



HUD Standards for Success Pilot Overview and Training Resources

Virtual Conference
January 31, 2017

Objectives of Session

1. Review Standards for Success (SFS) Program
 - a. Objectives
 - b. Components
 - c. Grantees' role
2. Increase understanding of:
 - a. Training approach
 - b. Reference resources
3. Answer questions

At the end of this session, you will:

1. Increase your knowledge of the Standards for Success Pilot Program
2. Understand
 - a. Key activities requested of Grantees in Pilot Program
 - b. Training and reference resources
 - c. How to communicate feedback and questions

Standards for Success Framework

HUD's new data collection and reporting framework for its discretionary grants

- Standardization of data elements, definitions, data collection, and reporting
- One reporting tool for multiple types of grants eliminating duplicative requirements across programs
- Improvements in the reporting tool
- Reduced frequency of reporting
- Option of data extracts from current technology systems
- Protection of privacy of Participants
- De-identified, record-level data collection allows for aggregation at different levels and more extensive and valuable data analysis

Standards for Success Pilot Program

Grant Programs in Pilot

- Housing Opportunities for Persons with HIV/AIDs (HOPWA) Program
- Multifamily Housing Service Coordinator (MFSC) Program and Budget-based (B-b) Funding Service Coordinators
- Resident Opportunities and Self Sufficiency (ROSS) Service Coordinators Program

Transition Period

- Transition is over multiple years.
- The pilot will have a select number of programs in the first year.
- Pilot will test and refine the model's design concept.

Data Collection

- Grantees will collect data elements only relevant to their grants as determined by each HUD program.

Data Reporting

- Participant Record-level report is annual.
- Data or measures that are not in the Standards for Success Participant Record-Level Information (PRLI) is not included in SFS reporting.
- Grantees will not be evaluated against performance measures.

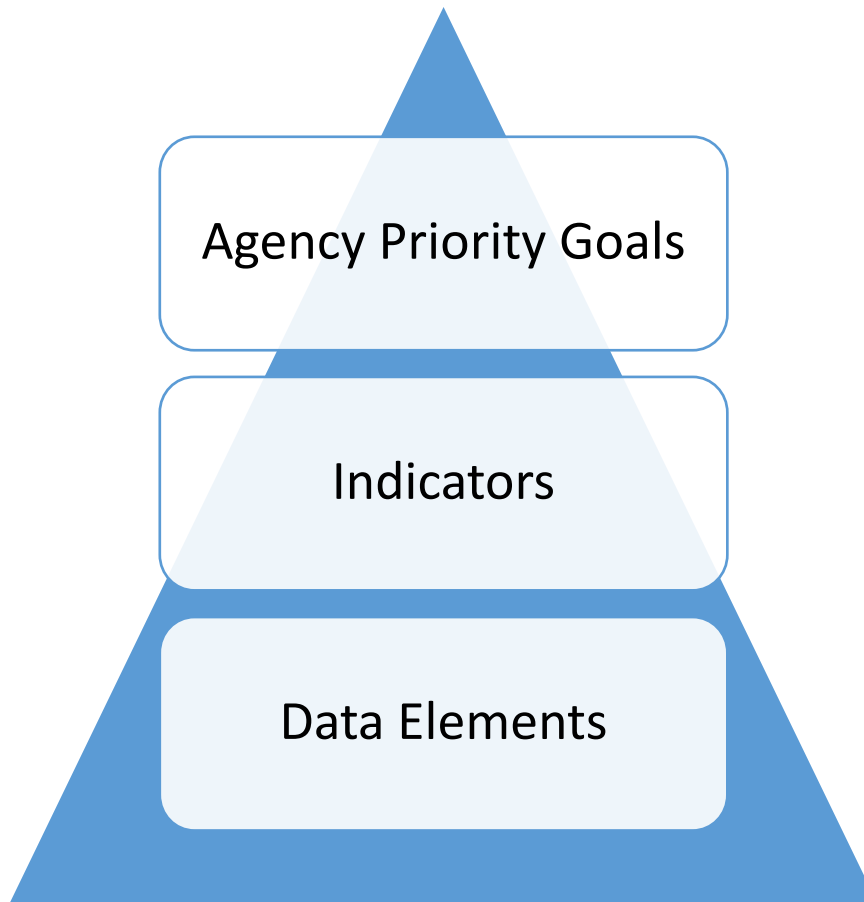
Privacy of Participant Information

- No personally identifying information (PII) reported to HUD.
- HUD will report-out only aggregate data.

Technology

- Use existing or new management information software to collect and upload data
- Online data collection and reporting tool provided to all Grantees

Standards for Success Indicators



The Standards for Success indicators are designed to answer five fundamental questions on grant effectiveness.

1. Does Participant economic independence and self-sufficiency improve?
2. Does the ability to live independently improve?
3. Does participation reduce homelessness?
4. Does participation in grant-funded housing services improve other quality of life outcomes?
5. Do the grant-funded housing services help participants meet their housing needs?

