

MTW Cohort 2

The MTW Supplement and the Public Process, Part 1

Marianne Nazzaro: Fantastic. Hello, everybody. Welcome back to the -- I guess the Cohort 2 step and tiered rent onboarding sessions. We are thrilled to have you back and to be here with you to talk about the MTW supplement and so -- and also to answer any questions that we can as it relates to the supplement or anything MTW expansion related. Laura, if we could go to the next slide, please.

And as a -- we're trying different things with the technology relating to mute, unmute, text, all of that. So the goal here is to have as much interaction as possible, whether it's through the chat feature or through hearing you. So that's why for today's conversation, we do have the -- you will have the opportunity to unmute yourselves and say, hey, Marianne, I want to ask you something. I want to say hi.

So for the MTW supplement to the PHA plan, it's a very basic piece of kind of what you all as MTW expansion agencies will be doing. It's really kind of going to be spelling out what you are doing with MTW.

So we're doing it through a three-part training series. The first part is today, and we'll give kind of an overview what is the supplement? How do you get to kind of fill it out? How do you get to that point?

The second part, we will talk in two weeks on July 28th at 2:00 Eastern. And on that piece, we'll delve deeper into the actual supplement, and we will actually -- Wendalyn Hovendick will walk you through the various pieces of the online form itself so you can get familiar with it.

And also, we will have a optional office hours. Similar to what we did for the finance training, we'll be inviting that cohort 1 agency's back and we'll be able to answer any questions that you guys have, a cohort 1 agencies have, and just to make sure that everybody has the information that you need for the supplement. So next slide, please, Laura.

So today we are going to be diving deep into the MTW supplement. Again, what is it? Why do you need to submit it? What do you need to do to submit it?

Public engagement, public engagement never stops. We heard some really good feedback from you all on the call that we had a few weeks ago with the evaluators about the public process that you had, what worked, challenges that you had. That public process will happen continuously throughout your participation. And so, we'll delve a little bit deeper into that as well.

We'll talk about what do you need to do? What do you need to have? What do you need to think about as you're completing the supplement to the PHA plan? We'll give you as a first introduction to the supplement, and then we'll kind of walk through it together.

So I think we're trying to make it as interactive as possible. We're trying to make it as interesting as possible. You guys can let us know if we succeed in that, but we're really looking forward to today's conversation. And remember, while all of you, each of the 10 agencies have applied and have been selected as an MTW agency, there are a few steps that you need to take before you are actually designated as an MTW agency.

Part one is the MTW amendment, which we've talked about, which you submit to HUD, and then you signed, your board signed, submitted to HUD, HUD countersigned it, sent it back. That needs to happen first. You need that before you can submit a supplement or anything like that, and everything comes from that point.

So with that, I am going to introduce our next presenter. Crystal Mills is a housing innovation specialist and a MTW desk officer here at HUD headquarters. And Crystal will kind of walk you through the supplement, and you'll get to know her very well in the next couple of days. So Crystal, off to you.

Crystal Mills: All right. Awesome. Thanks, Marianne. Next slide, please.

Okay. So thanks, Marianne, and thanks, everyone, for joining us here today. I'm Crystal Mills, and I'm excited to speak with you all about HUD Form 50075-MTW, otherwise known as the MTW supplement.

The MTW supplement, it's a web-based form that captures the reporting requirements for MTW expansion PHAs and will be submitted at least once per year as part of the standard PHA plan process. So true to its name, the MTW supplement will serve as a supplement to your annual PHA plan. So you will continue to submit your PHA plans annually in the same way and time that you always have.

The supplement was developed with the purpose of collecting information on the policies that are being implemented at MTW expansion agencies.

You will also use the supplement as a tool to communicate your future plans with your residents and community stakeholders. And we at HUD will use the collected information to monitor and evaluate your MTW program so that we can learn from it. And all MTW expansion agencies, including small agencies, will need to submit the supplement on an annual basis.

And I just want to make sure that it's really clear that all of the content that you will see listed in the MTW supplement is mirroring the content and requirements spelled out in the MTW operations notice. Therefore, please let the MTW operations notice be your compass and guide both before and after submitting your supplement.

One important question that we continue to receive is, when can we submit the MTW supplement? So MTW expansion agencies will be allowed to submit the MTW supplement once, as Marianne mentioned, a signed and executed ACC amendment is in place, once you are officially designated as an MTW expansion PHA, your agency's designated, when a contact will be permitted to gain access to the MTW supplement form. But more on that to come.

After completing the public process requirements, an MTW expansion agency may submit in their supplement. Also, got to complete the requirements first.

Now, in the case where your agency has already submitted your annual PHA plan, you will have the option of submitting in the supplement as an amendment to your currently approved PHA plan. So you don't have to wait until the next cycle. You don't have to wait until the next year for your scheduled submission date. You can submit it earlier as an amendment to your PHA plan and submit the MTW supplement.

However, the order of submission should always be to submit in your PHA plan first, as the MTW supplement is the supplement to the PHA plan. Therefore, you wouldn't be able to submit a new or amended MTW supplement without first amending the annual PHA plan.

You will want to work -- you will want to work with your assigned field offices, as they will have oversight over your programs, work with your evaluators, and remember that both the PHA plan and the MTW supplement must go through the public process requirements that are listed out in MTW operations notice.

That said, speaking of public requirements, both process and public engagement, I'll pass it over to MTW Deputy Director John Concannon to tell you about what a successful MTW public process will entail. John?

John Concannon: All right. Thank you. Thank you, Crystal. Well, we have talked about public engagement several times before, and there's a reason why we're returning to the topic today and building on what Crystal said about the MTW supplement.

PHAs are -- you all are used to doing public hearings, and we want to make sure that you hear loud and clear from your -- for your MTW efforts to be successful, you're going to want to actively engage your residents and your communities and your partners in a public process that will be woven throughout your PHA plan and everything you're doing with your MTW flexibility.

The operations notice really tells you the bare minimum of what's required. And just a quick recap on that is -- and we've gotten some questions -- is, if you are just submitting MTW waivers, you would follow the standard PHA plan public comment requirement. So you'd have one public hearing, and in that public hearing, say, for your PHA plan, you could also have -- in the very same hearing talk about your MTW supplement to the PHA plan.

Now, if you're submitting to us a safe harbor waiver or an agency-specific waiver, that would require an additional meeting or kind of a separate meeting. But we have heard from agencies, could they do this meeting, say, at 6:00 p.m. you talk about the -- your PHA plan and MTW supplement? Could -- at 7:00 p.m. you talk about the safe harbor waivers? You can do that, sort of piggyback them one off the other. So just wanted to cover that again.

But we have heard from current MTW agencies, the original 39, and they'll tell you again that involving residents and getting their insight is critical to success. Now, we know engaging and keeping engagement high can be challenging for MTW agencies and non-MTW agencies, and I think we've seen some even new success around doing things virtually in conference calls. So certainly recommend building that into your process.

