

**HUD Moving To Work Expansion Training**  
**Landlord Incentives Cohort Onboarding**  
**The MTW Supplement - Tips for Success**

Marianne Nazzaro: Thanks, Jon, and good afternoon MTW agencies. Thank you so much for joining us again today. We are so glad that you're here to join us for the second MTW Supplement webinar. We've got a packed agenda, and I think it's a lot of really good information that you'll really appreciate hearing.

In the first supplement webinar, we talked about the what. What is the supplement? What are we going to put into it? Today, we're talking about how. First, about how will you use the supplement? How will you incorporate the information into that?

First, I'll provide some reminders for -- and for those of you that weren't able to join the first webinar, we'll remind you about what will be required in the supplements. We'll highlight some common issues that we've seen from your fellow MTW expansion agencies. If you see the explanation point, you'll see those are common issues that we've seen a bit, tips and tricks. Pay attention.

And we'll also flag where you need to create documents to attach to the MTW supplement submission. If you see that icon, kind of that -- what is that? A little infinity icon, that's where it means that you'll be attaching documents to the supplement system.

And most importantly, we'll give you resources. We've got a ton of resources available on the MTW supplement page, and so you'll know where to go if you have any questions whatsoever. And throughout the day we'll be pausing, asking, see if you guys have any questions just to make sure that we're covering everything. Next slide, please.

So again, just a couple of reminders, and notice the reminders exclamation point on top. These are -- this is kind of reminders based on what we've seen from the -- your fellow expansion agencies.

The MTW supplement, it's a supplement to the PHA plan. So the MTW supplement and the PHA plan will travel together. You have to submit the PHA plan as you always do; right? So for those agencies that don't have to submit the PHA plan every year because you're a qualified agency, you don't need to submit the PHA plan part, but you will have to submit the supplement every single year.

In this first year -- and we talked about this a little bit in the first webinar -- supplement webinar -- the timing can be a little bit off; right? So some of you have submitted your PHA plan, haven't got approved, ready for the supplement. It'll be sometimes a little bit wonky in this first year, and don't you worry about that. Your field office and the HUD MTW staff are here to help you. But after this first year of the PHA plan and supplement submission, we really do -- those supplements -- the MTW -- I'm sorry -- the PHA plan and the supplement to the PHA plan will be traveling together.

And just a few final reminders. You will need to wait to hear from your field office that they have approved the supplement before implementing any MTW activities. Agency specific and

safe harbor waivers might not be approved on -- at the same time as the rest of the supplement, as they need more review. Your field office will be in touch with you on that.

And then finally, once the MTW supplement has been approved, you will receive a letter from HUD, and you'll want to make sure to update your ACOP and admin plan prior to implementing any activities, as you are used to doing. Next slide, please.

As I mentioned, we are going to be sharing a lot of resources with you today. All of these resources are available on our website, and we will also be sharing these -- we've also shared these slides with you as well.

Always, always, always, the first step is the MTW Operations Notice. By now, you've printed it out. You've gotten out your highlighter. You're familiar with it. Always start with the MTW Operations Notice, and then there's a lot of other documents from there.

So we're not going to show you the Ops Notice right now. You should know it. You know what that looks like, I'm sure. But today, the pieces that we're talking about on the Ops Notice is Section 7, 7(a)(ii) to be exact, the MTW supplement to the PHA plan.

We're going to be talking about Appendix I. Appendix I is where we talk about MTW waivers and their associated activities and safe harbors. And we're going to be talking about Appendix II, which is where we talk about requirements for safe harbors, impact analyses, hardship policies. We'll go into some detail on those.

So today, we're going to ask you some questions. We'll be using the poll in some instances, using the chat. If you have any questions whatsoever, just put them in the chat button. Next slide, please.

And also, in addition to the operations notice -- and this is all review -- you need to know and be familiar with the Landlord Incentives Cohort Selection Notice. This notice has some information about the types of activities that you have to choose from. You have to do a couple landlord incentives activities, and there's a couple places that you cannot do it because it might impact the evaluation. So make sure to pay attention to that Landlord Incentives Selection Notice.

Sometimes agencies can get a little bit overwhelmed kind of trying to dig into the supplement. Hopefully, today's webinar will be a really good primer for you, but if you go to the HUD -- MTW page on HUD.gov, we've put together a very detailed, dedicated MTW supplement page. We'll walk through these resources later, but I really do encourage you to go find that page, bookmark it, become familiar with it, and all of the tools and resources that you might need to complete a supplement are available on that page. Next slide, please.

Okay. And again, this is just a quick reminder review. What are the steps in the supplement process? We talked about this; right? First and throughout, public engagement, public engagement, public engagement.

Then you kind of work together, collaborate, set your goals working with your stakeholders, both your internal stakeholders -- right -- your staff, as well as your external stakeholders, your residents, the advocacy organizations, the legal advocates.

Determine what activities you want to do; right? What is the problem that you're trying to solve, and determine if there are specific waivers and activities within the Operations Notice to help you solve those problems? Or are there maybe safe harbor waivers or an agency specific waiver, if it's not in the Ops Notice, to do that?

And just as a reminder, as part of that, you need to complete an impact analysis and hardship policy for some of the activities. So you want to pay close attention to those or when those are required.

And then once you've gone through this, then you want to think through what information is needed for the MTW supplement. Crystal and Wendalyn will go into this in detail today, but you don't want to sit down and write the supplement until you've followed this whole process -- right -- public engagement, setting the goals, figuring out what you want to do, and then sitting down to do that. And before implementing them, you get HUD approval, update the ACOP admin plan and then begin.

Okay. So our first question is -- and it says mentimeter question. It's a poll question. So Jon, if you could pull up number one, please.

The question -- the poll question is, which documents helps to assess how effective an agency is or will be and helps to identify any unintended consequences or hardships likely to affect assisted households?

Again, let me say that again. Which document helps assess how effective an activity is or will be and helps identify any unintended consequences or hardships likely to affect assisted households? Is it, A, hardship policy, B, Impact analysis, or, C, MTW supplement?

All right. And we have B, impact analysis. Well done. I'm sorry. I'm getting a little lost here in my own slides. Well done. Thank you, everybody. Good job, and congratulations on your first poll.