Standards for Success Indicators (continued)

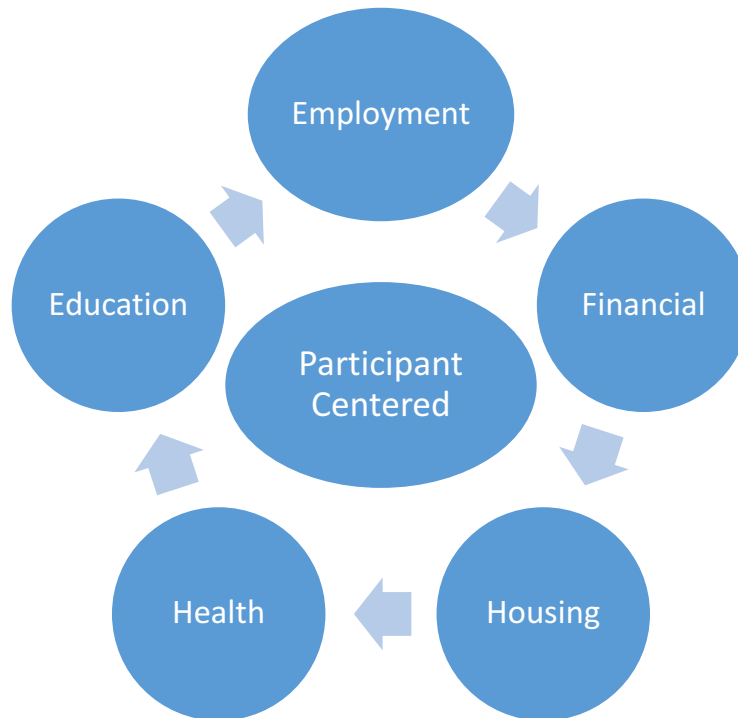
Focus Areas		Participant Standards for Success Indicators*
Self-sufficiency	Financial	<ul style="list-style-type: none"> Average quarterly earnings
	Employment	<ul style="list-style-type: none"> Employment rate
Quality of Life	Education	<ul style="list-style-type: none"> Participation rate in Head Start or Pre-K Participation rate in high school or GED prep Percent attainment of a degree Percent attainment of a vocational/occupational license or certificate
	Health	<ul style="list-style-type: none"> Percentage with a primary health care provider Percentage who received routine medical exam in the last 12 months Percentage with health plan coverage Percentage with asthma who have asthma-related emergency room visits Percentage of children with elevated blood-lead level results
Housing	Housing	<ul style="list-style-type: none"> Utilization rate of services/programs by homeless individuals Average time from homelessness to permanent placement Percentage of chronically homeless that is permanently housed Percentage in neighborhood of opportunity Percentage of income spent on housing and transportation Percentage that improved living situations

- Number of households receiving supportive services spans all focus areas.

* The first year of the pilot does not include Standards for Success for capital investment measures.

Participant Centered Data Elements

Focus Areas for Participant Self Sufficiency



Grant Award Data Elements

Participant Descriptive Data Elements

Data Collection and Reporting

- Grantees will collect data on indicators only relevant to their grants as determined by each HUD program.

	Data Elements	Indicators
Total Number	98	18
HOPWA	82	16
MFSC/B-b SC	68	8
ROSS	63	10

- Calculations of indicators will be performed at HUD level, not at Grantee level.
- Grantees participating in the Pilot Program will not be required to meet benchmarked performance indicators.

Standards for Success Pilot Program – Grantees' Role

1. Maintain data Integrity - Ensuring the accuracy and consistency of the data
2. Collect data elements for each grant
3. Report Standards for Success data elements
4. Protect the privacy of Participants' personal health and identifiable information
5. Provide feedback to strengthen future refinements of the Standards for Success framework

On-line training

- HUD and StrategyGen will offer monthly training
 - Nine virtual conferences
 - Five computer-based training
- Training sessions will be recorded and accessible to Grantees through the HUD Exchange portal



Standards for Success Reference Materials

Data Integrity and Collection

1. Data Integrity Reference Manual
2. Frequently Asked Questions
3. Fact Sheets
4. Shortcuts
5. Quick References

Data Reporting

1. Data Reporting Reference Manual
2. Frequently Asked Questions
3. Fact Sheets
4. Shortcuts
5. Quick References

Charts Specific to Grant Award Program

1. Participant Record-Level (PRL) Information
2. Chart A – Success Indicators Organized by HUD's Five Fundamental Questions
3. Chart B – Success Indicators Calculations
4. Chart C – Success Indicators with Program Highlighted

Reference materials will be available on the HUD Exchange portal.

Data Integrity and Collection Reference Manual

Substance Abuse Treatment Code

Description: Participant received substance abuse treatment services

Data Integrity Rules:

- Identify Participant who received treatment from a health care provider or treatment facility for substance abuse or dependence and the time frame in which the Participant was last treated
- Substance abuse is overindulgence in or dependence on an addictive substance, especially alcohol or drugs such as hashish, cocaine, hallucinogens, heroin, or prescription-type drugs used non-medically
- Substance abuse treatment services include individual and group counseling and/or medication

Example

Applies to Grants:			
202	Y	JRAP	N
FSS	N	LBPHC	N
HC	N	LHRD	N
HOPWA	Y	MFSC	Y
JOBS+	N	ROSS	Y

Title: Substance Abuse Treatment Code

Question: Are you currently being treated for substance abuse or have you been treated for substance abuse in the last twelve (12) months?