Now, while there's no one right way to engage residents in the surrounding community, successful strategies generally include -- and this is what we've gotten from your peers, is establishing trust, educating residents about MTW. I want to say even in the HUD building we talked about stepped and tiered rents. So you can get some blank looks. So we know that can take some educating. Being inclusive, and coming prepared.

Now, the MTW public process is not the same public process you may be used to for PHA plan, but it just requires a little bit more comprehensive strategy. Next slide, please, which leads us to we have put together this I think is a great interactive training on the HUD Exchange.

As you can see here, up on the upper left, the screenshot, that's Paul Vranicar from Atlanta Housing Authority. Paul and other PHA staff members are on this video, and they talk about helpful tips that work for them in engaging the public. We know it's one thing to hear it from HUD. We think it's another to hear it from your peers. And when we came together at the MTW conference a couple of years ago, we got everyone together for a great idea and we made this video.

So but it will contain a lot of strategies and information for you to use, including kind of putting it into practice and real-life tips. So all these testimonials can really help you, and it's about a 10-minute interactive training where you can think through the four strategies I talked about, trust, education, inclusivity, and preparation, and apply them to real-world scenarios when you're thinking through some of the activities you want to implement.

So with that, I will pass it to Marianne.

Marianne Nazzaro: Fantastic. Thank you, John. Thank you, Crystal. Some really good information there and good reminders. I would like to now go to the questions part of first question section. Thanks, Laura.

First, are there any questions or comments about anything that either John or Crystal said? And just as a reminder, you can use the chat feature, or you can take yourself off mute to say -- to speak to us directly, verbally. Any questions or comments?

If you don't have questions for us, I am going to ask you guys questions, and silence is not an option. So I'm going to ask you, I guess, number two question, Diamond. The question is -- and I'm going to -- I'm going to ask you the question, list out some possible answers, and then Diamond's going to type it in so everybody can see the question. I'm not only going to ask you to answer the question, but tell me why this is the right answer or the wrong answer.

So the question is, number two, which of the following is not a recommended strategy for building effective resident and community engagement? A, establish trust? B, educate residents about MTW? C, be inclusive? D, minimize issues to sustain a positive environment or attitude? Or, E, come prepared?

Again, Diamond, if you could type those answers in too, that would be great. A, establish trust, B, educate residents about MTW, C, be inclusive D, minimize issues to sustain a positive attitude, or, E, come prepared. What's the right answer? Which one is not recommended?

Thanks, Tom. So Tom, take yourself off mute and tell us why.

Tom: Because we always want to prepare for the truth, not necessarily just put a spin on it. We want to get at what really needs to be looked at.

Marianne Nazzaro: Exactly. You want to hear the truth. Sometimes the truth isn't good, but you got to hear it.

Anything anybody else has to say about this one, about why just keeping it positive isn't always the best way to go during a community engagement? Hi, we'll --

Delores: This is Delores, and I know you --

Marianne Nazzaro: Hey, Delores.

Delores: Hi. I remember back in the old HOPE VI days when I was working with community engagement, if you did not keep it real with the residents, then it will make your process problematic down the line. And you have to be honest and open and listen to them and incorporate what they say and their ideas because we can't think of everything as a housing authority because we don't know the resident perspective.

Marianne Nazzaro: Exactly.

Delores: And engagement is critical.

Marianne Nazzaro: Absolutely. Thank you, and thank you for drawing in your experience from the HOPE VI experience as well. There's so much to learn from there that we can use here as it relates to public engagement.

Lindsey [ph], I see your comment about negative concerns might point out problems we hadn't thought about. Anything else to say on that?

Lindsey: I think that applies to our residents and to our staff. So as we're sharing broadly with staff things that we might think of at our level of operations, our front-facing staff seeing the public every day or applications might have other concerns that we hadn't processed. So hearing their feedback as well, positive or negative, could be really helpful.

Marianne Nazzaro: Absolutely. Thank you. So this next one, the question, I'm going to go to question number three, and I am going to ask that Crystal be ready. I'm going to be calling back on you. But first, I'm going to ask you guys. This is not a trick question, though it sounds like one. It's another true or false question, but there's a lot more to it than that.

The question is, true or false or maybe? You should wait until you have our resident reform completely fleshed out and all policies finalized before we complete the MTW supplement and submit it to HUD. Again, it's a true or false question with a maybe, not sure. We need to have all of our rent reform completely fleshed out and all of the policies completely finalized before we complete the supplement and submit it to HUD.

Yeah. You guys got me when I said it's a trick question. Crystal, do you want to provide some context here?

Crystal Mills: Sure. Absolutely.

Marianne Nazzaro: I don't know if we need it, based on what I'm seeing in the chat. It sounds like people got it, but go ahead.

Crystal Mills: They have a really good understanding of it. I know. I feel like our questions aren't quite hard enough. So yeah. Right. Absolutely.

You will need to complete all of the required steps in order to submit the supplement, but yeah. You guys are absolutely right. Everything may not completely be fleshed out. That includes the rent reform that you will be setting. However -- and according to the operations notice, you will need to -- we mentioned earlier -- continue to follow all the public process steps, including a second public hearing specifically regarding the rent study, document everything, and have everything ready for upload to include with your online supplement submission.

So but remember that submitting the supplement and full implementation of the activities are two different things. So if you have done all the required steps, then you can submit the supplement. And if something changes through your implementation process from what you originally intended, then you can submit an amendment to the supplement to capture the updates of that information.

And so, your participation in this cohort, stepped rents and tiered rents cohort and the research study, always work with your evaluators so that they are aware of any potential updates.

Marianne Nazzaro: Yeah. Thank you, Crystal. Any -- and you're right. I think we need to make them harder for the office hours. So any questions or comments before we move on to the next section? Okay. All right. So let us move on. Okay. Next slide.

This is my favorite slide. It's kind of crazy. So now, it's like, oh, my God. Where do we get started? We've talked about statutory objectives. We've talked about cost. What's the safe harbor? What about all this resident engagement? How does this work? Where do we -- where do we go? How do we get started?

So I am happy to let you guys know that we are all [technical difficulty] and that we are going to do a little bit of a role play. You guys don't have to participate. You can sit back in your seats with your popcorn and watch myself and my role as Marianne Azero [ph], the portfolio management specialist at the Alexandria field office. And I am having a conversation with Mr. Jeree Turlington, who is the, in this role, executive director of the Housing Innovations, Incorporated. And so, sit back, have your popcorn, and enjoy the role play.

The premise is the hypothetical cohort 2 agency, Housing Innovations, Inc., is considering what MTW flexibilities could be pursued given the construct of the rent study. The following is a conversation between the PHA's executive director and the field office portfolio management specialist. Jeree, as I noted, is the executive director of Housing Innovations, Inc., and Marianne, myself, will play the role of the portfolio management specialist at the field office.

So this is kind of similar to what a conversation may look like that you and your agents see. You're ready? Jeree, we're ready?

Jeree Turlington: We are ready.

Marianne Nazzaro: All right. Let's go.

Hey, good afternoon. This is Marianne with the Alexandra Field office. How may I help you, Mr. Turlington?