And with that, I am going to introduce Crystal Mills, who you heard from the last time, and Crystal is going to get us started with public engagement. Crystal.

Crystal Mills: All right. Thank you, guys. A little fun poll question to get you started. So today, as Marianne mentioned, we're going to point out some of the places within the MTW supplement process that MTW agencies from prior cohorts have run into some difficulties on and give you some tips for avoiding some of those pitfalls.

So first things first, you need to involve your public housing residents and housing choice voucher families that comprise of your Resident Advisory Boards, also referred to as a RAB or your Tenant Association. If your agency does not have an established Resident Advisory Board

or Tenant Association, it's important to establish one as quickly as possible. The RAB and the Tenant Association engagement is a required part of your MTW process.

Next, you're also going to want to hold a minimum of two resident participant meetings. The minimum of two is really considered a best practice. We've heard from some -- from several expansion agencies that it was after their first meeting that they learned strategies on how to increase participation and gain meaningful feedback.

Next, you're going to want to make sure that the MTW supplement and its supporting documents are available for review simultaneously. And when you are ready for the public to review, you should have a draft of your PHA plan, your MTW supplement, and any applicable supporting documents, to include your impact analysis, hardship policy, tenant rent schedules, whatever other supporting documents as specified in the MTW Operations Notice. All of those should be available for the public to inspect and to review simultaneously.

Now that you have gathered all your documents and you're ready to move forward, there's still another step because, you see, all of the information that you've gathered will still need to be addressed at your public hearing.

This all can be a lot for you and your agency and can definitely be a lot to take in for your public stakeholders, which is why you will give the public 45 days to review and make comments. And that 45-day public review period allows for an adequate amount of time to review the PHA plan and the MTW supplement with your supporting documents.

The notice itself should inform the public that the PHA plan, the MTW supplement, the supporting documents are available for review and that a public hearing will be held that notes the date, the time, the location of the hearing. And remember that this is to have been no less than 45 days prior to your official public hearing date.

Now, ideally, you should find that the comments you receive from the 45-day review period and the feedback from your public hearing will help you to update the draft OMB approved version of HUD-50075-MTW. I say that all the time. Would just be the PDF version in your planning. We've included a direct link here to the PDF version on this slide.

Another good best practice, don't try to use the online system as a planning tool. You want to go in there when you have everything situated, all of your documentation together. We encourage you to, instead, use a draft narrative -- do a draft narrative maybe into a Word document. Gather all of your supporting documentation prior to you actually going into the online system for submission.

So I guess we're quizzing you guys a lot. I want to plug in a quick question. Is getting RAB feedback, Tenant Association feedback, and input important -- an important process -- is it an important part of the MTW process? Yes or no?

It's pretty easy. Just put your answers into the chat. Is it important to get your feedback from your residents, from your staff, from your community? Thank you, Jennifer, Donna, Michael.

Okay. That's right. So involving your RAB and your Tenant Association is a key way to get thoughtful input from your residents' perspectives. And remember, if you don't currently have a RAB or Tenant Association established, you want to form one immediately. Next slide, please.

Marianne Nazzaro: Hey, Crystal, there's a question in the slide. I thought if you wanted to address it, since we're right here, from Anne.

Crystal Mills: Okay.

Marianne Nazzaro: Can the resident meetings happen during the 45-day timeline prior to the public meeting?

Crystal Mills: No. The answer is no. So that is -- one step is the 45 days. If I'm understanding the question correctly, let me go find it. So you're going to do your 45-day review period.

Can the residents meeting -- oh, the residents meeting. Yeah. You need to do the residents meeting. This is more of an involvement, so your involvement with your residents. So you can even form all of your documentation. So you can inform your goals long-term and short-term.

So those resident meetings, when I say involving resident meetings, it's not necessarily with your Resident Advisory Board. They may not be members of the Resident Advisory Board, but you're want to -- going to have those meetings. And then I would then at that point go ahead and schedule your timeline for the 45 days.

Marianne Nazzaro: Thank you.

Crystal Mills: Yes. Of course. Good question.

All right. So slide 12. Okay. As it relates to public engagement, here are the first two documents you're going to need to develop and include as attachments to the MTW supplement when you make your online submission into the web-based tool, a document that provides the public comments received, a separate document that analyzes the comments and describes the decision the agency makes in response to the comments.

So the MTW public engagement process requires specific steps and timing. Please refer to the requirements of the MTW Operations Notice to save your agency time and to avoid some of the pitfalls that I mentioned earlier.

For example, the MTW Operations Notice also instructs PHAs to submit these same two documents for all safe harbor and agency specific waivers, which are to be held in an additional public hearing, which means that these same two documents should be included when you're submitting a safe harbor or agency specific waiver request.

So what that means is -- what you're hearing is for safe harbor waivers and agency specific waiver requests, there is an additional public hearing. And those can, however, be combined, meaning they can happen at the same time. But I just wanted to point that out. Nobody said it

before because, even though we're going through these -- all of this information, the MTW Operations Notice is going to explain all of the requirements. So please, please, please refer there. Next slide, please.

All right. So you've met with your residents. You have your goals in mind. You need to figure out concretely what you need to do to achieve them. We've included in this slide so that you will use these two activity selection resources as references on how to select the right activity for your agency.

So some goals are short. Others are long. You don't have to select all activities at once, nor do all activities require a waiver. So please review the online manual. We've included here how to train -- on the how to trainings in order to better prepare yourselves up for successful implementation on your plans. Next slide.

So as I mentioned, not all activities require a waiver, but of course, some do. There are two places that you can find waivers available to your agency, and that is, as Marianne mentioned, in Appendix I of the MTW Operations Notice, also the official Federal Register version that you're definitely going to want to keep handy.

So the reader-friendly version is available to you. I would bookmark that, and that is included as well. Also, the Landlord Incentives Cohort Selection Notice has a couple of additional waivers available to you as part of the Landlord Incentives Cohort, and it specifies the waivers you must choose from.

So here's another tip. For each MTW activity, look closely at those safe harbors. This is an area where we're seeing a lot of agencies making mistakes. So watch for this carefully. Look out for those asterisks, those mandatory requirements to make sure that you're staying within the safe harbor parameters. Next slide.