Focus Area: Health

Data Collection Date: 12 months and 24 months

PRLI Fixed ID: 29

Substance Abuse Treatment Code

✓ Select

- 1 = The individual is being treated for substance abuse or dependence.
- 2 = The individual is not being treated for substance abuse or dependence, but did receive treatment in past 12 months.
- 3 = The individual was not treated for substance abuse or dependence in past 12 months, but did receive such treatment over a year ago.
- 4 = The individual never received treatment for substance abuse or dependence.
- 88 = Individual refused.
- 99 = Individual does not know.
- N/A

Data Collection Reference Materials – Shortcuts

Example

Data Element	Question	Response Options	Manual Page
Substance Abuse Treatment Code	Are you currently being treated for substance abuse or have you been treated for substance abuse in the last twelve (12) months?	<p>1 = The individual is being treated for substance abuse or dependence.</p> <p>2 = The individual is not being treated for substance abuse or dependence, but did receive treatment in past 12 months.</p> <p>3 = The individual was not treated for substance abuse or dependence in past 12 months, but did receive such treatment over a year ago.</p> <p>4 = The individual never received treatment for substance abuse or dependence.</p> <p>88 = Individual refused.</p> <p>99 = Individual does not know.</p> <p>N/A</p>	89

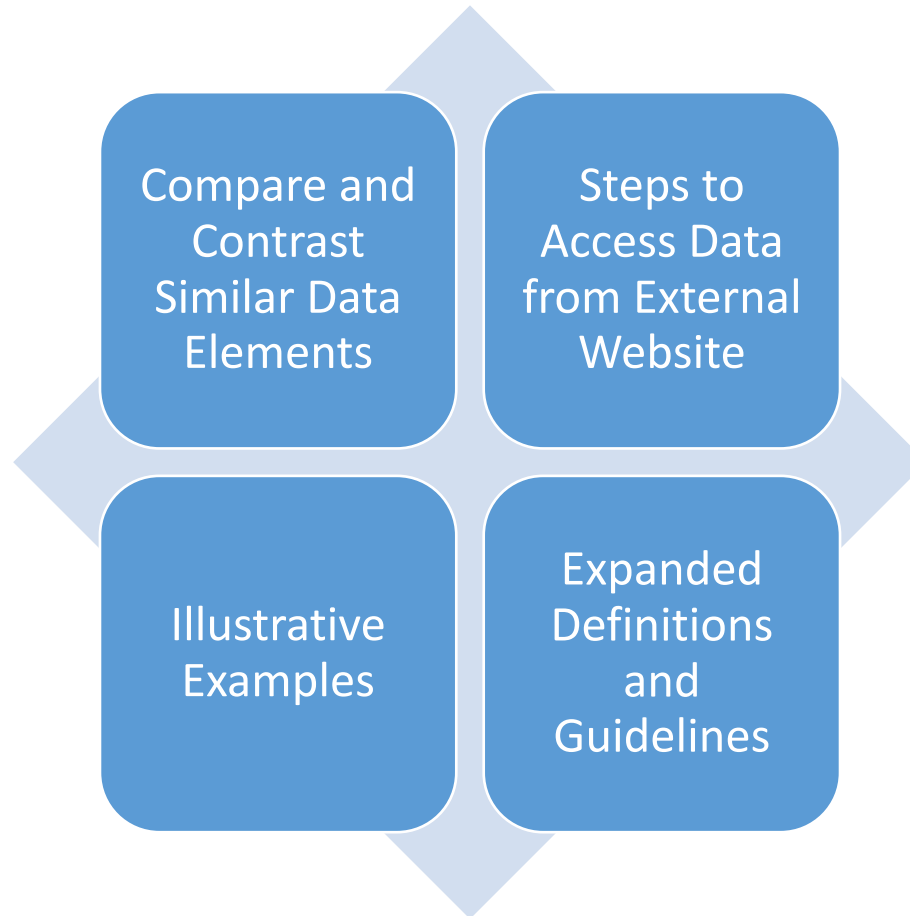
Data Collection Reference Materials – Quick References

Example

Participant Health

<input checked="" type="checkbox"/>	Data Element	Manual Page
<input type="checkbox"/>	Disability Status Code	84
<input type="checkbox"/>	Disability Category Code	85
<input type="checkbox"/>	Supplemental Nutrition Assistance Program (SNAP) Code	87
<input type="checkbox"/>	Temporary Assistance to Needy Family (TANF) Code	88
<input type="checkbox"/>	Substance Abuse Treatment Code	89
<input type="checkbox"/>	Activities of Daily Living (ADL) Count	90
<input type="checkbox"/>	Instrumental Activities of Daily Living (IADL) Count	91
<input type="checkbox"/>	Primary Health Care Provider Code	92
<input type="checkbox"/>	Health Coverage Code	93
<input type="checkbox"/>	Medical Examination Status Code	94
<input type="checkbox"/>	Asthma Condition Code	95
<input type="checkbox"/>	Asthma-related Emergency Room Visit Code	96
<input type="checkbox"/>	Food and Nutrition Service Code	98
<input type="checkbox"/>	Translation/Interpretation Service Code	99
<input type="checkbox"/>	HIV/AIDS Service Code	100
<input type="checkbox"/>	Adult Personal Assistance Service Code	101
<input type="checkbox"/>	Medical Care Service Code	102
<input type="checkbox"/>	Mental Health Service Code	103
<input type="checkbox"/>	Substance Abuse Service Code	104
<input type="checkbox"/>	Disability Requires Assistance Code	105

Data Collection Reference Materials – Fact Sheets



Data Collection Reference Materials – Frequently Asked Questions (FAQs)



HUD Standards for Success

Data Integrity Frequently Asked Questions (FAQs)



Example

What is Standards for Success?

