZ	24	
	25	Health savings account deduction. Attach Form 8889	25	
	26	Moving expenses. Attach Form 3903	26	
	27	Deductible part of self-employment tax. Attach Schedule SE	27	
	28	Self-employed SEP, SIMPLE, and qualified plans	28	
	29	Self-employed health insurance deduction	29	
	30	Penalty on early withdrawal of savings	30	
	31a	Alimony paid **b** Recipient's SSN ▶	31a	
	32	IRA deduction	32	
	33	Student loan interest deduction	33	
	34	Tuition and fees. Attach Form 8917	34	
	35	Domestic production activities deduction. Attach Form 8903	35	
	36	Add lines 23 through 35		36
	37	Subtract line 36 from line 22. This is your **adjusted gross income** ▶		37

For Disclosure, Privacy Act, and Paperwork Reduction Act Notice, see separate instructions. Cat. No. 11320B Form **1040** (2016)

When do I record a change in a Participant's situation or status?



What is an effective way to handle the Disability Status Code?

Participant volunteers information

Are mental health services and substance abuse services the same?

Mental Health Service Code

- Services provided by a psychiatrist or from a credentialed psychologist, therapist, or mental health counselor
  - Individual counseling
  - Group counseling
  - Loss of a loved one
  - Relationship issues
  - Mental Illness

Substance Abuse Services

- Treatment for the use of addictive substances such as tobacco, alcohol, and drugs

Substance Abuse Service Code

Which service providers are included?

- Mental Health Providers
- American Lung Association
- Smoking Cessation Programs
- Physicians
- Mental Health Workers
- Alcohol and Drug Treatment Facilities
- Alcoholics Anonymous

Are mental health services and substance abuse services the same? (continued)

Mental Health Service Code

- Services provided by a psychiatrist or from a credentialed psychologist, therapist, or mental health counselor
  - Individual counseling
  - Group counseling
  - Loss of a loved one
  - Relationship issues
  - Mental Illness

- Mental health workers treating substance abuse
- Alcohol and Drug Treatment Facilities
- Mental issues from substance abuse

Substance Abuse Service Code

- Services for use of addictive substances
  - AA
  - NA
  - Volatile substance abuse
  - Smoking cessation, etc.

How can I determine if an individual is Homeless or Chronically Homeless?

Homeless	Not Considered Homeless
Lack a fixed, regular, adequate night time residence: Primary night time residence is: • Public or private shelter used for temporary accommodation; • Institution providing temporary residence for those intended to be institutionalized; or • Other place not ordinarily used as a regular sleeping accommodation. A Participant under 18 is considered homeless if they left home without permission of family (runaway youth)	A Participant is not considered homeless if they are: • Sleeping in a temporary residence while away from home; • Imprisoned; or • Detained under an Act of Congress or State law.

Chronically Homeless

Requirements	Determining Factors
1. Homeless?	• Does the Participant have a fixed, regular, adequate night time residence?
2. Unaccompanied homeless?	• Is the Participant and individual who is alone while homeless?
3. Disabling condition?	• Does the Participant or does the Participant not have a disabling condition?
4a. Continuously homeless for a year or more? OR 4b. Four episodes of homelessness in the past 3 years, each lasting a minimum of 15 days?	• Has the Participant been homeless greater than or equal to one year? OR • How long has the Participant’s episode of homelessness lasted? How many episodes have they had?
5. Meets the conditions for being chronically homeless before being institutionalized fewer than 90 days?	• Does the Participant meet all the above requirements?

How do I count the Number of Years in Subsidized Housing if someone has been in and out of subsidized housing?

Identify each period a Participant was in subsidized housing

Determine the number of days in each period

Total the number of the days for each period

Round the total number to the nearest whole number

How do I count the Number of Years in Subsidized Housing if a Participant has been in and out of subsidized housing? (example)

Calculation of Number of Years in Subsidized Housing	
Year	**Number of Days**
Identify each period a Participant was in subsidized housing	**Determine the number of days in each period**
2001	365
2002	45
2004	187
2012	305
Total number of days	**902**
Total days divided by 365 days per year	**2.47 Years**
Rounded to nearest whole number	**2 Years**

Enrollment in Educational or Vocational Program

Educational Programs

- Include programs such as:
  - GED;
  - Post-Secondary Education; and
  - Any other such program for adults
- Usually generate some type of degree or equivalent

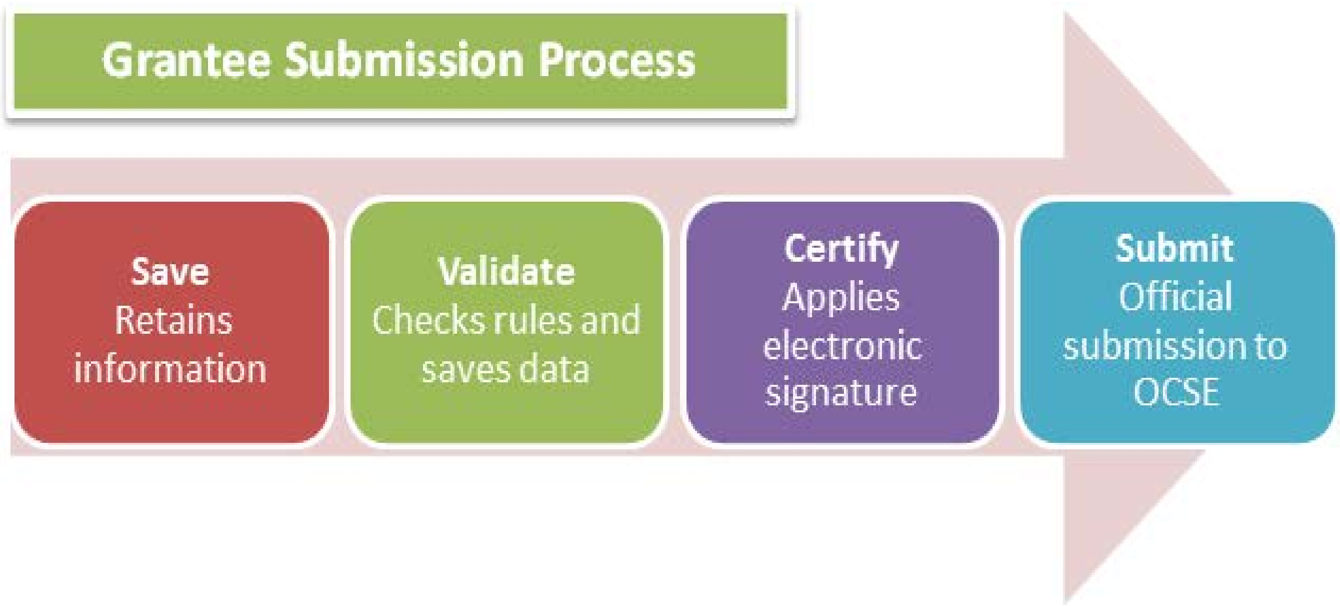
Vocational Programs

- Focus on industries including:
  - Construction;
  - Manufacturing;
  - Trucking;
  - Carpentry;
  - Welding;
  - Transportation;
  - Hair styling and cosmetology; or
  - Auto servicing.