All right. So you want to get your MTW supplement to convey your plans clearly to the public, and you want it approved as quickly as possible once you submit it into HUD; right? So we're going to give you some tips here about how to make that happen.

These examples are based on weaknesses we have seen in MTW supplements submitted by earlier cohorts. And there's no rocket science here in our examples, but we'll hopefully clearly explain some of the basics that we at HUD consider upon our review. We just -- we really want to know and clearly identify what you plan on doing. Why are you going to do it? How are you going to do it? What makes it a good idea?

So this slide shows you some of the most common errors we see in the before column and what PHAs have done to strengthen their MTW supplements in the after column. So let's take a look at what we have here first.

Your narrative should include measurable goals. This will show us that you've established a baseline. This is your first year to create a measurable baseline with data you have access to so

that you can reevaluate its impact each year. And whether that be negative or positive, this is important.

Explicitly identify also what your MTW objectives are and why the MTW activity that you're selecting is helping you to reach your overarching goal. I want to say a lot of the initial submissions included assertions without substantiation. For example, if you selected MTW waiver that requires an impact analysis as a safe harbor and your response is that there's no impact, well, that's not to say that's not true, but the statement should be backed up with logical analysis explaining how you came to such conclusion.

And lastly here on this slide, please provide clear acknowledgment of the need for addressing requirements such as the safe harbors, the impact analysis, and the hardship policies, et cetera.

You know, one more thing. Please note, as a best practice, the safe harbor parameter should be included as a part of your narrative even. Make sure that it's very clear to us but with the understanding that it goes deeper than just the safe harbors. You don't want to just copy and paste what you've seen. We want to be able to see that you're looking at this from a perspective of not just a checking the box, and it is the difference between determining eligibility and feasibility in implementing your activities. Next slide.

All right. So we're going to give you three different before and after examples. We're going to show you examples of the kind of things we see in submissions that have to be reworked. We're going to illustrate the kind of write up that will convey your MTW plans clearly to the public, and gain HUD's approval without needing revisions, hopefully.

Now, all three of these examples will concern the AHA, the Anytown PHA. AHA is looking to implement an MTW waiver from Appendix I of the Operations Notice concerning alternative re-examinations. They plan to move from annual to triannual reexams.

So here's the first example concerning waiver specific narratives. Your waiver specific narrative should describe the MTW activity, the MTW agency's goals for the MTW activity, and, if applicable, how it contributes to a larger initiative.

So in this example, the before text is accurate. It says, but -- it's a true statement, but is it at such a high level that it doesn't really explain that we can see what will be going on or why it will have the results that you are anticipating and that you've stated? So next slide.

The before. Here's the after. Here's an after example. Before I get into it, please do look at the slide. Read through it, but let me be clear here about these after examples. They are designed to give you the gist of what is needed in your submissions. We are not suggesting that any of this -- these after examples are 100% complete or that this specific language should be used in your own submission.

We are just going to try to show you an abbreviated way and the kind of content that we will be looking for upon our review and why it's also better than the before versions and examples we're showing you.



So in the after version we'll point out areas shaded in different colors that improve upon the before examples. So here you see AHA explains in green why the family will be incentivized, in blue, what statutory objective is being met, and in pink, lavender, what the logic is for thinking there will be cost savings.

So let me pause here and ask, Marianne, are there any questions? We'd like to open up just to make sure that -- and see if there's any questions.

Marianne Nazzaro: Yes. Great. There is a question from Catherine. "Are we limited to only the waivers in the selection notice?" That's a good one.

Crystal Mills: Yeah. It is a good one. No. You are not. You are not cohort three limited incentive. It's limited to only the waivers in the selection notice or the MTW Operations Notice even. You have the full menu, is what Marianne would like to say, of Appendix I throughout the MTW Operations Notice.

Now, you do have to still pay attention to your selections notice because there are specific requirements, but you do have access to those other MTW waivers and activities that are spelled out in Appendix I of the MTW Operations Notice. And then of course, you do also have the option to request a safe harbor waiver or agency specific waiver request, as applicable to your agency. Are there any other questions?

Marianne Nazzaro: Awesome. No. That was it.

Crystal Mills: Okay. Great. All right.

Marianne Nazzaro: And she said, thank you very much. That was her understanding, but wanted to confirm. So thanks, Crystal.

Crystal Mills: All right, Catherine. Good job. Okay. So next slide, please.

Okay. So once you've selected your waivers and activities, it's now time to move on to conducting an impact analysis, if it's required. Now, remember that, if an impact analysis is required, you must complete a draft impact analysis before you post your public hearing notice. You want that to be included because, when they review it going through comment period, there may be something that builds and can help to improve upon your impact analysis.

So after you receive your comments back and feedback from your residents, your staff, your community, you'll revise the impact analysis based on those comments and then submit your final version as part of your MTW supplement.

I think we talked about why it's important, obviously, but your agency needs to assess how effective an activity is or will be, and it helps you to identify any unintended consequences or hardships likely to affect assisted households.

And getting a clearer picture of those possible consequences will let you know how you need to revise the activity to prevent those negative impacts, if a hardship policy needs to be in place in case of a negative impact, and it also will clearly explain to stakeholders and HUD that your PHA has considered those possible negative implications and explain how those possible impacts are being addressed.

So resources include we have some here more in depth on impact analysis on the slide. Encourage you at a later time to go take a look. It's very, very helpful in the online manual. Next slide, please.

All right. So let's return to another example from AHA and the MTW waiver allowing for an alternative reexamination schedule so they can move from annual to triannual reexams. This time let's look at the impact analysis.

This is an area where we have often seen gaps in MTW supplement submissions from earlier cohorts. We want to try to help you get through this more effectively. So here's the before language. It is logical on the surface. AHA sees that the staff -- only one-third of it, the time processing these exams. So will be triannual and anticipates no impacts on households. It was a true statement, but is it fleshed out well enough? Next slide.

All right. So in order for HUD and public to really understand the impact of the activity and in order for us to see that AHA has really thought the activity through, the write up needs to be more detailed and in depth. Again, the after version points out areas that are stated in different colors, and we see here that they're sharing now more logic behind their conclusion so HUD and the public can follow the thought process in this write up.