Jeree Turlington: Hi, Marianne. I'm the executive director here at Housing Innovations, Inc. We are a cohort 2 designee, and when we were applying to the cohort, we kind of looked at the stepped and tiered rents, in which we ultimately decided that stepped rents were more beneficial to our residents.

I have a couple questions I hope you can help me with as we are looking into additional flexibilities we might use in tandem with this study. Do you have a moment?

Marianne Nazzaro: Absolutely. Sure. Go ahead.

Jeree Turlington: Great. So we know that our participation in this cohort requires us to participate in a rent study. My first question is, are there any limitations to what other flexibilities we can pursue with respect to this rent study?

Marianne Nazzaro: Yeah. Absolutely. That's a great question. And as you might remember, as you should remember, I'd suggest that you take another look at the selection notice for cohort 2 under which you apply. There are certain waivers that your agency will need to wait to pursue until the rent study is over.

But that said, there's still a lot of flexibility that your agency could utilize now. So is there something specific that you guys were thinking about?

Jeree Turlington: Yeah. And I thought that might be the case. Here in our community, we are having difficulty maintaining the landlords. And so, our staff and I, or my staff and I have kind of looked into some ways that we can incentivize this and retain landlords while still kind of serving our residents the best we can. So are there any flexibilities around HQS that we can pursue? That's one avenue that we're looking at.

Marianne Nazzaro: Sure. Absolutely. And I think that, again, I think your best approach here would be to start with the operations notice, which is on the HUD website and available, and also the selection notice that we just talked about that you applied under.

But as far as I know, yeah. I do believe that all MTW agencies are able to pursue certain HQS flexibilities. You'd have to -- we'd have to go back and look at what the operations notice says, but I think there might be something in there relating to prequalifying unit inspections or maybe alternative inspection strategies. Is there a certain flexibility you're looking at? Y

Jeree Turlington: Yes. So it would be the prequalifying units and alternative inspection schedules. Here, since COVID, we kind of had a big issue with inspecting our units in a timely -- our usual timely manner. So we wanted to kind of think outside the box and see what MTW offered us as far as some flexibilities to do those and those similar instances of another pandemic rolled around or just to kind of improve our agency's operations.

And we also have a sizable demand for market rate renters. So that kind of increases the competition on us. So we think that both prequalifying units and the alternative inspection schedule could be win-wins for our agency.

Marianne Nazzaro: Awesome. That sounds great, and that definitely sounds like it could be win-win. And I think exploring those HQS waivers through the operations notice could be beneficial to both your agency and the residents. But just be mindful as you're looking at them. Pay attention to the operations notice, that while those are allowable, you do need to stay within the safe harbors noted in the operations notice. Otherwise, you'd need to request a safe harbor waiver. So just keep that in mind.

Jeree Turlington: Okay. Good to know. Thank you. So one last question, because I know your time is valuable. I'm sure other folks are getting at you right now. Where do you recommend I start?

Marianne Nazzaro: All right. So in the cohort 2 selection notice, there was a list of other waivers that could not be used, such as the work requirements, term limited assistance. So you want to make sure to review that. You could take a look at the operations notice to see if there's other things that you might be interested in doing that aren't restricted during the rent -- during the evaluation period, maybe talking to some of the other agencies as well.

But as you noted earlier, the HQS waivers might be an interesting place to start and help your agency operations and bring in new landlords and help your families as well. And that's really what MTW is all about.

Jeree Turlington: Yeah. Great. Thanks, Marianne. I definitely appreciate your time and information. My time -- my team and I are certainly looking forward to MTW. So I hope you don't get tired of this. I might reach out down the road.

Marianne Nazzaro: Absolutely. That's what we here -- are here for at the Alexandria field office. So you're very welcome. We look forward to providing any support along the way. You're well on your way. Best of luck as you get started. Goodbye, Mr. Turlington.

Jeree Turlington: Goodbye. Thank you.

Marianne Nazzaro: The end. So we're going to Hollywood maybe. Maybe not. I don't know.

So that is kind of what a conversation might look like. You heard some regular drum beats, read the operations notice, read the selection notice, talk to the field office. We're here to support in any way possible. And so, that's just kind of an example of what a conversation might be as you're thinking through your activities.

Laura, if we could go to the next slide, please. And with that, I am going to turn it back over to Crystal to talk about charting the course. Crystal.

Crystal Mills: Great. That was awesome. And scene. Okay. Thank you, Marianne and Jeree and all the folks at Housing Innovations, Inc. PHA for letting us listen in on that insightful conversation. I think that now, we are ready to chart the course ahead. That conversation is to really make you step back and think about what you want to accomplish at your agencies.

So there's a thought process that you're going to want to go through as you prepare to complete your supplement. A great place to start in figuring out what you want to do at your agency is by identifying what is your desired outcome or the effect and impact that you want to see at your agency.

And then next, you want to determine which of the statutory objectives will like your agency to have a concentration on. Is it housing choice, cost-efficiency, self-sufficiency, or a blend, as it is with many activities?

So by starting at the end goal and working your way back will help you to begin to identify the activity or activities needed to successfully achieve those desired outcomes. And in doing so, you may also find that you'll need waivers in order to accomplish your agency's desired results.

You'll want to keep your new best friend, the MTW operations notice, handy to determine the Appendix 1 MTW waiver your agency wants to implement, or, when an agency-specific or safe harbor waiver will be needed and whether or not your proposed activity has waiver authority.

Once you determine what waivers are needed, you want to plug all that into the supplement via the online form. You see, the supplement is just really a repository for all of your great ideas. I would imagine that a newer MTW expansion agency would typically start with selecting easier

activities and then begin the more complex activities once enough trust has been established. Next slide, please.

Love this slide. So let's think for a minute about the resources you have and the MTW operations notice and your MTW selection notice, this selection notice, and the requirements you have of completing the MTW supplement.

If you think about how to chart your course toward figuring out what you are going to do and what you need to think through to complete your supplement, think about the operations notice as your compass. It's there to point you in the right direction of all the things you can do with your MTW status.

Your selection notice is the map, the map that gives you the information you need to get where you're going, and it lets you know that -- what you're eligible to do as part of this cohort.

And finally, the MTW supplement is your travel itinerary, where you write out what you are going to do each day of your trip. So it's the e-mail you write out to send to your families so they know where you'll be and what you'll be doing along the way. Next, slide.

Okay. Now, during the next scheduled webinar, as Marianne mentioned earlier, on the 28th, Wendalyn Hovendick will, from our office, be taking a deep dive into walking you through the MTW supplement's online forum. But to better prepare you in successfully completing out the MTW supplement, I'd like for us to take a look and briefly discuss the MTW operations notice.

This operations notice governs the participation of all MTW expansion agencies and establishes the requirements for the implementation of it, all of which is pursuant to the 2016 MTW expansion statute.

Just a reminder for everyone to mute their phones if they're not speaking.

The operation notice spells out the terms and conditions that an MTW expansion agency must adhere to and provides all of the available MTW waivers and associated activities. It's very, very important to familiarize yourself with what you see here on this slide, which is an image of the official published MTW operations notice, the stepped and tiered rent selection notice so that you know what your PHA is allowed to implement.