Standards for Success is HUD's new data collection and reporting framework for its discretionary grants.

How is Standards for Success different from the current approach to reporting?

The Standards for Success framework offers:

- Standardization of data elements, definitions, data collection and reporting;
- One reporting tool for multiple types of grants eliminating duplicative requirements across programs;
- Improvements in the reporting tool;
- Reduced frequency of reporting;
- Option of data extracts from current technology systems;
- Protection of privacy of Participants; and
- De-identified, record-level data collection allows for aggregation at different levels and more extensive and valuable data analysis.

When does Standards for Success become effective?

Standards for Standards for Success has a multi-year transition period beginning with a one-year proof of concept Pilot in fiscal year (FY) 2017. The Pilot will test the framework and validity of the data measures. At the pilot's conclusion after FY 2017, HUD will

Ongoing Support for Questions

HUD e-mail: askgmo@hud.gov



Timeline

Phase 1: Preparation *October 2016 – December 2016*

- Engage program staff and pilot grantees

Phase 2: Data Collection *January 2017 – September 2017*

- Pilot grantees collect data
- StrategyGen provides training and related resources throughout
- Pilot grantees provide feedback

Phase 3: Data Reporting *October 2017*

- Pilot grantees report data to HUD
- Pilot grantees provide feedback

Phase 4: Pilot Assessment *November 2017 – February 2018*

- HUD will review pilot and feedback
- Further changes and refinement made for improvement and broader implementation

Summary

- HUD's Standards for Success Framework offers standardization; a single reporting tool; reduced reporting requirements; option of data extracts from existing tools and protection of privacy of Participant information.
- Grantees' roles include maintaining data integrity; collecting and reporting data; protecting Participant privacy and providing feedback regarding the framework.
- Data or measures that are not in the Standards for Success Participant Record-Level Information are not included in SFS reporting.
- The Pilot Program does not include a requirement of meeting benchmark performance standards.
- A variety of training and related resources are and will be available to help acquaint Grantees with the Standards for Success framework, methodology and tools.
- Pilot Grantees' feedback is valuable for future refinements and improvements to Standards for Success.

Questions and Answers

Questions or Feedback Contact Information

HUD e-mail: *askgmo@hud.gov*

Include Standards for Success in the e-mail's subject line.

HUD Standards for Success Virtual Conference 1 – Overview and Training Resources – Speaker’s Comments

Page 1 HUD Standards for Success Overview and Training Resources

- Hello, I’d like to welcome and thank everyone for joining today’s session. My name is Dr. Rob Haley. I am Executive Vice President of Strategy Gen.
- StrategyGen is a small 8a woman owned business that specializes in quality and performance improvement.
- StrategyGen is contracting with Housing and Urban Development (HUD) to facilitate HUD’s Standards for Success Pilot Program. I think most of you participated in Standards for Success Pilot Program kickoff that was facilitated by Thaddeus Wincek who is with HUD’s Office of Strategic Planning and Management. If you were not able to participate in the kickoff, a recording is located on the portal. I really encourage you all to listen.
- The topic of today’s session is HUD Standards for Success Pilot Overview and Training Resources. I am so excited about the Pilot Program because it will provide a single reporting tool. It will also:
 - reduce reporting requirements;
 - allow us to have data extracts;
 - protect the privacy of Participant information; and
 - it will help us communicate our many, many successes.

Page 2 Objectives of Session

- We have three objectives for today’s session.
- Our first is a very important one, it is to review the Standards for Success program, the components, and grantee roles. All the HUD Grantees do a phenomenal job serving the Participants in your grants and other programs. We want to help you better communicate the extent of the services you provide and the related benefits you provide to your Participants. When we use the term “Participant”, we mean the people you serve, those who you enroll in your program, and those who receive the benefits of your services. These are the Participants.
- Our second objective is to increase your understanding of our training approach and describe the additional resources. We are working very hard to provide a generous number of resources for you. Resources vary in type and format. We know and understand individual styles vary due to the various ways that people learn. We are providing resources such as:
 - virtual conferences;
 - manuals;
 - Quick Reference sheets; and
 - questions and answers (Q&As).
- These are accessible at various times to accommodate your schedules.

- For our third objective, we will take a few moments to discuss several common questions with answers received to date. We will also discuss how to share your insights and get additional and future questions answered.

Page 3 At the end of this session, you will:

- At the end of this session, hopefully you will increase your knowledge of the Standards for Success Pilot Program, and then understand key activities requested of Grantees in the Pilot Program.
- We want you to understand the training and reference resources, and most importantly, we want to hear from you. We want you to understand how you can provide feedback and ask your questions.