Q & A – inForm Online Data Collection and Reporting Tool

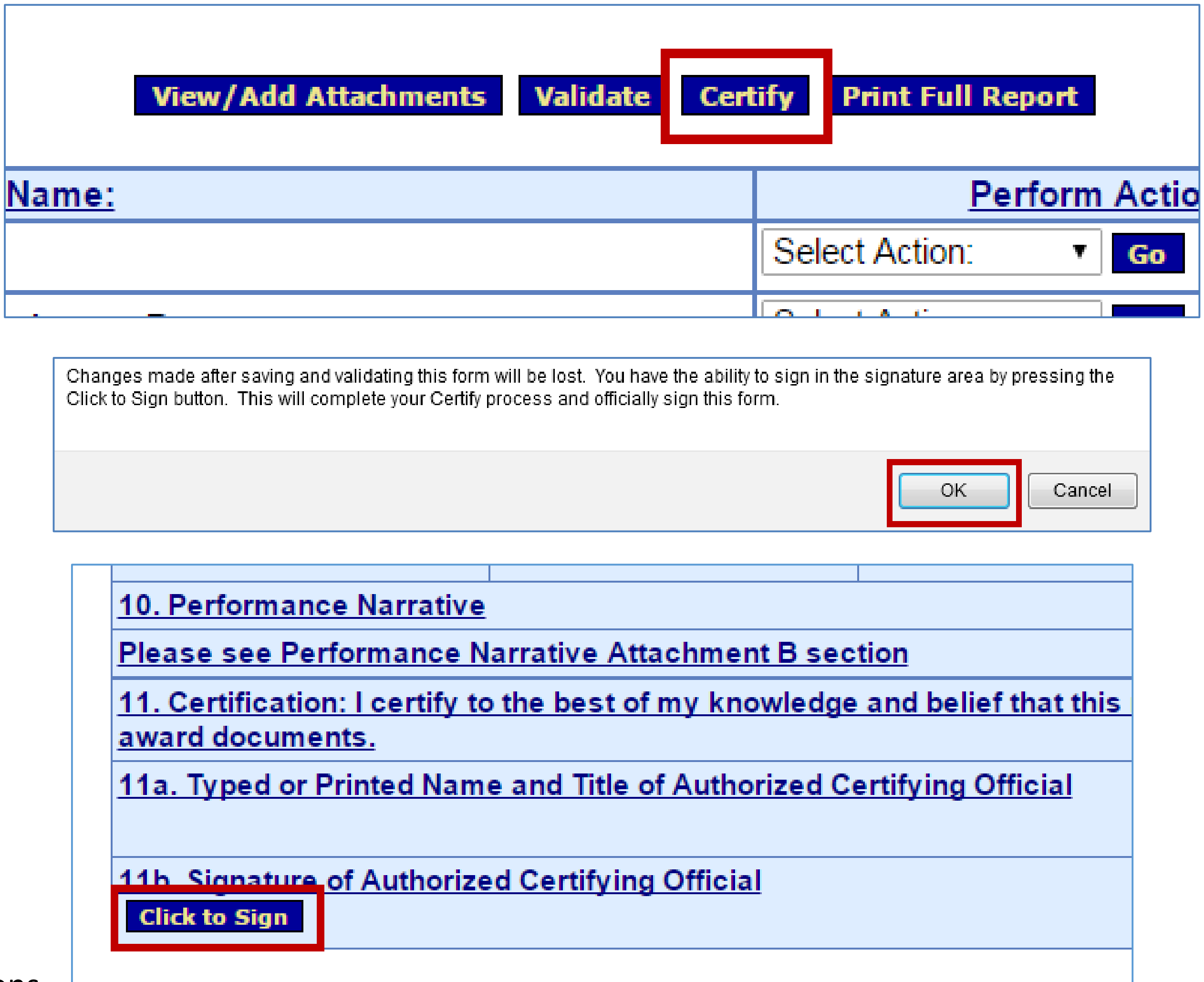
What is the report submission due date?

Grantee Submission Process



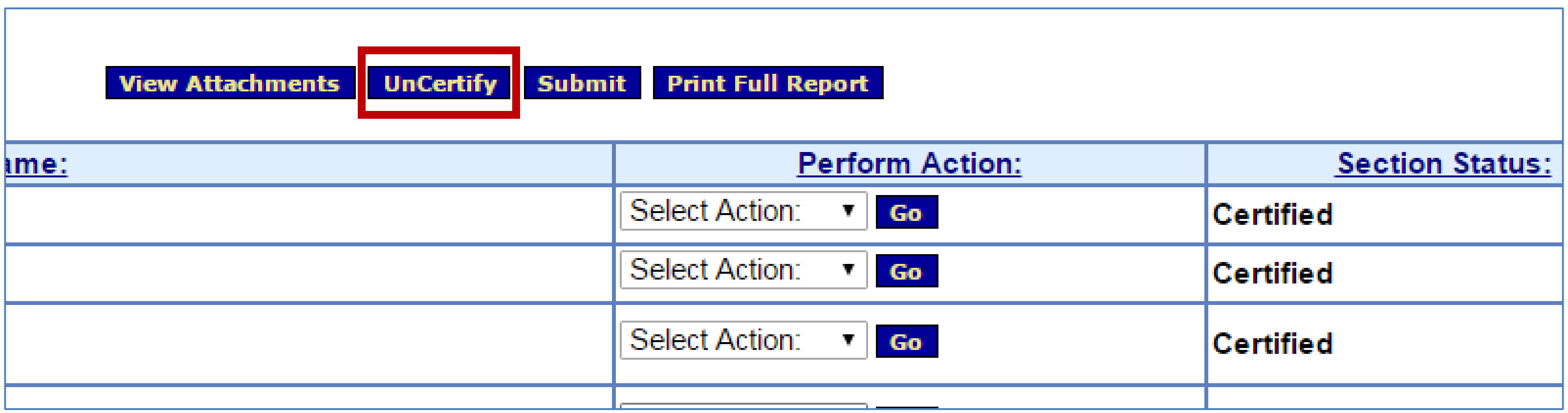
Source: Grant Solutions

What is meant by certify?



Source: Grant Solutions

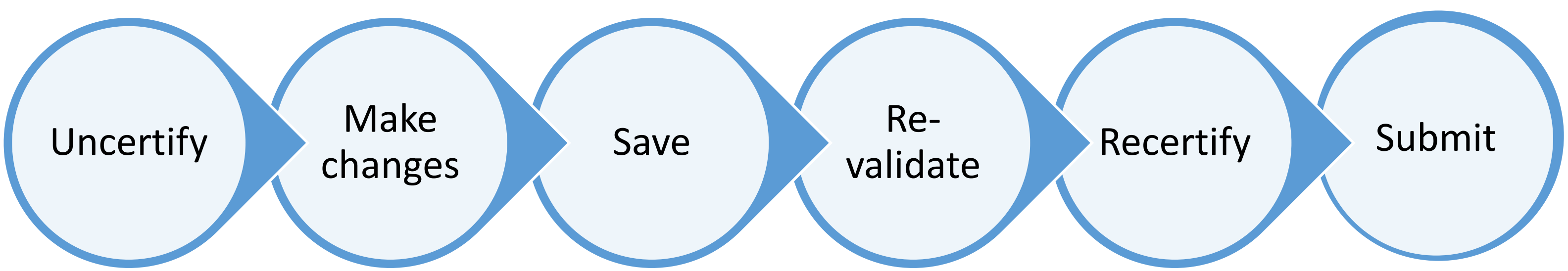
What is uncertify?



Source: Grant Solutions

What is uncertify (continued)?