We see in green the reason for the anticipated savings is specified. The nuance analysis of impacts is explained here in Blue. Says, staff won't be fully reduced to one-third of its former level because there will be hardship exemptions to process. There will be changes in family contribution benefiting families with increased incomes but also increase in AHA's costs.

So in pink, fuchsia there are quantifiable measures and estimates of anticipated savings and costs and not just a general assertion. Next slide.

Okay. All right. So. This is all following the factors of the impact analysis. More after examples here. So although fewer families may transition from assistance in the time between triannual versus annual reviews, its population tends to be relatively stable in their need for ongoing assistance for AHA projects that any impact would be minimal.

It's clearly identified for us as the reviewers that you're going through the impact analysis, and this is item number three, factor number three. What is the impact on the agency's waitlist? Is there any change in the amount of time of families are on the waitlist? So it's very clear.

Same thing -- next is four, the impact on agencies' termination rate of families. Is there any change in the rate at which families non-voluntarily lose assistance from the agencies? So you see here, AHA anticipated that households may receive fewer termination notices for

noncompliance with required documentation. Note that this is the first year to create a measurable baseline with data you have access to, and you can reevaluate each year going forward, if it's positive or negative, measured by that same metrics and you're looking at that from those non-factors on the impact analysis.

So another good tip. The impact analysis, as we have it here, is formatted by number. And I think this is a good practice because what it shows to HUD is that you, one, have considered each of the factors. We see that you are responding to each one that you're identifying, and it's a really good practice. So it's very clear. Next slide, please.

Excuse me. Okay. All right. Developing hardship policies. So the next step in preparing your MTW supplement submission is developing any hardship policies you may need. So AHA may need to develop a hardship policy because there is a safe harbor that requires it for your activity, or maybe there is not a required safe harbor but your impact analysis helped identify situations in which hardships might occur.

A big area where we see weaknesses in some of these earlier submissions, you don't have a separate policy for every activity, which is not necessarily a requirement, but we do need to know that, if you are merging a suite of different activities for one hardship policy, then we need to -- it needs to be clear that it's tailored to address and how it will be undertaken.

And we also see that, essentially, sometimes it's just a bit of copy and paste. This is to stress to you stay away from that. We want to make sure that the policy speaks to addressing the needs of the household that encounter the hardships as a result of the activities. And you can find a hardship policy example in the online manual.

So just like the impact analysis, if a hardship policy is required, you have to complete a draft hardship policy before you post your public hearing notice. Going to want to include it, and you will revise the hardship policy based on the public comments and submit that final version into HUD.

All right. So another quick question, if I can. You can answer this in the chat. Your draft MTW supplement, impact analysis, and hardship policy and other supporting documents must be available for public review for at least 45 days prior to the public hearing. True or false? I know this is a hard one.

All right. Thanks. Perfect. That's right. True. Right. You must have the draft MTW supplement content and all the supported materials available 45 days prior to your public hearing. Next slide.

All right. Here's the last of our three examples, this time on hardship policies related to AHA's MTW waiver concerning alternative reexaminations and moving from annual to triannual reexams. So same MTW activity, but now, the example's for hardship policies.

You see here that the before states that AHA will do what is required, but there's no explanation of how this will be done. So the public and the HUD reviewer, your field office really won't have any insight. They'll have very little insight into what will actually be taking place. Next slide.

But on this next slide, on the after example, it's much more specific. It starts with the specifics about when the policy would be triggered in green. If the family experiences a decrease in income, change of circumstance, or increase in expenses, that would make it difficult to pay your shared rent. It's very clear, and we understand that -- specifically what is required there.

It also provides specifics about what the remedy will be in turquoise. The family can request a hardship rent. The hardship rent would be provided for up to 12 months, and it goes into one step further to foresee additional complications that might arise and how they will be handled with clear specifics about time frames in pink by stating, if the hardship persists, the family can request one or more renewals up until their next triannual reexam.

So this is just a snippet to give you an example. When you develop a hardship policy, you'll need to make sure, again, that all the requirements from the MTW Operations Notice are met. And with that, I'll pass it back to you, Marianne. Is -- are there any other questions before we [inaudible]?

Marianne Nazzaro: Thank you. Yes. So there is a question in the chat and I answered it in the chat but I just wanted to make sure everybody saw that. The question is, "Are there some waivers that the evaluators want us to stay away from?"

I put the answer in the chat and the selection notice; right, the selection notice that every agency applied to under identifies those cohorts -- those specific waivers that you need HUD approval before you implement. And those approval are some of the tenant rent policies, rent waiver one, waiver five, some of the HQS, and waivers seven term-limited assistance.

So again, any questions at all around what waivers you have to implement during the term landlord incentives, that's in the selection notice, and those waivers that you can't implement where you at least need HUD approval before implementing, all of those are found in the selection notice. So thanks for that question, Thomas.

Any other questions? Actually, I have a question for you. Wendalyn, if you can go back to the previous slide. Is that third color pink or fuchsia because Crystal keeps on calling it both, and I can't decide. I call it pink.

Crystal Mills: Okay. You like pink?

Marianne Nazzaro: Fuchsia. I was wrong. All right, Ana.

Crystal Mills: Okay. Thanks, Ana. Team fuchsia. I do hope that was clear to follow. Please do let me know if you have any additional questions. Marianne, is there another question in the chat?

Marianne Nazzaro: I don't -- oh, yes. I do. Sarah. "If we make significant changes to the impact analysis or hardship policy following the public hearing, do we need to go back to the public hearing?"

Crystal Mills: Well, I welcome you, Marianne, also to chime in here. But I think that as far as any significant changes is you just still want to continue to speak with your staff and your Resident Advisory Board. You have to involve them, especially if there are any changes. And also, you're going to have changes. We do want significant changes to happen.

In fact, if you look at some of the -- what some of the initial agencies, if you go and you were to talk to them and ask them, they're constantly improving from year to year on the content of their impact analysis and hardship policies because they learn so much each time. So you don't have to go back and do another public hearing, but you do want to keep everyone abreast of everything. And this is in the draft stage. Marianne, is that correct? Would you agree?