Page 4 Standards for Success Framework

- 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 to showcase their many activities and accomplishments.
- You may even find that this information is useful for developing internal action plans and levels of accountable and pertinent interventions.
- You may also use it to find gaps in resources in your geographical areas.
- I think some things you may like the most about the framework are the advantages of standardized data elements (and their definitions) and approach to collect and report data. No more guessing on how to record and use data. All of you will be using standardized data elements which will further be defined.
- One reporting tool is being used for multiple grantee types thus eliminating duplication. There are improvements in the reporting tool. There is the option of data extracts from current systems and protection of privacy by de-identifying information.

Page 5 Standards for Success Pilot Program

- Grant Programs in Pilot
 - The Pilot Program participation is designated for discretionary Grantees from the Housing Opportunities for Persons with HIV/AIDs (HOPWA) Program, Multifamily Housing Service Coordinator (MFSC) Program, Budget-based (B-b) Funding service Coordinators, and Resident Opportunities and Self Sufficiency (ROSS).
 - AASC Online users are participating in the Pilot because new reporting requirements will be built directly into AASC Online. There are many benefits to participate in the Pilot Program. I want to name a few.
 - It gives a first-hand look and experience with HUD's new reporting approach before broader implementation.

- It gives the ability to provide feedback to better serve Grantees' and Participants' needs.
 - It also means you are not being held to any benchmark on data collected during the Pilot.
- There is a transition period. Standards for Success has a multi-year transition period beginning with a one-year proof of concept Pilot in fiscal year (FY) 2017. The Pilot will test the framework and validity of the data measures. At the Pilot's conclusion after FY 2017, HUD will assess the Pilot, review feedback from users and make refinements for broader implementation.
- Data Collection
 - Grantees will collect data elements only relevant to their grants as determined by each HUD program.
 - There are many reference materials, several of which we will discuss are helpful in identifying data elements relative to each program. Reference materials are tailored to your individual program so it makes it easy to identify which data elements you collect.
 - The new framework standardizes the data that is collected and gives descriptions, definitions, and additional guidance for what to include. It helps to remove any questions you may have when collecting data.
 - It ensures data collected is consistent across programs. For example, what is being collected by HOPWA is being collected in the same way by Multifamily Housing Service Coordinators, by Budget Based SC and by ROSS.
 - It allows for data analysis over time and provides consistency in the data collected allowing for looking for trends and changes. It's an apples to apples comparison.
 - It can occur more than one time a year. For example, "Highest Education Code" may change if the Participant completes a GED or attains other type of a degree.
- Data Reporting
 - The Standards for Success reporting occurs once each year. Exceptions to one report: HOPWA's APR (Annual Performance Report) remains a required reporting activity. HUD is making efforts to avoid this type of duplication of reporting activities with Standards for Success.
 - Multifamily Housing Service Coordinators (MFSC) and Budget Based (B-b) Funding Service Coordinators will submit one last semi-annual report covering the time period October 1, 2016 through December 31, 2016. Due date for this report was January 30, 2017.
 - Standards for Success focuses on performance reporting. The first year of the Pilot does not include financial reporting. Standards for Success includes data and measures that are in the PRL, the Participant Record Level. The Participant Record-Level (PRL) Information or PRLI is a HUD Reference document. HUD provided the document in the preceding HUD Standards for Success Kickoff on-line conference. We will discuss PRL in more detail later in this session.
 - Any data or measures presented in the Pilot which are new to the Program/Grants will not be evaluated or rated.
 - There may be other data on which Grantees collect and report that is outside the Standards for Success PRL data measures or they were collected before the

Standards for Success Pilot and the programs may be evaluating. For example, budget/financial data again is not included.

- Privacy –
 - The Data Reporting requirements to HUD excludes all Personally Identifiable Information in order to protect individual privacy rights. This is very important to us. This includes personal health data under Health Insurance Portability and Accountability Act (HIPAA). HUD does not ask Grantees to report any personal health or other Personally Identifiable Information. Personally Identifiable Information (PII) is kept at the Grantee level and will not be reported to HUD.
 - Grantees submit de-identified information to HUD. No PII is reported to HUD. HUD only reports aggregated data.
- Technology
 - The new on-line data collection and reporting tool, InForm, accommodates Grantees' current data management systems. Grantees in various programs have different ways in which they collect data. For example:
 - Some of you in ROSS use manual data while a few of you are on AASC, others in HOPWA use a manual data entry portal plus an existing tool, MFSC/Budget based coordinators use the AASC system.
 - AASC stands for American Association of Service Coordinators.
 - InForm accepts predetermined system to system file transfers, XML file uploads, and direct data input.
 - If you do not have a reporting tool, here is your solution!

Page 6 Standards for Success Indicators

- The Standards for Success framework focuses on 18 success indicators aligned with HUD's Agency Priority Goals to measure the self-sufficiency and ability of HUD beneficiaries to obtain and maintain housing.
- The Pilot Program does not require Grantees participating in the Pilot being held to any benchmarked performance standards.
- HUD calculates the indicators. Grantees are not required to calculate the indicators.
- Indicators can serve as a source of information for Grantees for assessing, planning, and if appropriate, adjusting programs. The indicators are designed to answer five fundamental questions on grant effectiveness. We will be seeking to answer the following five questions:
 1. Does Participant economic independence and self-sufficiency improve?
 2. Does the ability to live independently improve?
 3. Does participation reduce homelessness?
 4. Does participation in grant-funded housing services improve other quality of life outcomes?
 5. Do the grant-funded housing services help Participants meet their housing needs?
- These fundamental questions align with HUD's Agency Priority Goals (APGs). HUD's two-year Agency Priority Goals serve as key measures of success in furthering HUD's mission. By monitoring progress on the APGs, HUD can picture its progress towards achieving its priorities.