To make a change after certifying, or signing, a report:

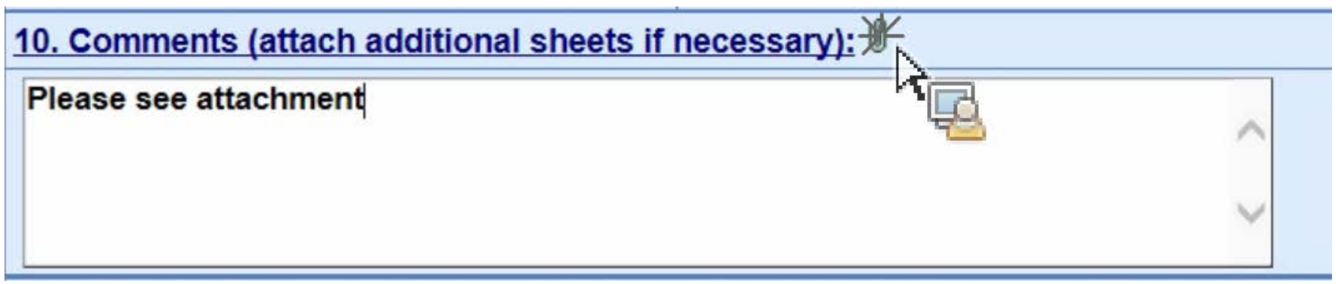


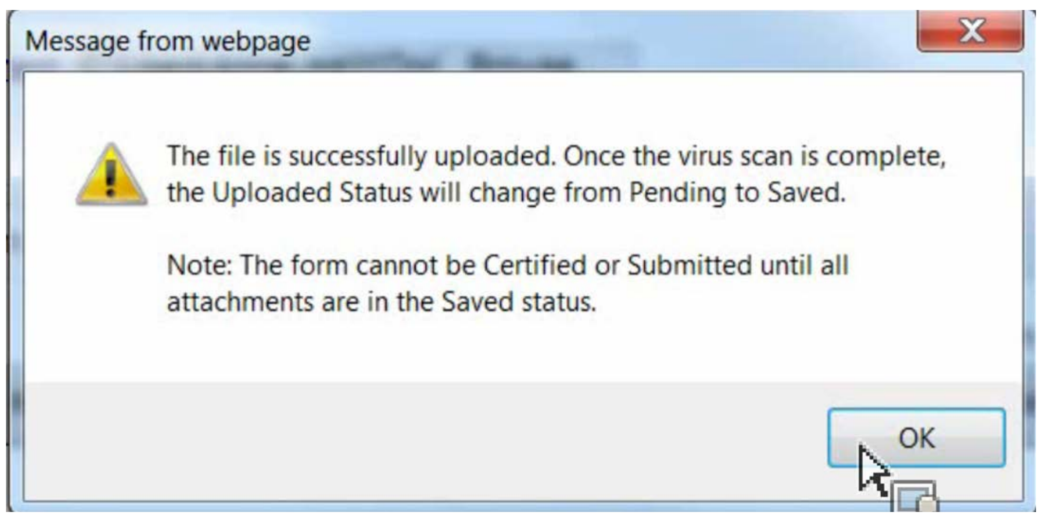
How do I add attachments (cell level)?

Participant Record-level Report

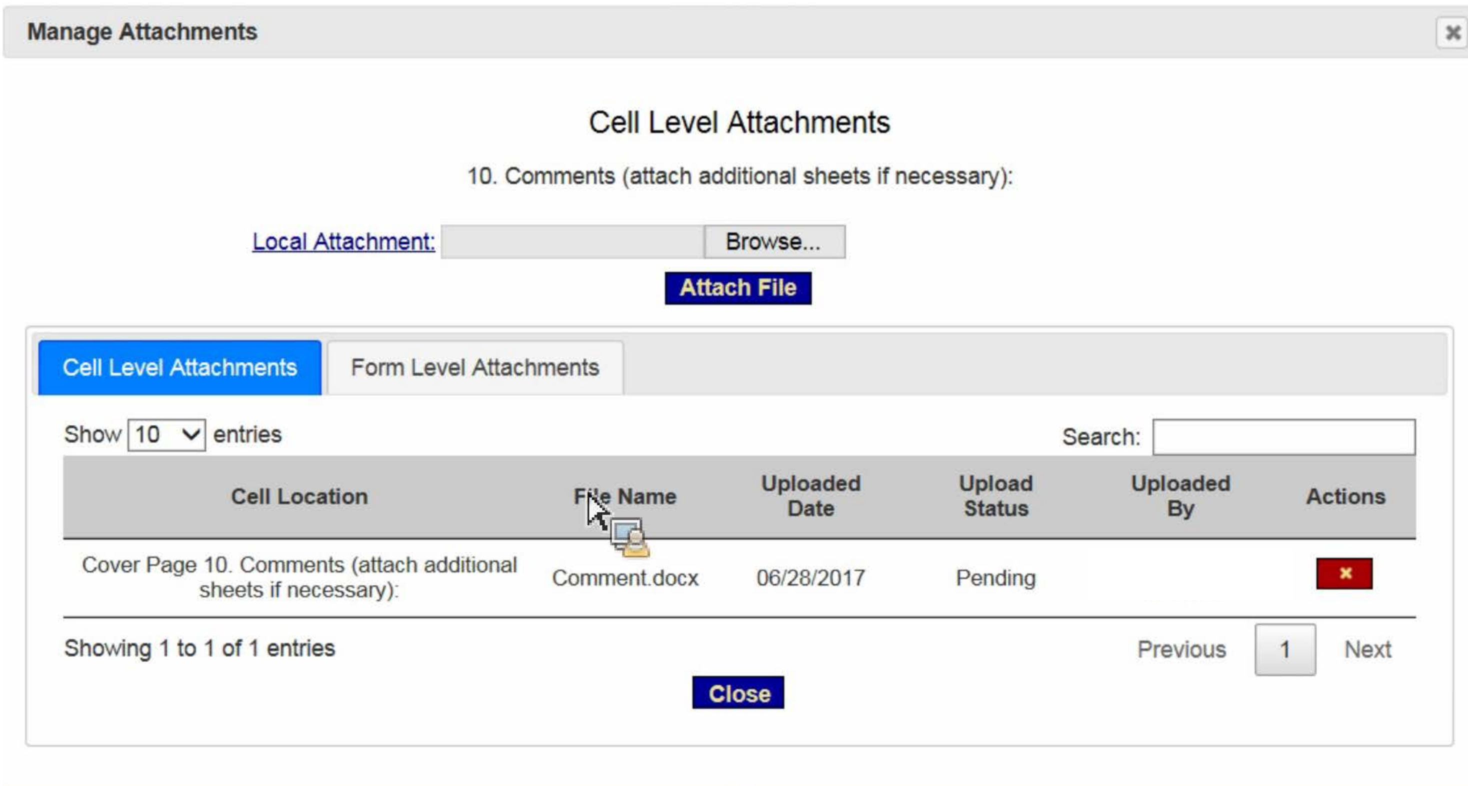
(HUD - PRL)