Marianne Nazzaro: Uh-huh.

Crystal Mills: Okay. Great.

Marianne Nazzaro: Yeah. Absolutely. Any other questions for Crystal on anything that she's talked about today? And I see a vote for fuchsia purple. So clearly, I think I might be the colorblind one here. Just a true statement.

Other questions for Crystal? All right. And with that, I think we've already got a break. That was fast. So thanks, Crystal. And so, we've got -- it's 2:40 now here in Eastern Time. So let's say 2:50 we'll be -- meet back here Eastern. Grab a cup of water. Grab some food, and we'll see you back here in 10 minutes. So thanks, everybody.

Okay. Good afternoon, everybody. We are back. Hopefully, you are refreshed and hydrated and ready to go to part two.

I did see there was a question in the chat. I'm hunting down the answer on that. So we'll get back to you on that answer hopefully before the end of today's conversation.

So now, I would actually like to ask you guys a couple of questions. So we're going to use our old friend the mentimeter. Wendalyn, if you could pull it up, we are -- if you could go to menti.com. You can use your cell phone, a different browser, a tablet, whatever. Go to menti.com, www.menti.com and use the code 18119675. And, Wendalyn, if you could put that -- if someone could put that in the chat, that would be great. Again menti.com and if you could use the code 18119675.

So we're starting to see some people in there. Again, the question is, which of the steps in the MTW supplement process that Crystal just described do you have the most concerns about? And this is just for kind of our information, and we can hopefully help going forward as well.

But we've got public engagement, collaborate to set goals, select waivers, impact analysis, hardship policies, completing the supplement form, gaining HUD approval, updating the ACOP and admin plan, and other. And if you type -- have other, if you could type in kind of your

thoughts. If there's something relating to the supplement process that you've got some concerns about that we haven't identified here, please let us know.

This is interesting. So again, public engagement, collaboration, selecting waivers, impact analysis, hardship policies, completing the actual form, gaining HUD approval, updating the ACOP and admin plan, and something else. And if it's something else, if you could put it in the chat.

So it looks like the most -- the one with the most hits, so to speak, lack of a better word, is impact analysis. So that's good to know, and I'm glad that you're thinking about that now. Crystal just provided some really good training, and again, we do have resources. We have a whole webinar focused entirely on the impact analysis process, and there's a lot of resources out there. So hopefully, that will help, but we'll do that.

Public engagement is key; right? And kind of going forward, any tips and tricks we can teach each other about how best to engage, that would be great. Collaboration. Obviously, you need to collaborate with everybody. Selecting the waivers, again, one step at a time. What's the challenge you're trying to solve? Does the -- is there something in the MTW waivers to help you get to it? If not, maybe there's another waiver you could ask.

So this was really enlightening. Crystal, any thoughts, or anybody want to kind of say anything based on this question? Anything we can do to help?

Crystal Mills: Sorry. Take my jacket off. It was kind of hot.

So we have been hearing that a lot -- and it's very new. I know that you all already have to go through the PHA plan process, but you may not have conducted impact analysis and hardship policy so regularly. Please go to the online manual located on HUD Exchange and look at those how to trainings. It's a step by step. It gives you examples.

Another option is to visit some of the existing MTW agencies' websites. They often have, especially if it's a similar eligible activity, then -- that you all are feasible for you and your community, then it may make sense to take a look at their impact analysis. And again, it's not something you want to copy and paste, but it could be a good reference.

Marianne Nazzaro: Great. Thanks, Crystal.

Okay. Next question. It's just getting for the next part here. So what parts of the MTW supplement process has your agency already completed? Select as many as -- that apply.

And so, the options are, you've hosted resident and stakeholder meetings, you've developed the goals, you've selected activities and waivers, you've already done a draft MTW supplement, impact analysis, and hardship policy that you've made available to the public, you have held a public hearing, you've revised the final MTW supplement, inclusive of the impact analysis, hardship plan, and you've gathered the supporting documentation, and you are ready to go and start submitting online.

I think I need my glasses to be able to read these answers. My glasses are way over there. So you're going to see my face get really close.

So it looks like a good number have hosted the resident meetings and started developing the goals and started to think through the activities and waivers that you want to implement, which is great.

A couple of you have started thinking through and started drafting the supplement and have made it available. One has had the public meeting, and there's two of you that are indicating that you're ready to go. You've got a draft. You've gone through the process, and you're ready to start submitting. So that's great. That's great feedback.

Any -- anything anybody wants to say about any of those before we get into that part two of the role how with the MTW supplement form?

And I'll note that Eva just put in the chat the link to the great impact analysis training that Crystal just referred to that was in the online manual. The link to that is in the chat as well. Great. Thanks, everybody.

So now, I am going to turn it over to Wendalyn Hovendick. Wendalyn is our management information specialist, and she's going to really start talking through the how of submitting the MTW supplement form into the online system. So with that, Wendalyn, I am going to turn it over to you.

Wendalyn Hovendick: Thank you, Marianne. Sorry. I started with a fur ball over here, as -- from all the pollen outside.

All right. So we're going to actually take a little step back, even a little more, kind of thinking about the question that you just answered and kind of some of the steps that lead up to actually getting in the system and submitting it.

So as Crystal mentioned earlier, one of the big things is actually using the OMB approved MTW supplement form. That's going to be your planning tool, not the system, because if you click here, click here, and you're just kind of looking around, that can sometimes foul up the little gremlins in the system.

So the OMB approved form is your friend, and we show an image of it here. And so, you can see that the OMB approved form will show you, is it going to be a multiple-choice question? Is it going to be a text box? Is it going to ask you for a dollar figure? There are places where there are what we call pick lists, which are what some people call dropdown boxes. And so, that kind of thing is what you'll see in the OMB approved form.

And we have a link to it here on this slide. But then, as you know, if you're like me, you'll get at least a quarter for every time we tell you to go to the MTW supplement webpage, which is your one-stop shop. This link is also there as well.

So the easiest way to get started is to look at the MTW supplement form, and then you can make sure that you have a good idea of what you want to do and talk to your coworkers and really start to formulate looking at the form. You'll get used to how the form looks because there's questions that are asked for every single activity. Those are core questions. And then there's the custom questions, which you see like this screen print of a custom question that's asked for activity 4.a., 4.b., and 4.c.