And to expand on an earlier point, there may be cases where you want to request a waiver to implement an activity that's outside of what is listed within Appendix 1 of the operations notice, and some PHAs may be granted safe harbor or agency-specific waivers but only to the extent that that waiver doesn't impact the evaluation of a specific policy that is being studied under this cohort.

So as you're planning for the activities that you want your agency to implement, be mindful, again, to always reference your selection notice to stay in alignment with the policy and evaluation requirements, and then also remember that selection notice will serve as your map and the operations notice as your compass.

So with that said, I think that we should take a look at the MTW operations notice together. Laura, if we could present the official published MTW operations notice here on the screen.

You may or may not have seen different formatted versions of the MTW operations notice. Before, however, we wanted to be sure that you knew that on your screen is the official version and can be found on HUD's website. The official published document was published on the Federal Register on August 28th of 2020. We recommend bookmarking this to your computer so that you can reference the official version as you move forward.

Now, I also wanted to show you this sort of prettier reader user-friendly version. So Laura, if you could also pull up that version. Perfect. So you see, we recognize that it would be helpful if the official published document had a more reader-friendly format. So the document was reformatted to provide users with a reader-friendly version that can be downloaded, bookmarked, or printed out to keep within arm's reach. This can also be found on HUD's website. So we're a one-stop shop, folks. We have all types of great resources to set our MTWs up for success.

In fact, many of the questions that you will have about what it means to be an MTW agency will be answered within this document that you see here, whether it be surrounding terms of participation, the four types of waivers, your MTW funding flexibility, financial reporting, the requirements for safe harbors -- I'm scrolling down onto page 2 of the table of contents here. You see that the notice -- you see the notice provides information surrounding applicability of other federal, state, and local requirements. And on page 35 is where you'll find Appendix 1 MTW waivers.

Now, there's a ton of important narrative information that you should take the time to read through, but for now, looking at Appendix 1 here on page 35 is the -- Appendix 1 is a simplified guide for MTW expansion agencies to develop helpful initiatives for your agency, the residents, and your community. Through this appendix, contains all of the MTW waivers and activities that you would need to refer back to with -- in reference -- in comparison to your selection notice.

So the selection notice is kind of predetermining where you can go within Appendix 1. So again, you will work with your field office and evaluators so that you know which of the MTW waivers and activities are permissible for your agency under this cohort.

Laura, can we do a sort of real time walkthrough where our awesome -- from earlier where the housing innovations PHA would have researched their HQS initiative by scrolling down to the housing quality standard waiver? Perfect.

So if you see here, this is page 48. You see here the appendix gives you the waiver name. Up [inaudible]. Yeah. Perfect. Right there. The appendix gives you here the waiver name and description, the name of the MTW activity, which is prequalifying unit inspections, it lists the exact statutes and regulations that are being weighed, and, finally, you see there little bit -- you see right here it lists all the additional requirements within the safe harbor sections.

So to implement this activity, once it's included in an approved MTW supplement to your PHA plan, and all the requirements that are listed in the waiver description and the safe harbors must be met in order to implement the activities. And we see there's three items that are listed in the safe harbor section, and all of those must be met and they're all considered to be required. It's not that you can pick and choose certain ones. And you also must pay attention to the description at the top because the description may have information that has to be followed also.

So it's very important, if you see within the safe harbor section, like I said, there's the three additional requirements that the housing innovations PHA would have to implement to be -- in order to do this activity. But on Roman numerals II and III, there are asterisks at the end. When you see those, know that the safe harbors that are marked with an asterisk cannot not be waived through either a safe harbor waiver process or an agency-specific waiver process.

So always be mindful and be on the lookout for those asterisks here and throughout the document, the document that we strongly encourage you to keep a copy of, again, whether it's the official published version, the reader-friendly PDF version downloaded to your computers, or even a hard copy that's within arm's reach as you're planning out activities for your agency.

Now, a great companion piece to the MTW operations notice is the MTW expansion online manual. Laura, if you could pull that up. I can't say enough good things about this resource.

The online manual should also definitely be bookmarked on your computers. There's a ton of helpful information, interactive videos, training videos that are available to you and your staff, and it's just awesome.

Okay. So here on the online manual, which is located on HUD Exchange, I'm just going to walk you through the uniqueness of this site. So before, I mentioned that the operations notice listed out so much helpful information, including a breakdown that we saw on the table of contents of the four types of waivers.

So on the left side on the table contents on the online manual, we see types of waivers and their requirements. So if you select this, the dropdown or some refer to as the accordion, the first item that pops up is -- are the four types of waivers. So we select that, and it gives us a breakdown of all the four types of waivers.

So it's easy for us to think about the waivers that you implement at an MTW agency where that was -- as an MTW waiver, but an MTW waiver is actually a specific type of waiver with specific requirements, and it doesn't encompass all the other types of waivers. So it's a lot of good information, helpful elaboration here on the online manual.

And I just wanted to say, if we select MTW waivers, then the online manual now offers you even more information surrounding what this is. Also, because we know the importance of referring to the operations notice, as you are on screens such as this one, you can actually assess the operations notice by selecting that folder graphic that is located right there at the top of the screen.

When you select it, it takes you to the exact page of where the information is covered within the actual operations notice. So I think that this is a really great feature, and I wanted to show that to everyone.

So let's also circle back again to our HQS waiver. So using this online manual's table of contents on the left, you'll scroll down and select all available waivers where our dropdown options are available. And then when we scroll down to select by housing quality standards, so cool that it's so well-prepared.

Earlier we took a look at 5.a when we were looking at our PDF version of the operations notice. And so, right now, I want to take a look at 5.d. So earlier, we looked at 5.a. We talked about, we would look at this because of the skit earlier where our Housing Innovations, Incorporated PHA said to look at it. They were interested in 5.a because of the desired impact, as Jeree mentioned, is to incentivize landlords, maybe landlords being able to lease at a higher rate.

Well, now, if you look at activity 5.d, alternative inspection schedule, we are researching this because --

Female: -- can't hear me. It's all right there.

Crystal Mills: We're researching this because our desired --

Marianne Nazzaro: Excuse me, Crystal.

Crystal Mills: Yes.

Marianne Nazzaro: Just a reminder, everybody, to please put your phones on mute if you're not talking. I'm getting a little bit of background noise. Thank you. Go ahead, Crystal.

Crystal Mills: Okay. All right. So 5.d, we're researching this because our desired outcome is not to do as many inspections in order to save administrative time. By doing this, it will also help our staff and residents conceptually better understand the inspection schedules.

So we see here, when we select the plus side by activity 5.d, it provides a dropdown of essentially the same format of information that you will need to know in order to implement this activity.

As a reminder here, don't forget to be mindful of this activity's safe harbors. There are four requirements listed here. Units must be inspected at least once every three years. The participant must be able to request an interim inspection, HQS inspection standards as found at 24 CFR 982.401 must not be altered, and, four, the department must be able to conduct or direct the agency to perform an inspection at any time for health and safety as well as accessibility purposes.