Cover Page



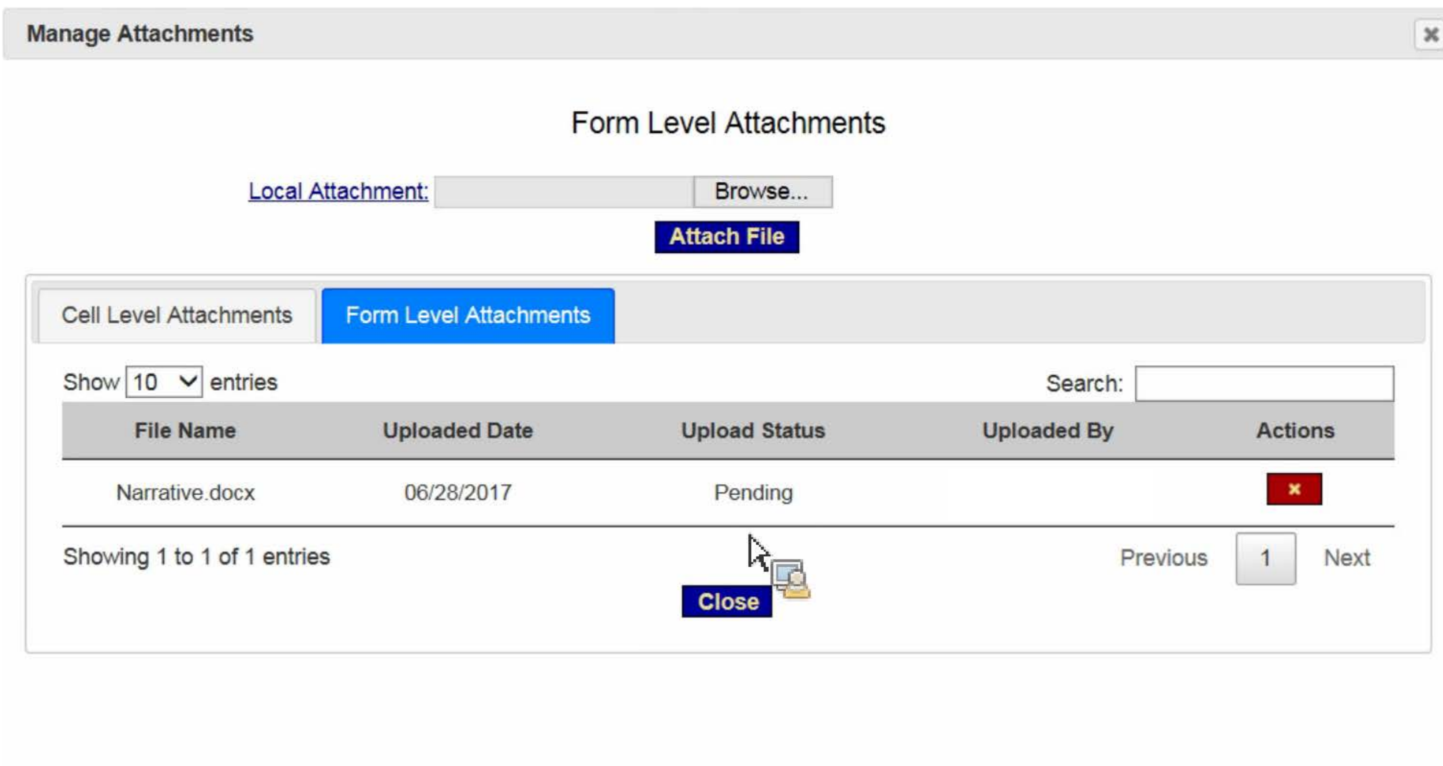


How do I add attachments (cell level)?

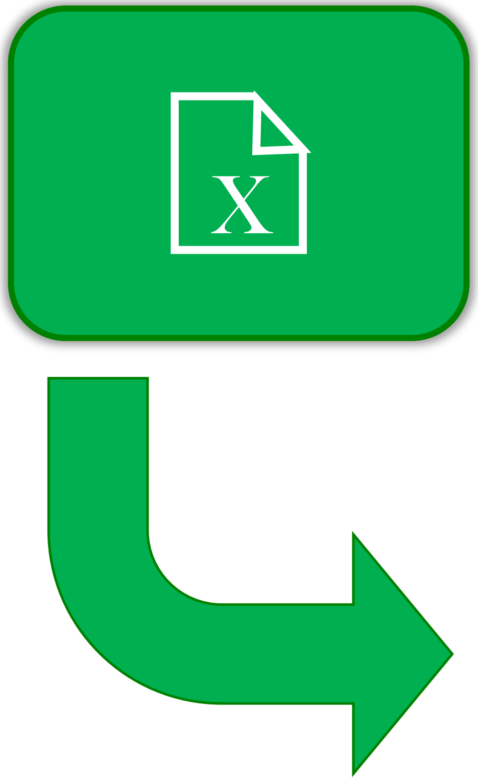


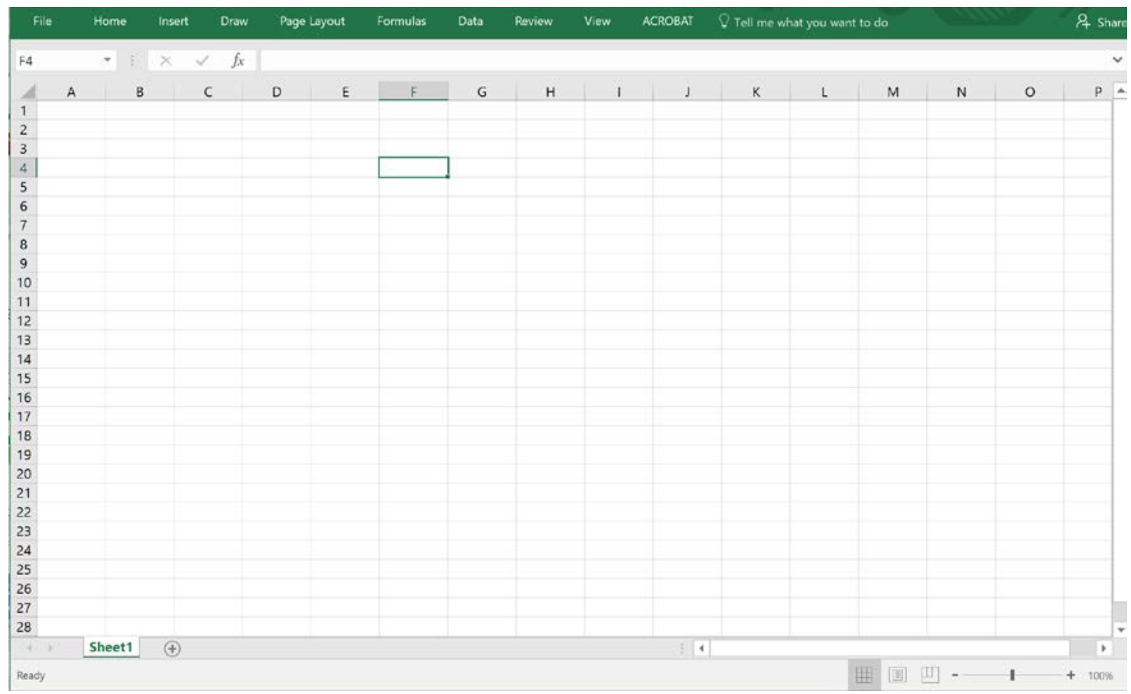
How do I add attachments on the form level?

View/Add Attachments



Can I export information from inForm?





StrategyGen
Technical Assistance & Performance Improvement

I need help with the inForm tool. Who can I contact?