So a few more technical notes that we want to get into is, when you're actually planning out your responses, you can put them into a Word document, and we'll talk about this a little bit in the next couple slides here. But when you start your Word document, you can put headings like Section B narrative and then type out your narrative.

You will want to make sure that you minimize your formatting because the text boxes in the system are plain text, and so don't get fancy formatting, do a bunch of bold and all that because it's not going to show up in the system. And we'll discuss how it gets to the system here in a few minutes.

Another thing is, too, you can use bullets and they'll show up but they will count against your character limit. And be cognizant of your wording because there are character limits in each one of the fields, especially the text boxes. And I'm not going to go into what the character limits are for each and everything because the job aid for the system, the how to use the system, job aid was very recently updated with that information. So that's your first plug for using that job aid to get that information about character limits for the different questions. Next slide.

So this is your suggested process. You're going to walk through the OMB approved form. You're going to talk to your colleagues and really formulate what do you want to do. And also, kind of in this step two is think back to any resident meetings you've had or when you were talking maybe with members of the public when you were applying to be MTW. What are things that -- take all those things that you've gathered up and talk about those internally. Figure out what you want to do in the supplement?

And then here again, your Word document. You can put your responses in there, your narratives because there's a narrative for each activity in the core questions. And all of that, you can put all of that in your Word document. Think of the Word document as your internal working document. No one is ever going to see your working document. It's just so when you do get in the online system, it's going to be easier for you to work in there because, like we said, the system is not designed to be your planning tool.

And finally, gather all of your supporting documents as you're preparing the text that you're going to be putting in the system and your other responses because you'll need to have those supporting documents handy, and you'll want to -- like I said, you'll want to do all of this stuff before you ever go into the system. Next slide.



So speaking of those supporting documents, there's many attachments that you may have to include, depending on what you're doing. Some of those would include impact analysis and hardship policies, which we talked about earlier. Those will be documents in and of themselves.

If you're -- may need either a safe harbor or agency specific waiver request, those will be submitted as attachments.

And then after you have your public hearing, you're going to have a document that summarizes what comments did you get at your public hearing. You're going to have a document that -- a separate document that analyzes those comments and describes the decisions the agency made in response to those comments. It could be that maybe because of some of the comments you received at your public hearing, you go back and end up revising some of the responses of your MTW supplement.

And finally, there's the MTW certifications of compliance that needs to be signed, scanned, and uploaded in the online form. And one thing I'll mention about that just really quick is you'll see that certifications of compliance in the OMB approved form, but we also were able to work with our internal partners and get an agreement to make it as much as possible a fillable form. So there will be a link to that on the MTW supplement webpage underneath the link for the OMB approved form so that you'll be able to fill that out and then print it out to have it signed and then you'll be able to scan it.

An area where a lot of agencies have missed some of the instructions that are actually at the back of the OMB approved form is for the file naming convention. And so, this file naming convention gives us uniform file names but also helps because if you have a file name that's a bunch of characters long or makes sense to you but doesn't make sense to anybody else, it's hard for HUD's staff to know, okay. I need to look at this file as the impact analysis for 4.a.

And so, the naming convention for your documents -- and this goes for any of your documents -- would be the PHA code, the fiscal year, and actually, that's the fiscal year beginning, and then a short descriptive name for the item. For example, if your PHA code was CA789 and your main -- your fiscal year beginning 2021 MTW supplement, it'd be fiscal year 21 and then rent hardship, which would be a rent hardship policy. And notice that it says what that hardship policy is talking about.

I've seen a lot of attachments in the system from previous cohorts that say hardship policy, and they have multiple hardship policies. And so, it takes a long time for HUD staff to go through and find which one we're talking about.

The same could be true for impact analysis. If you have multiple impact analysis, you would want to include something in the file name that leads us to which one we need to do. Now, as we mentioned earlier, you can have a hardship policy or impact analysis that covers multiple activities, but still we should be able to pinpoint looking at that file name. Next slide.

All right. So now, we're getting into what some of the resources are for you. So as I mentioned a second ago, there are instructions for the MTW supplement. But I know everybody's busy. Not

everybody gets way down towards the back of the document and sees those instructions in the back. But there's some really good tidbits of information in those instructions for the OMB approved form.

For example, the file naming convention, or one thing we've seen for those housing authorities who have public housing and, therefore, have to fill out Section F of the supplement is that they haven't looked to see how do you fill out Section F? And so, those are a couple of things that we've noticed people aren't picking up on in the instructions, but there's some good tips back there. No. It's not going to tell you everything, but there's some really good tips in those instructions.

And then also there's some good hints in the Completing the MTW Supplement - Reference Guide that's been developed. There's a link for it on the -- wait for it -- MTW supplement webpage, and it's also linked in HUD Exchange.

So a quick question for everybody. Should you use the OMB approved form or the online web-based form to build your MTW supplement responses and ensure that you have gathered all of your supporting documentation? So I'm interested to see what everybody puts in the chat for that little question.

Should you use the HUD-50075-MTW OMB approved form or the online MTW supplement form to build your MTW supplement responses and ensure that you have gathered all of your supporting documentation?

Marianne Nazzaro: I'm seeing several OMB form, the form, no online, OMB form, online form. I'm seeing a couple of the people said the online system.

Wendalyn Hovendick: All right.

Marianne Nazzaro: So let's say it again, Wendalyn.

Wendalyn Hovendick: So for those people who said that they need to use the OMB approved form, you get extra cookies at dessert tonight. Unfortunately, I don't have your addresses. So I can't FedEx cookies.

But for those of you that said the online form, it's okay. Like Marianne said, I'll repeat it. You need to use the OMB approved form, that PDF file that's on hud.gov, as your planning tool, not the online system. Your cookies will come later. There's plenty of opportunities to earn cookies. And then one final thing. Oh, go ahead, Marianne.

Marianne Nazzaro: There was another question in here that I was going to ask Crystal to answer, if I may.

Wendalyn Hovendick: Sure.