Now, all of these items are required. But if you notice that items two, three, and four have asterisks, which again means that any requirements listed in the safe harbor section with an

asterisk cannot be waived through either a safe harbor waiver or an agency-specific waiver process.

This manual is great, a very helpful resource that you should definitely use. Please, again, I strongly, strongly encourage you to keep your MTW operations notice, your selection notice, readily available for when you're making plans for your agencies. And now, I'll pass it back to Marianne to see if anyone has any clarifying thoughts or questions. And Marianne, back to you.

Marianne Nazzaro: Thank you, Crystal. That was a lot of really, really important, really good information.

I'm just going to stop for a minute, let that digest, and to see if there are any questions or comments for Crystal or anything that she just presented. And, again, you can use the chat feature or come off of mute, but that was a ton of information, really important information.

Okay. And you guys might be able to tell I'm doing something a little bit different this time. I'm trying to leave more time for you guys to ask questions so I don't just say, any questions, and then I jump right into the next one. So the pauses may be a little bit longer than they had been before.

Good question from Debbie. What if you are in the -- oh, this is an interesting question. I'm going to ask John or Jeree to take this question from the chat.

"What if you are in the UPCSV demonstration program?" I don't know the answer to that. John or Jeree, do you? Would they be able to use our HQS flexibility? And, John, I think you might be on mute.

John Concannon: That's a -- yeah. I'm off. That's a great question. I'm glad you floated it to us? We've been doing a lot of connecting with REAC. So why don't we look into that a little further rather than answering that right here? But if you could just submit that to the mailbox, we'll get you an answer right back.

Marianne Nazzaro: Great. Thanks, Debbie. Thanks, John.

Other questions about the operations notice, the waiver, safe harbors, any of the information that Crystal just presented?

Okay. So and also, just as a heads up, and I'm sure you all already have it bookmarked already, but in case not, I did put into the chat feature the links to what we call the pretty version of the operations notice. Thanks, Wendalyn, for making that happen, as well as the link to the online manual. Thanks to our friends at ICF and the team for the resources there. That's what she just walked through -- Crystal just walked through.

If you don't have a question for me, I'm going to have a question for you. True or false? And, again, you can put this into the chat feature or just pop offline and spit it out.

True or false? And this is a true true or false. Your agency will stay on the same annual plan cycle for the submission of an MTW -- for the -- I'm sorry. Your agency will stay on the same annual plan cycle for the submission of the PHA plan and the MTW cycle -- I'm sorry -- MTW supplement. True or false?

Okay. So we're getting a lot of trues, maybe one or two falses. So the correct answer is true. Yay. The agency will remain on the same cycle; right? So whenever your -- your annual PHA plan is due, the MTW supplement to the PHA plan is due at the same time.

That said, if you -- you are able to provide the MTW interview as an amendment to the PHA plan partway through the year, if necessary. So if you don't get the designation or if you're not ready to submit your supplement until midway through your year, you can do that as an amendment to the PHA plan.

Any other questions on that, or, Crystal, any other clarifying details on that? All right. So good, Crystal?

Crystal Mills: Good. Sorry. I was slow on the drive and click there.

Marianne Nazzaro: So then this next one is -- I'm going to actually ask you guys this question because I believe you should know the answer, and we'll clarify it.

So the question is, what is the intersection of the PHA annual plan, the HCV admin plan, the public housing admissions and continued occupancy policy, and the MTW supplement? For example, we'll be submitting our annual plan and then the supplement at a later date, but we want to start on the MTW activities as soon as possible. And where does the ACOP and admin plan come in?

So this is -- again, sounds like a trick question, but it's really not. What is the intersection between the PHA plan, the admin plan, the ACOP, and the MTW supplement? What needs to happen? This is maybe a hard one to type. Feel free to come off mute, but I want to hear from you guys.

I see Delores saying that you need to incorporate the MTW changes into the ACOP and admin plan. Ding, ding, ding, ding. Yay. You get the candy bar. So and, again, the MTW supplement, it's the supplement to the PHA plan. So those two are connected.

Yes, Genina [ph]. Is that the name Genina? Annual plan and supplement are basically connected. Right. So supplement to the plan. Those get HUD approval. Once you get HUD approval, then you update the admin plan and ACOP, and then they implement it. And I think ICF, you see how she wrote that out there? That would be a great something to put in a future slide someday because I like -- it's just clearly laid out there. 100 percent. A-plus.

Any questions, comments? All right. Anyone else's brain ready to explode yet? Mine is. So why don't we take a 10-minute break? I have a 2:54 Eastern/. So we will get started up again here at

2:00 -- do the math. It's 3:04. 3:04 Eastern. 3:05 Eastern. Let's take a 10-minute break, and we'll see you back here in 10 minutes. Thanks, everybody.

Okay, everybody. I hope you enjoyed your break. It was actually hailing here briefly. So that was weird. The sun is back out. So we're going to go ahead and get back started.

Lindsey, I do see a question from you in the chat. I might hold that question until a little bit later. So I promise we'll come back to it, and if I forget, remind me. But right now, we are going to dive right in. Laura, if you can take us to the next slide.

So we're going to now start talking about the impacting -- impact analysis and the resulting hardship policies. There are a couple resources on this screen that we'll go through and Jenny will ask -- will kind of walk through as she's talking both in the MTW operations notice, which is our compass, and the selection notice, which is the map.

There's two pieces in there that are very important to you as cohort -- as MTW expansion agencies in particular as it relates to the hardship policy for the cohort 2 agencies.

To kind of kick us off in this section, I am going to turn it over to Jennifer Rainwater. Jenny is a member of the MTW team out stationed in the Minneapolis office. She comes to us from many years of experience at MTW agencies directly. So she has been in your seats. And actually, many moons ago, Jenny was, I believe, in San Mateo at the time where she conceived the kind of the initial idea of the tiered rent policy. So the mastermind here in your presence. We can learn -- she's here to kind of enlighten you with and answer any questions that you guys have today.

Specifically, in today's conversation, Jenny is going to be talking about from the PHA perspective, from your perspective, use some of her experience in working with the community and with the agency in developing the impact analysis and hardship policies. So with that, Jenny, I'm going to turn it over to you, and just know if you want to ask Laura to look at -- zoom in to either of these two pieces at any point, she's ready and able to do that. So Jenny, take it away.

Jennifer Rainwater: Great. Thank you. I sound like Dr. Evil, but, Laura, are you ready to put up either the operations notice, the Appendix 2 piece, which talks about impact analysis and hardship policies? Exactly.

So just like Crystal talked about earlier in the operations notice, this is coming out of the, quote, unquote, pretty version. And Marianne gave the link to that in the chat box. Under Appendix -- I think it's Appendix 2 is the hardship policy an impact analysis. So this is talking about what the requirements are in both of those pieces.

And I will say, having worked on this years ago and tried to determine what we were going to need to do, you all have this great document here that really defines what you need to do. You don't have to figure that part out.

I remember this quote really explicitly because I remember working with a trainer whose favorite phrase was, it's best to have the map before you enter the woods. And so, this -- keeping the

theme of having a compass, having a chart, this is really helping you to have the tools that you need to make really informed and good decisions as you're moving forward.