For:	For:
• Requests for new inForm accounts • "How-to" questions regarding steps to use the tool • Standards for Success general questions and feedback	• Requests for reminders of usernames • Questions regarding inForm's technology
askgmo@hud.gov	help@grantsolutions.gov 202-401-5282 or 1-866-577-0771

I have questions regarding AASC Online and FamilyMetrics. Who do I contact?

support@pangeafoundation.org

Summary of Reference Materials

Data Integrity and Collection

- Data Integrity Reference Manual
- Shortcuts
- Quick References
- Frequently Asked Questions
- Fact Sheets
- Participant Record-level Information
- Virtual Conferences
- Computer-based Training

Data Reporting

- Data Reporting Reference Manual
- Shortcuts
- Quick References
- Frequently Asked Questions
- Fact Sheets
- Virtual Conferences
- Computer-based Training

HUD Exchange website

https://www.hudexchange.info/programs/standards-for-success/

Questions or Feedback regarding Standards for Success Framework - Contact HUD

HUD e-mail: askgmo@hud.gov

Include:

- Standards for Success in the e-mail's subject line
- Name of program in e-mail

HUD Standards for Success Virtual Conference 7 – Hot Topics: Answers to Common Questions regarding Standards for Success– Speaker's Comments

Page 1: Cover Page

- Welcome to HUD's Standards for Success Pilot Program's Virtual Conference addressing Hot Topics: Answers to Common Questions regarding Standards for Success.
- If you are participating in a scheduled virtual conference I want to provide a few technology reminders:
    1. If you are having trouble hearing, make sure your computer's speakers are not muted. Audio is through your computer not the telephone conference call number.
    2. Are you having trouble viewing the presentation?
       At the top of your screen, there is a gray options bar. Click on the box of arrows on the right side to increase the size of the screen.
    3. In the lower left side of your screen, a link is provided to this presentation for download from the Adobe Acrobat platform.
    4. Do you have any questions or suggestions? Please submit them throughout the session using the Q&A box on the lower right corner of your screen. It is helpful to include the name of your HUD Program with the question as clarifying information.
    5. Please complete the evaluation form of this session before you leave the virtual conference. The link to the evaluation can be accessed at the right side of your screen, middle of the page.

Page 2: Today's Presenter Page

- My name is Dr. Rob Haley and I am the Co-Founder and Executive Vice President of StrategyGen. StrategyGen is an 8(a), woman-owned business that specializes in quality and performance improvement. StrategyGen is contracting with Housing and Urban Development (HUD) to facilitate the HUD Standards for Success framework.
- We are working with Thaddeus Wincek who is with HUD's Office of Strategic Planning and Management.
- This virtual conference is part of a series of training sessions regarding the Standards for Success framework and methodology.

Page 3: Objectives of Session

- We have a few objectives for this session including:
    - Deepen your understanding of collecting select data elements; and
    - Provide supplemental information regarding HUD's new, online data collection and reporting tool, inForm.
    - We will clarify information based on your questions.
    - Finally, we will review sources for:

    - Reference materials; and
    - Submitting questions and feedback for various needs.
- We understand the diversity among programs and the varying experience levels of Grantees and Service Coordinators. This virtual conference attempts to provide exhaustive examples to meet the range of needs of people participating in the virtual conference. You are not being asked to pursue data you aren't collecting. We respect your program and your approach to collect these data elements. Individuals learn in different ways and we are simply providing an exhaustive point of view for educational and reference purposes.

Page 4: Standards for Success Framework

- Let's start with a revisit of Standards for Success. What exactly is Standards for Success?
- Standards for Success is a framework to measure HUD Participants' self-sufficiency and ability to obtain and maintain housing. It is meant to be an easier and more efficient means to gather information to support the programs' great works and accomplishments.
- It is a wonderful way for Grantees and Service Coordinators to showcase their many activities and accomplishments.
- Standards for Success is HUD's new data collection and reporting framework for its Grants and Service Coordinators. It offers:
    - Standardization of data elements, definitions, data collection, and reporting;
    - One improved reporting tool for multiple types of programs eliminating duplicative requirements across programs; and
    - Reduced frequency of reporting.
    - Standards for Success also offers the option of data extracts from current technology systems.
    - Protection of the privacy of Participants remains very important in Standards for Success.
- Now, let's move on to today's discussion topic of Hot Topics: Answers to Common Questions regarding Standards for Success.
- While previous virtual conferences provided detailed explanations of each of the data elements, this virtual conference will provide:
    - A summary of updated information that HUD provided during the Standards for Success Pilot; and
    - Answers to common questions including questions regarding gathering data and the new reporting tool, inForm, that HUD is introducing.
- Feel free to submit additional questions throughout this session via the Q&A dialogue box on the bottom right of your screen.

Page 5: HUD's Updates to Pilot

- I want to take a moment to summarize some key updates from HUD regarding the Pilot. This is information from HUD regarding refinements to the framework that have occurred since the start of the Pilot.

Page 6: Updates from HUD

- HUD has new information regarding Standards for Success.
- First, the information related to Budget-based (B-b) Service Coordinators, also relates to 202.
- 202 is now included with Budget-based Service Coordinators. You will no longer see references to 202.
- As a reminder, B-b Service Coordinators collect and report the same data elements as Multi-Family Service Coordinators (MFSC).
- References to Grantees includes Service Coordinators.
- References to programs includes grant and budget-based funded programs.
- The new data element of Participant Status Code was added. This enables identification of individuals who reside in your program but are not actively participating in offered services.
- The data element Hospital or Emergency Room Visit Code replaces Asthma-related Emergency Room Visit Code.

Page 7: Updates from HUD (continued)

- A new response option of “Information not collected” is added to response options that include “N/A”. This is appropriate to use when the Grantee or Service Coordinator does not receive information about a data element from a Participant.
- The purple box on your screen identifies this new response option in the example on this slide.

Page 8: Updates from HUD (continued)

- The response options “Received service through the grant”, “Received service through grant-facilitated referral” and” Both” are replaced by the response option “Yes”.
- Most of the service code data elements – 34 data elements – have the new response options of:
    - Yes
    - N/A
- Examples of the 34 service code data elements with these new response options include:
    - Transportation Assistance Service Code;
    - Medical Care Service Code;
    - Legal Assistance Service Code; and
    - English as a Second Language (ESL) Class Service Code.
- If you select the response option of “Yes” indicating the Participant received a service, an additional response for the number of times the Participant received the service is added. Enter the number of times the Participant received the service as a whole number.

* The response options for 3 to 5 Years Childhood Education Service Code are reduced and simplified from 6 response options to 3 response options. This is good news!

Page 9: Updates from HUD (continued)

* We have had a few questions regarding Temporary Housing and Permanent Housing Placement Code, specifically the definitions of temporary versus permanent.
* The distinction between Temporary Housing Placement Service Code and Permanent Housing Placement Service Code is now eliminated.
* It can be difficult at the time of placement to know if the placement is temporary or becomes permanent.
* Another change: Grantees and Service Coordinators will count the number of Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) a Participant is unable to perform. Previously, this data element counted the number of activities a Participant can perform.
* The activity of meal preparation is under Activities of Daily Living and eliminated from Instrumental Activities of Daily Living.
* This eliminates a duplicated activity listed under both ADLs and IADLs.

Page 10: Data Collection and Reporting

* This slide is included as a reminder that data and information is collected throughout the year for submission for reporting later in the year. All Grantees and Service Coordinators should be actively gathering and collecting data. In 2017, you will submit data to HUD for reporting purposes beginning October 1, through October 30, 2017.

Page 11: Q&A with Service Coordinators – John and Kathy

* We will be joined by John and Kathy today.
* John and Kathy are two hypothetical Service Coordinators who have helped us in previous virtual conferences by addressing specific data elements.
* They have provided exhaustive examples that gave more details into data collection.
* Kathy was a mentor to John when he first started out as a Service Coordinator and answered many questions from him. John is empathetic with questions about Standards for Success and will help submit questions to Kathy and answer a few on his own.
* They are going to join me in a Question and Answer session throughout this virtual conference to help provide some clarifying information on specific data elements and preliminary information regarding the reporting tool.
* The questions and answers are based on requests for information or clarification received throughout the year.