Marianne Nazzaro: Crystal, if you are there, there's this outstanding question from Rachel. "Is this first supplement to focus only on the activities that we plan to implement in that particular fiscal year, or are they supposed to include all of the activities that they've identified in their public process and that they may want to do sometime during MTW?"

Crystal Mills: I'm so happy you asked that question, Rachel. Take small bites. Easier to digest. That is our strong suggestion to each of you. I think that it is good for you to plan long-term, but you don't have to plan and select everything at one time. You don't have to select every applicable waiver that may help you to reach your overarching goal.

You want to plan strategically and be very focused on what's to come. Remember that you can submit now and start small, start control and focus. And then when you're ready to expand, even if it's in the middle of the year, you're able to submit a plan amendment. So that is my response.

Marianne Nazzaro: Exactly. Thanks, Crystal. You got a smiley thank you with two exclamation points from Rachel. And just to bottom line, you only have to do what you're planning on implementing in that fiscal year, and then during the next supplement, if you want to do more activities, you do it in that next year's supplement.

Wendalyn Hovendick: And I would just elaborate on that a little bit. This is not in the slides, but I think it's a really good opportunity to mention that you'll notice when you're looking at the OMB approved form, that it asks you in the Section C screener what you're going to do for each one of those activities, not currently implemented, planning to implement, currently implementing, discontinued, et cetera.

And so, this is one thing I just wanted to mention because of this question that this first year, everything that you do choose, those little bites, those little bite-sized cookies are going to be planning to implement because this is your first year.

Next year you may toss in a couple more chocolate chips and will have maybe one or two planning to implements. But then the stuff you did this time around, this very first supplement will be the currently implemented. So while not in the slides, I thought it was a good opportunity to make that connection for everybody.

Marianne Nazzaro: Perfect. Thanks for that clarification, Wendalyn. And then there's one other question for Crystal, I think. The question is here. "Do all waiver requests require an impact analysis, including safe harbor waivers?"

Crystal Mills: So two-parter kind of.

Marianne Nazzaro: Yeah.

Crystal Mills: So there's -- so, first of all, familiarize yourself with the types of waivers in Section 4 of the MTW Operations Notice, and that will help to better break down what I'm about to say and expound on it. But no. Not all MTW waivers that are found in Appendix I of the MTW Operations Notice require an impact analysis or hardship policy.

You will see an asterisks right beside impact analysis, hardship policies. If you go back and look at some of the recorded trainings, there's some walkthroughs, and it will say if there's an asterisk, then you can't waive that requirement. So if you see within the MTW Operations Notice, look within the safe harbor parameters box and you see that there's an impact analysis and hardship policy, then you'll know that that must be completed as a requirement, as it's associated with that particular MTW activity.

Now, as far as including safe harbor -- I'm sorry. As far as impact analysis and hardship policies when requesting a safe harbor waiver or an agency specific waiver, that will always be required. It's stepping outside of the box of some of those things that we have really looked into as -- preliminarily to see the menu of the things that you're able to do. And because it's stepping outside of it, we want to make sure that you're thoroughly fleshing it through.

So if you're ever requesting an agency specific waiver, if you're requesting a safe harbor waiver, then an impact analysis and a hardship policy both will always be required. Good question.

Marianne Nazzaro: Great. Thanks, Crystal. And you got another, got it. Thank you, explanation point. So thank you.

Wendalyn, back to you.

Wendalyn Hovendick: All right. So one last thing I wanted to mention to finish up this slide is that -- and I mentioned it earlier, is that there is a job aid for how to use the system that we'll mention here in a few minutes. So these resources here are more on the front end of things on when you're planning your supplement and figuring out how you're going to answer all of the questions. Next slide.

All righty. So here we have a whole page of tips to help avoid issues that other MTW agencies have run into with the online form. Now, okay. We've done our planning. We've fleshed out some of our responses in Word, especially the longer-winded responses that maybe have more words to them. And we're getting ready to get into the online system.

And so, first off, comes requesting access once the -- your form has been drafted, like I said, in Word and your supporting documents have been prepared. This way, you're not tempted to go into the online system and just scroll around in there and possibly do like a few people have done before and gotten your form into a place where you ended up having to restart a whole new form because you scrolled around in there so much.

So technically, it's the executive director that can request access to the system once the ACC amendment has been signed and submitted to HUD. That's a technicality. Like I said, it's best to wait until you actually have something to put in there so you don't cause yourself a bunch of headaches and have to contact the Technical Assistance Center with a bunch of questions.

So there's a limit of the number of staff that should have access to the system. What we were originally told by our Chief Information Officer office originally was limit it to five users per

PHA. But in reality, one thing we've seen is the more staff that get in there, people start stepping on each other's toes, and there's more of a likelihood that something could get changed that shouldn't have gotten changed or something doesn't get filled in that should have.

And so, it's best to limit the number of staff in the system to those staff that will actively use the system. And internally, you should coordinate who's going to do what, if folks are going to take different parts of the form on.

And so, the executive director should be referencing -- there's a job aid that talks about how to request access on the MTW supplement webpage. It's a getting started job aid, and the executive director will look at that job aid because there's a few different things in there it lists that we need to receive.

And those items have changed a little bit over time and I think probably will change again as we go on because the MTW supplement is within the Housing Information Portal or HIP or what some people may remember being called IMS/PIC modernization. It's one of the newer areas we're putting in the modernized system. And so, I think things will continue to change. So it's best to go to that job aid to get the information that's needed on how to apply for access. Next slide.

So some more tips for you. A lot of people get tripped up on the fiscal year beginning. And so, this is something we actually worked with our developers and had them tweak in the system. So if you ever go back and somehow find an old screen print or something, you'll see that this -- the field where you put in the year here in Section A used to be labeled differently. And so, hopefully, we've clarified this.

So your fiscal year beginning month and year -- I mean, month and day will be pre-filled for you. Like you see in this one, it says October 1st. So a 9/30 fiscal year MPHA has a fiscal year beginning of October 1st. But you need to tell the system what the year for the fiscal year beginning is, and this is important. It's the year that corresponds.

So in this case, right now, most likely it would be 2022. And so, you would choose 2022, and think of it this way. If you are doing this supplement for your fiscal year 2023, your 2023 fiscal year would be October 1st, 2022 to 9/30/2023. So that's why it's important you choose 2022 in the year for supplement fiscal year beginning drop down box.