- Data elements are individual items of information such as maybe a calendar date, number or status code. They provide data and information for indicators. The indicators are derived from 98 data elements that provide information regarding the Grant Award or Participant.

Page 7 Standards for Success Indicators (continued)

- The Standards for Success indicators include are aligned to HUD’s Agency Priority Goals. For example, the financial goal of “Average quarterly earnings” corresponds to “Self-sufficiency”. In the next column over you can see the focus areas of “Financial” and “Employment” are aligned with “Self-sufficiency”.
- The focus areas of “Education” and “Health” are aligned with “Quality of life”, and the focus area of “Housing” is aligned with “Housing”.
- The way the table is set up, shows a logical progression from Agency Priority Goals, to focus areas, on to Standards for Success indicators.
- For example, the success indicator “Average quarterly earnings” directly ties to HUD’s Agency Priority Goal of “Improving self- sufficiency”.
- This concept may be new to you. It is simply a way to categorize or organize the 18 indicators and the 98 data elements into groups. We think it facilitates “getting your head around” the 98 data elements.
- Future training sessions will be organized around these five focus areas. We plan to go into them more in detail in future training sessions.
- At the bottom of the page there is a lone bullet “Number of households receiving supportive services”. This spans all 5 focus areas. The reason why it is listed outside the table, on its own, is because the indicators include a measure related to capital investments. However, the first year of the Pilot does not include capital investment measures.

Page 8 Participant-Centered Data Elements

- The pilot training plan is Participant-centered. You will see around the Participant-centered circle in the slide that we have Employment, Financial, Housing, Education, and Health.
- The five focus areas allow us to organize and categorize indicators and data elements into groups. This grouping will directly correlate with future training sessions regarding data collection and reporting of the specific elements.
- There are also Grant Award data elements and you will see that towards the bottom of the slide such as services described in your grant application and expected benefits of your services to each person or Participant in your program.
- There are also Participant data elements such as how many people you served and who they are.

Page 9 Data Collection and Reporting

- I have great news for you guys. You will only be asked to collect data on indicators relative to your program. For most Grantees, the number is significantly less than the total numbers of 98 data elements and 18 indicators.

- As you can see in the table, all 18 indicators do not apply to each program. In addition, the calculation of the indicators will be performed at the HUD level. You will not be asked to perform these calculations.
- As a reminder:
 - The Pilot does not include any requirements for Grantees to meet benchmarked performance. Grantees participating in the Pilot Program will not be required to meet performance measures. The purpose of the Pilot Program is to test the feasibility of the framework and methodology. It assesses what works and identifies opportunities for refinements. That's why hearing from you is so important.

Page 10 Standards for Success Pilot Program – Grantees' Role

- Some of you are asking what your role is? There are five things.
- Data Integrity
 - Data integrity means ensuring the accuracy and consistency of the data you collect. Data integrity refers to the overall completeness, accuracy and consistency of data. It is a critical aspect to Standards for Success and any data collection and reporting framework. Maintaining data integrity also benefits Grantees as it helps ensure your work is accurately represented.
- Data Collection
 - Data collection is gathering and inputting information.
- Data Reporting
 - This is submitting data for informational summaries. Now remember, HUD will report-out only aggregate data.
- Privacy
 - I cannot stress the following enough-protecting the privacy of Participants' health and other Personally Identifiable Information. No Personally Identifiable Information will be reported to HUD.
- Feedback
 - Providing feedback for refining the Standards for Success framework to best serve your Participants' and your needs.
 - HUD is seeking your feedback to better serve Grantees' and Participants' needs. The Pilot Program is testing the Standards for Success proof of concept.
 - Please provide feedback to influence future refinements and expansion of the Program.

Page 11 On-line Training

- HUD representatives and contractors are offering a variety of opportunities to increase knowledge about Standards for Success and its components including a series of webinars and computer-based training.
- We are providing a Data Integrity Reference Manual addressing what, when and how to collect data elements and an explanation of the success indicators.
- We are providing a Data Reporting Reference Manual explaining the InForm tool, the new data collection and reporting tool, and we are providing a set of Frequently Asked

Questions (FAQs), Fact Sheets, Shortcuts, and Quick References for *both* Data Collection and Data Reporting. We will discuss each of these in more detail.

- The Grantee on-line or web-based training sessions include virtual training sessions offered monthly. Each session is approximately 45-60 minutes in length. The pre-recorded and archived monthly training sessions can be viewed at your convenience.
- There will be several live Q&A sessions for Grantees scheduled each month. Recordings of each of these sessions will be accessible to Grantees through the HUD Exchange Portal. All training and reference materials will be available on the HUD Portal. Existing educational and reference materials are available on the HUD Portal, as well as when new materials are developed, they will also be available on the HUD Portal.