Page 12: What is the difference between Race Code and Ethnicity Code?

First question: What is the difference between Race Code and Ethnicity Code?

- Let's start with a differentiation between the two data elements.
- So, what is the difference between Race Code and Ethnicity Code?
- Race Code is the Participant's self-identified race. The Participant may select more than one race with which they identify. Response options include:
    - American Indian or Alaska Native;
    - Asian;
    - Black or African American;
    - Native Hawaiian or Other Pacific Islander;
    - White; or
    - Mixed Race.
- What if a Participant identifies with more than one race?
    - HUD's new inForm tool provides the options of selecting multiple races or the response option of "Mixed Race". Single-race and mixed-race response options are offered.
- Just a reminder, there are reference materials on the HUD Exchange website. This includes the Data Integrity Reference Manual and program specific reference materials.

Page 13: Ethnicity Code

- The Standards for Success data elements do include a data element specific to the Latino ethnicity. The data element is named Ethnicity Code. To determine if a Participant does or does not self-identify as a Hispanic/Latino, you can ask yourself the question: Does the Participant consider themselves Hispanic/Latino?
- I'm going to ask John and Kathy a few questions for more discussion on this specific data element.

- Rob: Hey John. Hey Kathy. It's great to talk with you today.
- John: Hey Rob, very glad to be here.
- Kathy: Nice seeing you Rob, I am happy to answer some questions to provide exhaustive examples of these data elements.
- Rob: That's great to hear. So, tell me, what is the main difference between Ethnicity Code and Race Code?
- Kathy: Race Code is broader than Ethnicity Code. When information is volunteered to me by a Participant, I ask myself, "Which race did the Participant self-identify?" This allows me to choose from the available options of such as Asian, Black or African American, or White. If the Participant did not volunteer this information to me, there is always the option of individual refused or individual does not know.

  From my experience, I've found it easiest to differentiate between Ethnicity Code and Race Code based on the question that is being addressed. When it comes to Ethnicity Code, I simply ask myself, "Did the Participant volunteer that the Participant is

Hispanic/Latino?" If the answer to this question is yes, the correct response option is option 1.

- Rob: Thanks for the examples of how you have dealt with these data elements. I see that Race Code and Ethnicity Code are quite similar, but they do have distinct differences which makes the quality of collecting this data important.

Page 14: Does the Employment Status Code apply to volunteers?

Next Question: Does the Employment Status Code apply to volunteers?

- John has a specific question regarding Employment Status Code. The question asks what type of a Participant's work will fall under this data element. Let's see if Kathy can provide an answer to his question.

- John: Kathy, I know we have discussed Employment Status Code in previous virtual conferences. I do have a specific question that would help me choose the correct response option. Does the Employment Status Code apply to volunteers? This is a question that has come up a few times when I think about Employment Status Code. I know some Grantees and Service Coordinators have elderly Participants who are retired and no longer work for pay. Although, they do still volunteer in their local community on a recurring schedule without pay.
- Kathy: Great question, John. To answer that, I want to give you some information regarding this data element. This data element is meant to collect employment information for any Participant age sixteen and older. A Participant is considered employed if the Participant did any work for pay during the prior four weeks including the data collection date, even if only for a few hours. In response to your question, a volunteer job does not apply to Employment Status Code. The Participant must be working for pay. The elderly Participants who have recurring volunteer work, would not be considered employed.
- John: Thanks, Kathy. I understand that a Participant must be employed and be earning a paycheck for the Employment Status Code to be applicable to a Participant's situation.

- Kathy provided us with the information that a Participant must be working for pay for the Employment Status Code to apply.

Page 15: How do I find an Occupation Code

Next Question: How do I find an Occupation Code?

- Finding an Occupation Code can be tricky without the proper resources. Listen in on the dialogue between John and Kathy regarding this data element.

- John: Kathy, another question some of us Grantees and Service Coordinators have is, “How do I find an Occupation Code?” I understand that this data element identifies the occupation that best describes the Participant’s employment. I also know that if a Participant has multiple employment situations, then use the Occupation Code of the most recent employment date. These Occupation Codes are based on the Standard Occupational Classification (SOC) System, but how do I find specific Occupation Codes?
- Kathy: John, the information you provided is accurate about Occupation Code. This data element can be tricky because of the many response options available. The best way to determine which Occupation Code is most suitable for your Participant is to access the Standard Occupational Classifications. This will give you the references needed to best determine which Occupation Code fits your Participant.

- This slide identifies the URL for the Standard Occupational Classifications. It is listed above the accompanying image. The URL is:
    - https://www.bls.gov/SOC/soc_2010_definitions.pdf
    - (Backslash & Underscore)

Page 16: Occupation Code

- The Data Integrity Reference Manual also provides information to help you determine an Occupation Code.
- This image is taken straight from the Data Integrity Reference Manual which shows some of the options for Occupation Codes.
- As you can see general occupations are broken down into specific jobs that fall under the general occupations.
- A great example is if a Participant has a job at a restaurant as a cook. They would fall under the Food Preparation and Serving Related Occupancies as Cooks and Food Preparation Workers.

Page 17: Occupation Code

- For our example, the appropriate response option is option 8, Food Preparation and Serving Related Occupancies.
- This list shows the response options available for the data element Occupation Code.
- It is easy to be overwhelmed by the amount of response options available. This process can be simplified by using the Data Integrity Reference Manual for guidance. In addition,

the Standard Occupational Classification website aids in your collecting of this data element.

Page 18: How does a Participant determine Household Annual Gross Income Amount?

Next question: How does a Participant determine Household Annual Gross Income Amount.

- Let's hear an explanation of this data element so that we have a better background of what Participants' are being asked.

- Kathy: The Household Annual Gross Income Data Element is collected for anyone in the household with a W-2 who filed a tax return. Ultimately, this is the total amount of income earned annually. Gross annual income represents the amount of money a person earns in one year from all sources before taxes and other exclusions. If the Participant has a copy of their income tax return, the IRS 1040 long form, you can find the amount for the Household Annual Gross Income on that form. It is actually listed as Adjusted Gross Income and is in line 37 of the IRS 1040 long form for reporting 2016 income. Definitional information and calculation of this information is based on the form. Use the tax form to accurately identify what is included and excluded. The tax form lists the most current information. If the Participant's tax return is not available, the Participant can use the tax form as a worksheet for calculating the amount.

- As you heard, the 1040 long form works perfectly for identifying the Household Annual Gross Income Amount. Using this allows for simple data collection.

Page 19: When do I record a change in a Participant's situation or status?

Great Question: When do I record a change in a Participant's situation or status?

- Kathy: Examples of changes in a Participant's situation or status include attaining a GED or other degree, getting a job or finding a primary care provider. It is important to capture these changes as it demonstrates positive results of Grantees' and Service Coordinators' work. Record the change at the time of the change. It is also important to record the date you collect the change in the Participant's status. Recording the data collection date again demonstrates the results of Grantees' and Service Coordinators' work.

Page 20: What is an effective way to handle the Disability Status Code?

- I want to take a moment to discuss Disability Status Code. We will reference a conversation between John and Kathy regarding this data element

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- John: Kathy, let's discuss Disability Status Code. I know this can be a sensitive topic to discuss with Participants.
- Kathy: Sure, John. This data element is more complicated in terms of collection. Let me give you some background. The Disability Status Code identifies a Participant who is disabled as defined under the Americans with Disabilities Act of 1990 and pre-determined by a physician, Medicaid, or other authority. For this data element, an appropriate authority must determine that an individual is disabled as defined in ADA. Grantees and Service Coordinators cannot make this determination. A Participant is considered disabled if: The Participant has a physical or mental impairment that substantially limits one or more major life activities such as caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, talking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working; or the Participant has a record of such impairment.
- John: So, is this something we are asking directly of the Participant?
- Kathy: No, John. We do not ask directly, but if the Participant reveals this information voluntarily we will record it. In the course of working with a Participant, if they reveal it, it can be recorded.