So as you're looking at this, actually, I think the page before this, Laura, page 65, is what talks about the impact analysis. And these nine points that are called out that must be included in your impact analysis, you may not be able to do all of them because it's also looking at things like number four and number five, what do you think the impact is going to be?

And as you've been putting together your plans and putting together your application, you've probably already looked at a lot of these things, especially one and two, that intersection of, what is the impact going to be for the family? And in most cases, because you're looking at rent reform, is, what is going to be the change to their rent portion? How much is that going to go up or down? And then on the flip side, what is that effect going to be on the affordability for the housing costs?

And I have to say, back in the day, many gray hairs ago, really what we were looking at with that was, how could we find the cost neutral point, so, the increase, decrease for a tenant and the increase or decrease for the housing authority. So those are two really, really important parts of your impact analysis. What is that going to look like? Because you might want to do more, but can you afford it and will that work and how will that work?

So finding that neutrality is really important, and I believe, again, it's really important to be looking at the selection notice because I think there's also language about that --looking at that point, that cost neutral point, but just also for participants, that their increase isn't going to go beyond 40 percent.

So there are some conditions around that as you're doing your review and your analysis that are important to look at. And I really -- I found that, in doing the analysis and looking at that, you learned where those levers were as you were trying to determine what your policy was going to be. And those pieces really did end up being guiding forces in what you -- what your hardship policy ended up being and how you ended up writing that.

So these are two really important things. Part of it you've already done, but look at it and use that information because I think for all of this you can build on what you've already done to determine what you're going to need to do going forward.

I'm going to be bridging as I talk here both about what you're required to do and what we did because the hardship policy ended up being really important, and it ended up being really important from a matter of transparency for the local community so that people knew and understood as we went forward in time that there would be this policy.

So if somebody was going to experience something that they would consider something hard, something for them to overcome, that we had a way that they could have potentially additional time to acclimate to that, to think about it, to determine what would be the best course, and that it would allay some of those fears and concerns and that that document and that method would be easy, incredibly easy for them to access.

So those policies and those -- the way to access it was very simple to find. It was on our website. It was among other rules around portability and other instruction materials that people needed to know and find out so that it all linked back to the fact that they could make an informed choice.

So with the hardship policy, that was key as far as a communication tool. Obviously, that was communicated as we went forth, and their public process and talking with various partners in the community and talking with organizations and talking with the resident advisory board at the time. This was a piece that was at the top of their list usually of what would that look like? How would it work? How would people access it?

And so, one, that transparency was important. So having this be a part of your supplement will be really important because it will also show and indicate to your community that this is a really important part of what we're doing. We want to design and test these different methods, but our intention is that it makes it easier, frankly, for you.

And all joking aside, the development of the tiered subsidy table was designed from that perspective as well, because we wanted to be able to inform people, when they received their voucher, what was the maximum subsidy that they would receive from the housing authority so that they could go out and, quote, unquote, shop smart when they made a decision of where they were going to live.

They didn't have to wait to come back to the housing authority, essentially, to ask permission, can I eat this cupcake or not? They could -- they knew whether or not it was going to be affordable to them. And so, there was a lot of education behind that, but that was the purpose of the tiered subsidy table.

And developing that, we wanted to make sure that, again, we came back to that cost neutral point, that as we converted to a new method, the people weren't unduly negatively impacted by it. And the hardship policy was designed to really talk to them, to be able to have those conversations, to show them and give them time, frankly, to see that that increase potentially was happening.

Then they -- and they were given the option that maybe the best option is to move into something different, especially in cases where, as you probably are aware, households had -- it was a hard market, but where they had fine instances where they could rent a unit size that was larger than their voucher.

So just what the -- what those amounts were going to look like, they made a decision that maybe they would move to another unit that was the same voucher size that they were eligible to receive to ease that cost. But they were able to then make that decision. And so, it was really a point of empowerment, but having these pieces in place really facilitated those conversations with the families. Laura, can you go to the next slide?

It's back to the presentation. So in looking at this, this is talking about for you today with the cohort 2 agencies, just looking at as you're doing your analysis, as you're looking at -- and really,

where do you start, but who are you helping now? So your analysis is really looking at -- because you have all the pieces of information you need to consider in in your systems.

So you know the size of the family. You know the differences between the voucher size and the unit size. You know the utilities that -- allowances that they're receiving. You know the composition of the family. You know is this a disabled household? Are you going to include disabled households, or, also, does the operations notice basically say you can't include protected classes, so elderly and disabled households will not be included in your study? Right. So you're looking at that.

What is the amount of rent? What is the amount of the contract rent as you're looking at the voucher program? What amount is -- so, you have those numbers, and then what are you proposing in your new rent study, in your tiered rent? Here's the subsidy amount, and you can see what are they paying today? What would they be paying, because you have all the numbers, in the future under this new study?

So you know exactly how much they're going to pay. You know who is going to experience an increase? You know who is going to be experiencing a decrease, so you can make those determinations.

As you can see here, with the hardship policy, the requirement that you need to make this determined quick -- determination quickly because, if a family says, hey, I want a hardship, you need to implement that in the very following next month. And that seems time-wise really scary.

But just keep in mind, as you're doing your recertifications with families, you're seeing them one -- well, actually, more than one month -- two to three months ahead of time because you're needing to send out your notice of change at least 30 days before the start of that new contract. So you have that time for that family to request that hardship for you to calculate it.

Now, what will make that hard is if you make it a complicated process that involves a lot of different people. So as you're designing it, don't make it complicated? I mean, don't -- it's kind of like when you're doing your rent reform. Don't create another rent reform program that's just as complicated or more than the traditional program; right? So don't make your hardship policy complicated. Make it transparent. Make it really easy for everybody to understand so that you can easily implement it, monitor it, and, frankly, do it.

The other thing you want to make sure to be doing is to make sure that it's consistently applied. So however you set that up, who's going to be doing it? Obviously, that will be a decision you're going to make in your organization. Is it that every housing program specialist or housing occupancy specialist but that front-facing staff who are seeing the families and working with them, are they going to be the ones that are processing the hardship requests, or are you going to be setting up a team to be looking just at that? That's going to be their job. But whoever it is, that it's something that they can easily do and accomplish and turn around quickly.

So you've got what the policy looks like. How does someone ask or apply for it? And then who's going to review those applications? How can that be seamless, easy to do, and what would the relief be?

So you're seeing both in the operations notice and the selection notice here that it needs to be of a reasonable level and duration under the ops notice. Under the selection notice, the notice it talks about it can be anywhere from 1 to 12 months. So again, these are determinations that you can make.

Will you have the staff and the capacity to maybe just give one month's relief and then they go back to what the new rent is? Or -- and will that be -- will you be able to quickly do that? And will you have the staff to continue to do that every month as they potentially request an additional hardship? Those are determinations that you'll be able to make.

And just knowing -- I'm flipping back and forth between operations and selection notice, but you're going to have to be monitoring that yourselves. But, if you stop the new rent reform and you are processing a hardship, again, you don't want that to take a long time because, if it ends up that they're not eligible for it and they're going to have to pay this new higher amount, you may end up having to then do a repayment agreement with them and then you're going to have to monitor and ensure that's happening.