Page 12 Standards for Success Reference Materials

- We have a lot of different reference materials for you to use for various learning styles.
- The following sets of reference materials are or will be available for both of your major activities. Again, these activities are data integrity and collection and data reporting. We will acquaint you with each of these reference materials.
- If you look at data integrity and collection, you will have a Data Integrity Reference Manual, FAQs, Fact Sheets, Shortcuts, and Quick References.
- Similarly, with data reporting you will have a Data Reporting Reference Manual, FAQs, Fact Sheets, Shortcuts, and Quick References.
- HUD provides additional sets of reference material tailored to each of the Grant Programs. These reference materials specify information relative to each individual Grant Program. They were reviewed in detail in the Standards for Success Kickoff on-line conference so I will not go into details in this session. I will remind you the reference information includes:
 - Participant Record-Level (PRL) Information;
 - Chart A – Success Indicators Organized by HUD’s Five Fundamental Questions;
 - Chart B – Success Indicators Calculations; and
 - Chart C – Success Indicators with Program Highlighted.
- HUD provides access to these materials in several ways. The first way is the HUD Portal and supporting documents provided as part of on-line conferences. These documents can be downloaded when participating in the on-line conference. Also, they are attachments to e-mails regarding on-line conferences.

Page 13 Data Integrity and Collection Reference Manual

- Let’s discuss the data collection and reference material a bit more.
- The manual summarizes what data elements to collect, when to collect, how to collect, and the Standards for Success indicators. The manual provides practical, and actionable information to facilitate your efforts to collect data. It is designed to make data collection as straight forward as possible for you.
- Let’s take a look at an example of an entry for the data element “Substance Abuse Treatment Code”. For each data element, the manual provides a brief description, which

is meant to be a quick and easy way to understand the data element. For Substance Abuse Treatment Code, it is Participant received substance abuse treatment services.

- What's really great about this is that we also provided a summary box. This is titled "Applies to Grants". This is a simple graphic to help you identify if your Program collects the data. The program name reads alphabetically down each column. Programs that are required to be collect the data element are highlighted. Look at the example 202, HOPWA, MFSC, and ROSS collect data on Substance Abuse Treatment Code.
- There are guidelines that provide clarifying information regarding what is included in, or excluded from, the data element. These guidelines help ensure data is collected consistently and accurately across programs and across time.
- The manual even provides a question you can use to solicit the requested information from a Participant. For Substance Abuse Treatment Code, you can ask, "Are you currently being treated, or have you been treated in the last 12 months for substance abuse?"
- Reminder of which of the 5 focus areas the data element belongs-the five focus areas are: Employment, Financial, Education, Health, and Housing. As you can see, the focus area for Substance Abuse Treatment Code is the Health focus area.
- Data Collection Date is important.
- PRLI (PRL) Fixed ID refers to the Participant Record-Level (PRL) Information, a HUD Reference document. HUD provided the document in the preceding HUD Standards for Success Kickoff on-line conference. HUD will also make it available on the HUD Portal.
- The PRLI lists the data elements, definitions and other reference information and assigns an identification number to each data element. The Fixed ID number facilitates your finding a specific data element in the PRLI. The data elements are listed in sequential order by fixed ID in the PRLI.

Page 14 Data Collection Reference Materials - Shortcuts

- I am so excited about this slide. We call these Shortcuts.
- Shortcuts are tailored to each of the Grant Programs in the Pilot. It's a quick reference for data collection reference material. The Shortcut assists the Grantee with the following:
 - Identify relevant data elements to collect;
 - Ask questions for gathering information for the data element;
 - Understand and enter possible response options; and
 - Refer to the page in the manual for more details.
- Looking at Shortcuts, you can see alignment between questions and response options. Knowing the response options helps you tailor a question (or a follow-up question) in a manner that facilitates selecting the response option that accurately reflects the situation.
- The Grantee is responsible for asking the question to complete the data collection and reporting to HUD. However, the individuals are not required to provide an answer.
- Therefore, for any and every question, Grantees can always enter "Individual refused" or "Individual does not know". The N/A (not applicable) refers to data elements that you are not required to collect for your program or that do not apply to that Participant.
- These Shortcuts cover the essentials. It can be considered a pocket guide for those of who you who have learning styles that enjoy a quick reference.

Page 15 Data Collection Reference Materials – Quick References

- We are providing additional reference materials.
- There is a Quick Reference document for each Grant Program in the Pilot, tailored to the specific Grant Program. Grantees have these Quick Reference checklists available for their use. This checklist assists Grantees to identify all the relevant data elements to collect for their Program. It is a quick reference tool that can be used in a number of ways:
 - in advance to plan for data collection;
 - during data collection to mark off data as you collect it; and
 - it can also be used after collecting data to double check the relevant data elements were collected.
- If you like to check off an item, note that there are boxes on the left side of the page for your use to keep you organized.
- Once again, for each data element, the corresponding page in the manual is included in the event you are interested in more detailed information.
- Just a little bit of how it works, looking at the table on the slide you will notice in the example that the first column contains the checkoff box for Participant Health. The data element in the first row is Disability Status Code. It can be found in your Data Integrity Reference Manual on page 84. We also have it for Disability Category Code and Supplemental Nutrition Assistance Program (SNAP) Code and on down this list. So, this is a cool tool, or guide for you guys to use.