Page 21: Are mental health services and substance abuse services the same?

Question: Are mental health services and substance abuse services the same?

- Kathy, could you give us some background on this data element and help us with the answer to this question?

- Kathy: I'd be happy to, Rob. The Mental Health Service Code identifies if a Participant received mental health services from a psychiatrist or credentialed psychologist, therapist, or other mental health counselor. Mental health services include individual and group counseling and medication. This can involve dealing with the loss of a loved one, having issues within interpersonal relationships, and mental illness.
- The Substance Abuse Service Code identifies a Participant who received substance abuse services for use of addictive substances such as tobacco, alcohol, and drugs (prescription and street). While they do have some similarities these data elements are asking different questions.

Page 22: Substance Abuse Services

- Thank you for that Kathy. Could you also describe substance abuse services further? This will help differentiate between the two data elements.

- Kathy: I agree, that could be helpful. The Participant may be being treated by a medical professional or a treatment facility for substance abuse or dependence. Substance abuse is defined as a maladaptive (or harmful to a person's life) pattern of substance use marked by recurrent and significant negative consequences related to the repeated use of substances. These substances may be legal, such as alcohol, or an illicit drug such as hashish, cocaine, hallucinogens, heroin, or prescription–type drug used non-medically.
- Volatile substances are also considered materials used in substance abuse and may be defined as the deliberate inhalation of volatile compounds to produce psychoactive effects. Examples include glue, lighter refills, and spray air fresheners.

Page 23: Substance Abuse Service Code

Question: Which service providers are included under the Substance Abuse Service Code?

- Kathy: There are a few providers that can deliver substance abuse services:
    - Mental Health Providers;
    - American Lung Association;
    - Smoking Cessation Programs;
    - Physicians;
    - Mental Health Workers;
    - Alcohol and Drug Treatment Facilities; and
    - Alcoholics Anonymous.

Page 24: Are mental health services and substance abuse services the same? (Continued)

Going back to our original question: Are mental health services and substance abuse services the same?

- Kathy: You can see that some forms of Substance Abuse Services overlap Mental Health Services. Standards for Success defines others, such as smoking cessation or Alcoholics Anonymous (AA), as occurring outside of Mental Health Services.

- For example, if the purpose of treatment is to address depression, bipolar disorders, anxiety disorders, it is a Mental Health Service Code.
- If the purpose of services from a mental health worker is to treat substance abuse such as alcoholism or heroin addiction, it is a Substance Abuse Service Code.
- If someone is receiving services for schizophrenia and heroin addiction, they may receive both mental health services and substance abuse services.

Page 25: How can I determine if an individual is Homeless or Chronically Homeless?

Question: How can I determine if an individual is Homeless or Chronically Homeless?

- This is a great question. Let's check in with John and see if he can help us better understand this data element.

- John: This really is a great question and something I was confused about when I first encountered these data elements. First, I think it is beneficial to give some background knowledge of what is homeless. The next two data elements I will discuss, homeless and chronically homeless, allow the option to provide a definition of terms that you will see in a few response options related to housing. The data element, Homeless Status Code, provides the definition of homeless.
- The Homeless Status Code identifies a Participant who lacks a fixed, regular, adequate night time residence.
- A Participant is considered homeless if their primary night time residence is:
    - A public or private shelter operated for temporary accommodation;
    - An institution providing temporary residence for individuals intended to be institutionalized; or
    - Other place not ordinarily used as a regular sleeping accommodation.
- A Participant under age 18 is considered homeless if they left home without the permission of their family (runaway youth).
- A Participant is not considered homeless if the Participant is:
    - Sleeping in a temporary residence while away from home;
    - Imprisoned; or
    - Detained under an Act of Congress or State law.

Page 26: Chronically Homeless

- John: When it comes to chronically homeless we can use the Chronically Homeless Fact Sheet, found on the HUD Exchange website, to determine whether the Participant matches the criteria. The requirements include:
    1. Homeless, or does the Participant have a fixed, regular, adequate night time residence?

2. Unaccompanied homeless, meaning does the Participant live alone while being homeless?
3. Disabling condition, or does the Participant have a disabling condition?
4. (4a) homeless for a year or more, or, (4b.) four episodes of homelessness in the past 3 years, each lasting a minimum of 15 days?
5. Finally, does the Participant meet these conditions for being chronically homeless before being institutionalized fewer than 90 days.

- By using our Chronically Homeless Fact Sheet we can go down the checklist which will better help us to facilitate determining Chronically Homeless or Homeless.

- John, thank you for that information. That provides a great distinction between Homeless and Chronically Homeless.

Page 27: How do I count the Number of Years in Subsidized Housing if a Participant has been in and out of subsidized housing?

Next question: How do I count the Number of Years in Subsidized Housing if a Participant has been in and out of subsidized housing?

- So, Kathy, how is this data element calculated?

- Kathy: This element identifies the number of years a Participant lived in public or private subsidized housing.
- If a Participant has been in subsidized housing for durations less than 365 days, (a complete year), total the number of these days and then round the number.
- Remember, when recording this data, you must count each episode, even if it was not in consecutive years and round to the nearest whole year.

Page 28: How do I count the Number of Years in Subsidized Housing if a Participant has been in and out of subsidized housing? (example)

- Kathy: Let's take a look at an example. As you can see on the slide, the steps for calculating the Number of Years in Subsidized Housing are bolded for your reference.
- First, identify each period the Participant was in subsidized housing. Our hypothetical Participant spent 2001, 2002, 2004, and 2012 in subsidized housing for 365, 45, 187, and 305 days, respectively.
- In the following step on the right of your screen, we add the number of days together for a total 902 full days of living in subsidized housing.
- The third step is to divide the total days by 365 days per year. So, we divide 902 days by 365 days per year. In our example, this is 2.47 years in subsidized housing.
- The final step is to round this number to the nearest whole number coming out to 2 years in subsidized housing.

Page 29: Enrollment in Educational or Vocational Program

- Our next data element that leaves room for further clarification is Enrollment in Educational or Vocational Program.
- This data element identifies a Participant who is currently enrolled in an educational or vocational program.
- John, could you help us with the difference between Educational Programs and Vocational Programs?

- John: Sure, Rob. I want to take this opportunity to give more information on these programs. As you can see in our slide, there are many programs available to Participants.
- Educational programs refer to a Participant receiving education beyond high school. This can include the GED or post-secondary education. The GED is a course you can take and upon completion it acts as a high school diploma or its equivalent. Post-secondary education can include:
  - Trade schools;
  - Vocational schools; or
  - Other career colleges that offer professional certifications.
- Vocational programs refer to specific skills training.
- Vocational programs can focus on industries including:
  - Construction;
  - Manufacturing;
  - Trucking;
  - Carpentry;
  - Welding;
  - Transportation;
  - Hair styling and cosmetology; and
  - Auto servicing.

Page 30: Q & A – inForm Online Data Collection and Reporting Tool

- I would like to take a moment to switch gears. Throughout our virtual conferences thus far, we have referenced the creation of HUD's data collection and reporting tool, inForm. I am very excited to tell you that HUD says the tool will be out in July. Grant Solutions provides us with the inForm tool. Grant Solutions' inForm (also known as Online Data Collection or OLDC) is a convenient web-based tool used to submit your data.