So it's that simplicity, that transparency become really important as you move forward. I said to Marianne the other day, it's important with the hardship policies that you don't sweep them under the rug or you don't want to look at them or pay attention to them. It's kind of like the thing I don't want to think about, but it's -- you have to think about it, and staff have to think about it. Whoever is going to do it, they can't just delay it, because as you delay it, it just gets worse; right? Thank you, Laura.

Don't -- and, again, don't hear -- don't sweep it under the rug. Address it. Have staff know and understand. Train them. What does this look like? What does it mean? How do I do this, so that they do understand it and the importance of then tracking because you're going to have to report back on it in subsequent years in your supplement.

How many hardship requests did you receive? How did you track them? And I would just really strongly encourage you to talk to your software vendors. You can definitely set up something in your system. I look back and I think, oh, my God. We had so many spreadsheets to track and do. Then you have to make sure people put information in the spreadsheets.

So there's there's that piece, but if it's in your software, it's there. It's based on the families. So again, you can easily pull that information out and report that information back.

So I just -- I always take it back to don't make your life harder than it is now. Know that you're going to be managing a lot of change yourself and with your staff, and these policies can be written in a way that's easy to understand and implement. And you will make it through. You might have a few more gray hairs. I don't remember what's on the next slide, Laura.

Marianne Nazzaro: That's me. I'll take it from here, Jenny.

Jennifer Rainwater: Back to you, Marianne. Excellent.

Marianne Nazzaro: Thank you so much, Jenny, and it's great to hear some direct experience from on the ground. So fantastic tips.

Jennifer Rainwater: Sure.

Marianne Nazzaro: And I encourage everybody to ask questions, if you have any of Jenny. She's been there. She's been exactly where you are.

So in this slide, we wanted to just, again, show -- we're not going to do kind of going into the screen again, but we just wanted to show you that there are more resources out there. We've had a lot of questions that have come up over the last month, weeks about hardship policies, impact analyses, and there are a lot of resources on the both starting with that compass, the MTW operations notice. You have to read, you have to follow, and you have to comply with Appendix 2. Well, with the whole thing, but Appendix 2 specifically as it relates to the impact analysis and hardship policy. Period.

For you all, the selection notice has some specific nuance in there as it relates to the hardship policy. So you want to make sure that you are following that. And then our online manual, I sent the link to that earlier. There's information in there about obtaining waivers. We talked about that, about the impact analysis, the overview of things to know, factors to consider, how to approach getting it started.

There's some interactive training that you guys can view and we'll be talk -- and it really walks through the various -- the nine factors that you have to consider and giving you some real-life example there. So there's a lot of really good training there on the hardship policies.

Our very own Jenny Rainwater gave experience back when she was -- we taped the video when she was still at the agency, kind of providing her example -- her experience from her time at San Mateo Housing Authority and the hardship policy process and the requirements and those pieces as well.

And there's also an interactive training on considering the hardship-based and considering hardships on an MTW policy. And so, there's a number of scenarios there that helps you guys think through that.

So these training materials are here for you all. I encourage you to take a look at them prior to our August 4th conversation and the office hours and see if there's any additional questions that come up. Next slide, please.

So this is a tool. So we presented similar information to you in different ways. We've talked about it. Crystal kind of walked through it. This is just another tool for your tool box. We'll provide this document to you in the next MTW Insider after the -- this training.

Everybody on the call today will be doing either a stepped rent or a tiered rent and associated waiver. And so, what this tool -- what -- it shows you kind of how to walk through the thinking and process using those two activities, but you might use this similarly for -- or this tool actually has -- because we have it here. It walks through the conversation that Jeree and I had, that Mr. Turlington, Executive Director Turlington and I had relating to HQS; right? And so, it walks through the whole process, starting with the impact statement.

What is the problem you are trying to solve? That there's -- it's too burdensome on families and landlords to have such frequent tenant inspections at very specific times. What are agency concerns? Administrative burden to the staff. What are you trying to achieve with MTW in general? Relieve the burden on the families, save time for the landlords, maintain the safety, of course, of the units, paramount.

What is the difference that you're trying to see? To be able to house families more quickly, to have more landlords participate in the program. And so how do you achieve that? Okay. You look there at the ops notice, and you're like, oh, here's a couple of things that we could use. How do you operationalize that? You bring the staff up to speed. You look at your software. You educate your landlords. You educate your residents.

And looking through the waivers, you know, okay. Yeah. This is what we're going to do. You take a look at the safe harbor, see if what you want to do is covered within there or if you need a safe harbor waiver. And then you go to the supplement and then you type it and then you submit it. That's the last step. Going to the online form is the last step. And then you go in and type the information there.

And so, we talk about, okay. What is the specific information that you need to collect here on the right-hand side? The hardship policy, the impact analysis. Are those applicable? Do they apply here? Yes or no? Do you want to do a safe harbor waiver, an agency-specific waiver? Yes or no?

This is just a tool for you guys to use for those kind of visual thinkers, which I am -- I am not. So but for those of you who may be, this is just another tool that we're going to offer you all to use, if it helps, if it makes sense to pull all of this together. Next slide, please.

Okay. Questions. Any questions for Jenny on the impact analysis, hardship policy, anything that we've talked about here?

Scrolling up to a question that I got earlier. Any -- you guys are so quiet. All right. I'm going back to a question -- back to -- yes. Who is that?

Paul Joice: Hey, this is Paul. I can ask a question.

Marianne Nazzaro: Oh, good. Hey, Paul.

Paul Joice: If it's decided to throw you a curve ball, but if you don't mind, I have a question that --

Marianne Nazzaro: And just for everybody, Paul.

Paul Joice: [inaudible] says -- go ahead.

Marianne Nazzaro: Paul Joice you met a week or two ago, is with HUDs Policy Development and Research Office, and he oversees the contract evaluation contract with MDRC who's running your evaluation. Yeah. Go ahead, Paul.

Paul Joice: Great. Thanks. Hi, again, everyone. So I'm thinking about the hardship requirements presented in the operations notice and the guidance for the -- for what you're required to do and the idea of suspending the MTW activity when a hardship is requested, I'm wondering how we make that work with the alternative rents? Perhaps I'm supposed to be the one to be able to answer this. I'm sorry if you -- if you can't hear me. I'm wondering about how --

Marianne Nazzaro: Yeah. I'm having a hard time, but that's okay. That's better.

Paul Joice: Wondering how we reconcile the operations notice guideline that the hardship policy -- that the MTW activity must be suspended when a family requests a hardship. How do we make that work with an alternative rent? Would the family simply not pay rent until the hardship is adjudicated, or would they go to the minimum rent because the PHA won't really be able to revert to the [inaudible] rent because you all won't know their income?

It may have been a couple -- two years since you did an income reexamination. And if they're requesting a hardship because their income has gone down and you just reset their rent to where it was two years ago, I don't know if that's a solution. But I think we need to work this out, and I don't know if any of the HUD folks have thought about it more than -- at this point.