Page 16 Data Collection Reference Materials – Fact Sheets

- We have additional reference materials because we understand that data elements vary in their complexity. We wanted to provide various ways to present them to simplify that complexity.
- A set of Fact Sheets is available to assist Grantees deepen their understanding of select data elements. The Fact Sheets vary in their formats. The available Fact Sheets include the following types of documents, which I will briefly describe as you see in the boxes on the slides.
 - A graphic that compares and contrasts similar data elements to help the Grantee distinguish among various terms and data. For those of you who like visuals, this is for you.
 - We also provide a step-by-step guide, complete with screen shots, to guide Grantees through the steps to correctly find requested data from a website external to HUD.
 - Third, we provide expanded definitional information and guidelines on when to collect and report data.
 - Finally, we provide definitional information in the form of two brief case studies or examples. The case studies demonstrate whether a Participant meets the criteria for that data element. Each case study is about one page in length.

Page 17 Data Collection Reference Materials – Frequently Asked Questions (FAQs)

- For additional reference materials (in case what I have presented is not enough), we also provide a document summarizing Frequently Asked Questions (FAQs) pertaining to the Standards for Success Program.
- We have collected some frequent and interesting questions from e-mail, on-line conferences, and live question and answer sessions. Here are a few of your questions and answers.
- Question: What data formats can be uploaded to the new on-line reporting tool?
 - Answer: InForm, the new on-line reporting tool, accepts the XML data format.
- Another question we had in one of our sessions: What is AASC?
 - Answer: AASC is a data collection and reporting tool used by some Grantees. If you do not use AASC, good news-disregard any comments specific to AASC.
- Another question: What is the relationship of e-Logic and Standards for Success?
 - Answer: Standards for Success is replacing the e-Logic model. There is no need to use both e-Logic and Standards for Success. You can use only Standards for Success.
- Another question: I do not currently have an automated tool for collecting and reporting data. What do I do?
 - Answer: I'm glad this question was asked. Do not worry! Standards for Success new tool, InForm, provides the capabilities for collecting and reporting data. We are offering a great solution.
- Question: Does the Standards for Success Pilot include financial reporting?
 - Answer: That is a very good question, the Standards for Success Pilot is currently focusing on performance reporting. The first year of the Pilot does not include financial reporting. Subsequent years may incorporate the Capital Investment Record-level Report.

Page 18 Ongoing Support for Questions

- I know many of you are wondering how to ask questions as well. Those of you who are joining live can ask questions during the session.
- If you have any questions at another date regarding Standards for Success, please contact HUD by e-mail at askgmo@hud.gov.
- We really do want you to provide feedback and submit questions regarding Standards for Success. We don't want you to be confused and we are here to help.
- One important thing, when you e-mail us, include Standards for Success in the e-mail's subject line.
- Can't say this enough, please include Standards for Success in the e-mail subject line so we can answer you as quickly as possible.

Page 19 Timeline

- Some of you may be thinking, "What the timeline is for this Standards for Success Pilot Program?" This slide describes the timeline in four phases and what is included in each phase.

- Phase one is called the preparation phase and it occurred between October 2016 and December 2016. Many of you participated in the Standards for Success kickoff session by Thaddeus Wincek. Those of you who participated, thank you. Those who didn't, please go to the HUD Portal and listen to the session.
- Phase two is data collection which we are moving in to. It takes place January 2017 to September 2017. Pilot Grantees collect data. StrategyGen provides training and related resources throughout the collection period and you provide us with your feedback. Your feedback is instrumental to tailor training to meet your needs and improve the data collection process.
- Phase three is data reporting and is scheduled for October 2017. Grantees will provide data to HUD.
- Phase four is the pilot assessment scheduled to begin in November 2017 through February 2018. HUD will review your feedback and make changes and refinements for broader implementation.
- We really appreciate your participation in this process. Your feedback and what you are doing will help us in this incremental rollout process. It will make it good for you all, as we improve on your feedback. It will also improve the expansion of this program across HUD.

Page 20 Summary

- HUD's Standards for Success Framework offers:
 - Standardization;
 - a single reporting tool;
 - reduced reporting requirements; and
 - the option of data extracts from existing tools and protection of privacy of Participant information.
- I know all of these things are really important to all of you.
- Grantees' roles include:
 - maintaining data integrity;
 - collecting and reporting data; and
 - protecting Participant privacy and providing feedback regarding the framework.
- Data or measures that are not in the Standards for Success Participant Record-Level Information are not included in Standards for Success reporting.
- The Pilot Program does not include a requirement of meeting benchmark performance standards and a variety of training and related resources are and will be available to help acquaint Grantees with the Standards for Success framework, methodology and tools.
- Importantly: Pilot Grantees' feedback is valuable for future refinements and improvements to Standards for Success.

Page 21 Questions and Answers

- For you participating in a group virtual conference on Adobe Connect, that's what you just logged in to, there will be a live Q&A session following this presentation.
- For those of you watching independently. HUD offers recordings of the Q&As that occur at the end of their conferences.

- In addition, you have the FAQ sheet and the option of e-mailing HUD with your questions.
- On behalf of HUD's Office of Strategic Planning and Management, I just wanted to take a moment to thank you for listening to this presentation and being on the cutting edge of HUD's new Standards for Success program.