- Our next set of questions addresses introduction information regarding the inForm tool. It is not intended to be an overview or training on how to utilize the tool. Grant Solutions provided training regarding the tool through a virtual conference. The following information expands on or provides clarification regarding select topics associated with the tool.

Page 31: What is the report submission due date?

A great question and topic worth repeating: What is the report submission due date?

- After data collection concludes, Grantees and Service Coordinators move into submitting data for reporting. For all programs, the first date for submitting data for reporting is October 1st, 2017. The report submission due date is October 30th, 2017. After the October 30th deadline, it will be at each Program Office's discretion if a Grantee or Service Coordinator can submit a report late.

Page 32: Grantee Submission Process

- You probably recall from the Grant Solutions video conference regarding the Online Data Collection and Reporting tool that the four steps for submitting a report are:
    - Save,
    - Validate,
    - Certify, and
    - Submit.
- The save step retains information that you have collected. Validate involves checking rules and saving data to ensure completeness. The certifying step includes signing the report electronically. Finally, submit involves presenting the report to HUD.

Page 33: What is meant by certify?

The next question asks for clarifying information regarding the certify step. The question reads: “What is meant by certify?” John will answer the question.

- John: Certify involves saying that to the best of your knowledge, the information in your report is true, correct and complete. It includes signing electronically to support such a statement.
- Let’s talk about the steps in the tool to certify a report. From the Report Sections screen, click the Certify button. As you can see on the slide, a pop-up message appears stating “Changes made after saving and validating this form will be lost. You have the ability to sign in the signature area by pressing the Click to Sign button. This will complete your Certify process and officially sign this form.” Click OK.
- Finally, the Cover Page section of the report opens. See box titled 11b. Signature of Authorized Certifying Official. By pressing the Click to Sign button, you electronically sign the report. The screen refreshes and the status is Certified.

Page 34: What is meant by uncertify?

Question: What is meant by uncertify?

- John just described how to certify a report. There may be an occasion when you need to make a change to a report after certifying the report. You have that option! Uncertify opens a field for modification. The UnCertify button is found on the Reports Sections.
- As John mentioned, the screen refreshes after certifying. Click the Report Sections navigation link towards the top of the page.
- Next, click the Uncertify button represented on this slide.

Page 35: What is meant by uncertify (continued)?

Next question: What is meant by uncertify?

- For the occasion when you need to make a change to a report after certifying the report, you simply select the Uncertify button and make the desired changes. Then you repeat the steps to save, revalidate, recertify and then submit the report.

Page 36: How do I add attachments (cell level)?

Question: How do I add attachments (cell level)? I'll ask John to answer this question.

- John: There are two options for adding attachments. One option is to add an attachment at the cell level, or to a particular cell.
- To add an attachment to a cell, the first step is to go to the Cover Page. This is the first page you come to after choosing your form and using the drop-down box to Edit Section in the Report Sections page. You must then identify the comments box. On our slide, this is represented at the top as, "10. Comments (attach additional sheets if necessary)".
- This is where you can enter a comment. For example, "Please see attachment" tells the reviewer that there is an attached document to this cell. You will notice that next to the comments line there is a paperclip icon. It is identified on our slide by the mouse icon. This allows the user to attach a file directly to the cell. To attach, you click Browse and attach your file from your computer.
- The notice on the bottom of this slide informs you when the file is successfully uploaded.

Page 37: How do I add attachments (cell level)?

- After you upload, your screen will look similar to this. On the left-hand side of the image, marked Cell Location, it shows the cell where the document is attached.
- You will notice under Upload Status that it says pending. The reason it says pending is because there is a virus scan that takes place after the uploading a document. Also, in the background, the file is being converted to PDF. Once the tool completes the virus scan and conversion to PDF, the upload status will change to saved.
- If you uploaded the wrong file and would like to delete the attached file, click on the red "X" under the Actions column on the left to remove the file.

Page 38: How do I add attachments on the form level?

Question How do I add attachments on the form level? John, will you continue this discussion?

- John: Sure. I mentioned earlier there are two options for adding attachments. The first option I described was adding an attachment to a specific cell. The second option is to add an attachment to the form rather than the cell. The form is best defined as the overall report. Notice, the blue highlighted tab shows Form Level Attachments.
- To add an attachment to the form, the first step is to click on the View/Add Attachments button found in the navigation bar on the Cover Page. This button on the navigation bar is represented by the box on the top of this slide.
- The next step is to click the Browse button and choose your attachment from your computer. As you can see from the example on the slide, the file we chose named, "Narrative", is now pending and going through the same virus scan and PDF conversion as the previous example.
- The Cell Level Attachments tab will show the attachment that we uploaded in the previous example.

Page 39: Can I export information from inForm?

Next question is also for John: Can I export information from inForm?

- John, does inForm offer the option of exporting information from the report?

- John: Actually, yes, Rob. The inForm tool allows you to select and export information from your report into an Excel spreadsheet. There is also the function to print your full report.

- Thank you, John. This seems to be a handy feature for those that have Excel.

Page 40: I need help with the inForm tool. Who can I contact?

Important question: I need help with the inForm tool. Who can I contact?

- For assistance with the inForm tool, the type of question or request you have determines who you contact.
- For:
  - Requests for a new inform account; and
  - Questions regarding "how-to", or steps to use the tool contact:
    - askgmo@hud.gov
- You probably recognize this is the same e-mail address you use for general questions or feedback regarding Standards for Success.
- For requests for reminders of usernames and questions regarding inForm's technology, please contact:
  - help@grantsolutions.gov.
  - You can also contact Grant Solutions by phone at:
    - 202-401-5282; or
    - 1-866-577-0771.

Page 41: I have a question regarding AASC Online and FamilyMetrics. Who do I contact?

Question: I have questions regarding AASC Online and FamilyMetrics. Who do I contact?

- Many of you use a third-party data management tool, such as AASC Online, and work directly with the supplier of that tool for training and support.
- For all questions regarding AASC Online and FamilyMetrics please send your question to the email address on this slide:
  - support@pangeafoundation.org.

Page 42: Summary of Reference Materials

- As this virtual conference comes to a close, I want to remind you that HUD has provided reference materials that will help you better facilitate your data collection and reporting.
- Regarding Data Integrity and Collection, you have the following reference materials:
  - Data Integrity Reference Manual;
  - Shortcuts;
  - Quick References;
  - Frequently Asked Questions;
  - Fact Sheets;
  - Participant Record-level Information;
  - Virtual Conferences; and

    - Computer-based Training.
- Data Reporting reference materials include similar materials except the Participant Record-level Information is not relevant.

Page 43: HUD Exchange website

- These reference materials can be found on the HUD Exchange website at the URL found on this slide:
    - https://www.hudexchange.info/programs/standards-for-success/

Page 44: Questions or Feedback Contact Information - HUD

- HUD remains open to your questions and feedback! Contact HUD by e-mail at askgmo@hud.gov to:
    - Provide feedback regarding the Standards for Success framework, methodology and tools; and
    - Submit questions. It is helpful to identify your HUD Program with the question as clarifying information.
- Make sure to include Standards for Success in the e-mail's subject line.

For those of you participating in a group virtual conference on Adobe Connect, we will respond to questions submitted through the Q&A dialogue box on Adobe Connect.

I will ask my StrategyGen colleague, Bridget Booth, to help with the answers to your questions. Please submit all questions through the Q&A box on the lower right corner of your screen.