Marianne Nazzaro: Sure. And I think -- I mean, we can talk with you all and with MDRC. I think that from our standpoint and from the standpoint of the operations notice, what the hardship actually looks like is up to the agency to develop; right? To develop the hardship policy that makes sense. I don't know, Jen, if you have examples from your experience. What was that - - when they weren't able to do that, what did it look like for your specific agency? And, again, this is just one agency's hardship policy. I would say it's agency-specific. Jenny?

Jennifer Rainwater: Right. Right. Absolutely. Yes. So we wrote it so that it would be very easy to understand and implement. So if they requested it -- and because of the moving to work activity, so because of the tiered rent in our situation, if that is the reason for their increase, then we would allow for them to have a traditional rent calculation until their next recertification or a time when they move or relocate and they would be making a choice at that point.

It would be a new situation, but that is how we handled it. And that could happen very, very quickly because they could just provide the information. You already knew who was in the household. You already knew the situations. So it didn't require necessarily a full recertification of checking all of their income. But whatever was that event that caused that decrease that they

were feeling that they didn't feel that that was possible to continue to pay that higher amount, we could do that quickly. So that was our work-around. Yeah.

Marianne Nazzaro: Great. Great. Thanks, Jenny. Yeah. And I think, Paul, we can talk more, but I think that, I mean, really it's going to be up to the agencies to figure out what their hardship policy is. But as we've -- as Jenny said, you want to make it simple. You want to make it clear so everybody understands what it is. But you also want to make sure that you are working with your evaluator so that the evaluator knows as well and in case there's any interaction with the study.

So we'll make sure to have some good conversations with the evaluation team to make sure they're prepared for those conversations with the agencies when that comes up. Great. Great question. Thanks, Paul.

And other questions, thoughts?

Jennifer Rainwater: Marianne, can I just say one more thing? The other piece that's happening is -- and I don't know the answer to this, whether or not a family could have an interim adjustment, if interims are still possible, especially in regards to decreases.

So that tends to be when people usually report, and so you could, as you normally would, just do an interim decrease, and that would deal with the adjustment.

Marianne Nazzaro: Great. Thanks, Jenny.

Jennifer Rainwater: Yeah.

Marianne Nazzaro: Other questions, comments?

Okay. Here is a question that, again, I don't know if I know the answer to this. I'm going to put John on the spot again, but I don't know if you know the answer to this one, John, or any of the other team folks on the call.

So the question came in just before break, and it's going back to the conversation that we just had about the ACOP, admin plan discussion. There's a question in here about, is there a way to include the MTW changes and the admin plan ACOP with a pending HUD approval language or something like that so that everybody can get on the same track so they -- so that they can, I guess, basically get that started and be able to implement right as they get HUD approval? John, have we come across this?

John Concannon: I mean, off the top of my head -- and it certainly sounds like a rational approach to start that process and to draft your ACOP and admin plans just to be ready to go once approval is received. But no. I can't think of a similar question that we've gotten recently from some of the older agencies. I mean, we're not very prescriptive, quite frankly, our office about that. We just ask that you update it.

Marianne Nazzaro: Prior to implementation?

John Concannon: Right.

Marianne Nazzaro: Yeah. Jenny?

Jennifer Rainwater: Can I just say one of the ways that we addressed that was that, when you were implementing something, it related to some piece. It wasn't the entire admin plan or the entire ACOP, especially when implementation wasn't going to happen -- if your plan is due July 1st, it's not like you're going to implement July 2nd usually.

So you would have that at the ready for when you're getting ready to implement so that you would have it posted and available and reflect those changes due to moving to work in your ACOP or your admin plan. So you weren't changing it ahead of time, but you had it ready to go.

Marianne Nazzaro: Great.

Female: Jenny, could I ask a follow up question? Did you have your admin ACOP on a different schedule for the year than your annual plan MTW supplement then?

Jennifer Rainwater: No. It did require board approval before it was -- but, I mean, just the timing of it and the implementation date, it was just -- it wasn't something where once you got your approval, you were going to start the next day. So those things would be lead ups. And when going to the board, it was part of the resolution that this was being drafted or modified in preparation for the expected approval and implementation at this date.

Female: Okay. That makes sense. Thank you.

Jennifer Rainwater: Yeah.

Marianne Nazzaro: Great. Thanks for the question. Thanks, Jenny. Thanks, John.

Other questions, comments, reaction? We're getting to closure piece. So this is it. Okay. All right. Next slide. Thank you.

Again, we have a lot of resources. I hope that you found today's kind of walking through those resources directly helpful, the MTW operations notice. Can anybody tell that we're all ready to travel after 15, 20 months of not traveling with the map and the compass?

The operations notice is your compass. It's guiding you. You have to start there. You have to read the entire thing front to back. Highlight, dogear, whatever you do. You have to follow it. Any monitoring that is done will be having to make sure that whatever you're doing is consistent and compliant with that.

So we've done the pretty version that you saw today that makes it really easy to navigate and see the different parts. So that is always, if you have a question, start there.

The selection notice is the map; right? It shows you how to get there. The -- and there's a ton of resources there. And then the MTW page on the HUD website, there is a ton of really good information there, and I think we're about to see that on the next slide, please, Laura.

And, again, so, we've got the expansion page. Everything you ever wanted to know, you've got your very own page for the cohort 2 stepped and tiered rent cohort. You've got that page. There's links to the supplement. There's links to the training on HUD exchange, which has a lot of the videos, the online manual, the various resources, the MTW expansion webinars.

Every single webinar we've ever done is included on that page. All of these onboarding webinars are there. But I also suggest that you might want to take a look at a webinar that we did back in October where we just walk through the entire operations notice kind of from front to back. This is what the operations notice is. These are the various sections. And, again, all the slides and webinars that we're doing now are on there as well. Next slide, please.

And so upcoming webinars are part 2 of the MTW supplement is on July 28. And, again, for that section, you'll hear from Crystal again to talk a little bit more in depth on kind of the policy side of the supplement, and then you'll get to actually see the online tool. And Wendalyn Hovendick will walk us through the tool.

Please know that you will not have access to the tool until you have executed your MTW -- until HUD has executed your MTW agency amendment. All right. It's a process. So that, the ACC amendment, and then the supplement, but you'll get to see exactly what it looks like, and Wendalyn will actually walk through one of the rent -- alternate rent policies that you guys are doing. So I think that'll be really a good, helpful day.

And then we have an office hours on August 4th where we'll be talking specifically about the supplement hardship policy impact analysis. Again, that's to answer your questions. Maybe we'll use that metameter again. I don't know. We'll invite the cohort 1 agencies as well.

And then still TBD on the IMS/PIC modernization. That has gone live. We are just kind of working and kind of figuring out the details on the training and what that will look like. So more to come on that. Next slide.

Thank you. Thanks, everybody, for your time today. I hope that you found it helpful. If you have any questions whatsoever, please send it to MTWCohort2@HUD.gov. And I hope you all have a great afternoon. Thanks, everybody. Have a great day.

(END)