And then that next box is for submission type. It's almost always going to be annual submission. The only time it's going to be amended annual submission is if you need to amend an approved supplement, not an approved PHA plan but an approved MTW supplement. So that's something important to remember.

And these fields do appear in the output file, the PDF file in the system, and that's where you will be able to see the month, day, and year of that fiscal year beginning combined. And you have the aha moment that that's why it's so important to make sure you choose the correct year for that fiscal year beginning. Next slide.

Resources, resources, resources. So here's our next quarter that we get for going over some of the stuff with the MTW supplement webpage. Now, in the slides, the title of the slide is actually a link to that page. This slide will also give you a really short CliffsNotes version of what's on that page.

So you've got the OMB approved form, the certifications of compliance, and then you've got the system documentation, like the getting started job aid, which deals with getting access. The first time a user logs in, they should use that job aid. And then there's a user request document on the webpage.

There's the very, very, very important how to use the system job aid. Don't print it out because you're going to find it's updated frequently. So you're going to be killing a lot of trees, and we just had Earth Day. So we don't want to kill a lot of trees. But this how to use the system job aid is updated fairly frequently. I think it's been updated at least once a month since it was born. I just actually updated it, as I said earlier, with the character limit stuff that I've received from the developers. And so, you'll see that.

So that is going to be a very important resource for you. Look at before you ever go into the system. If you haven't been into the system for a while, go back and take a peek at it. Make sure it hasn't had any updates, if there's been any system changes.

And then the known issues document. This document is also kept up to date and updated as needed with known and confirmed issues in the system. Now, if one person tells us, well, it wouldn't let me do this, it doesn't go in this document. We actually have to confirm it's an issue with the system that users as a whole will have.

But that's a very useful document as well because it also contains workarounds for the items that are listed there. And because the system's been around for a little over a year now, it's broken down into current issues and resolved issues. And the important thing is, is the resolved issues are things that last time you were in the document might have been a current issue, but now it's been resolved. So just keep that in mind as you're looking at it.

And then hopefully really soon here, we're going to have a link to a demo of the online system. So be on the lookout for that.

And then there's also some guidance for how to complete the MTW supplement, like the reference guide. We're going to have an FAQ that we're posting really soon. And so, both of those coming soon things really emphasize the fact that this page is evolving. We want this to be your one-stop shop. And so, just know that you should bookmark this page and come here, I wouldn't say daily, but fairly often to make sure there's no new stuff. Next slide.

So now, we get into HUD approvals. So you've submitted your supplement. You've taken your Word document, and you've gone into the system. You've created a form and you've taken that Word document and you get to Section B for the narrative. You copy the text from the Word document. You paste it into the text box in the field. And when there's text boxes, you need to do

that copy and paste with, you do that. You're only going to do that copy and paste for text boxes. Dropdowns, you obviously just select your stuff.

But you've gotten to that point where you've done that. You're ready for your public hearing. You've done your public hearing. If you need to make any adjustments to the supplement after the public hearing, you go back in, you open your existing form, and you make those adjustments. And now, you get to the last page, and you hit submit.

And so, at that point, you've hit submit, and it's in HUD's court. Well, now, what happens? Well, for one thing, you're not going to be able to use any of the waivers you selected until the MTW supplement is approved.

The next thing that you need to remember is that MTW waivers are likely to be approved relatively quickly if the MTW supplement has been completed well but that safe harbors -- and as long as safe harbors have been observed.

But if you're asking for approval for agency specific or safe harbor waivers, those can take more time. And so, because of that, you may get an email notification from the system that your form is conditionally approved, and information on the email notifications is in the job aid. But that conditional approval tells you the MTW waivers are approved, but we're still working on the agency specific and/or safe harbor waivers.

If HUD has any corrections for anything in the supplement, MTW waivers or anything that you need to resolve, you'll get an email from your field office with those corrections and any concerns or questions that they have, and you should respond to that in a timely manner.

So if they have a question, you can answer that via email. But if you need to modify the form at all, you need to do that within the online system so that those changes are captured because what's in the online system at the end will become your officially approved supplement form. Next slide.

So some information we wanted to provide on revising an MTW supplement. So as I said, the field office is going to reach out to you with instructions for what you need to fix in your supplement, and you'll do those corrections in the online form.

If they tell you that you need to maybe delete a file, there's instructions for that in the job aid. If for some reason you need to remove an activity, right now, there's a little snafu with that. So information for that is in the known issues document, but hopefully, very soon here that will be fixed. And so, that will be marked as resolved in the known issues document. And you'll need to go to the job aid to get that information for how to do that.

And so, that's just another plug for go to the webpage and pull up those documents to stay current on how to do those types of steps.

And then finally, you'll need to update your admin plan and ACOP, as applicable, prior to implementing the approved waivers and activities from your MTW supplement. And now, I will turn it back over to Marianne.

Marianne Nazzaro: Thanks, Wendalyn. That's a lot of really good information. We do have a question in here for you, Wendalyn. The question -- or I think it just came to me, but I'm going to ask you because I don't know the answer. "Is a WAS [ph] ID needed for the MTW supplement web form?"

Wendalyn Hovendick: No. That's a good question. The Housing Information Portal or HIP is not inside of secure systems, and WAS IDs are only used in secure systems.

Marianne Nazzaro: Perfect. Thank you. And now, I'm going to ask you guys a question in the polls. How many users can have access to the MTW supplement system at one time?

Oh, right out the gate [inaudible]. Way to go. So you got it. Five. Oh, I guess we did an actual poll, and I think everybody who answered it got it right. Way to go.

Are there any questions for Wendalyn on what she's just talked about right now?

Okay. Rounding it out. Wendalyn.

Actually, I'm going to ask you guys another question. So you can just type it in the chat. What is the key takeaway that you just heard from Wendalyn just now? The top takeaway, when in doubt, where to go for the supplement online form? You can type it into the chat. When in doubt, when you're getting ready to submit the supplement online form, where do you go?

Yay, Thomas. You get the cookies. All kinds of cookies. Good job. MTW supplement page. Exactly. Thank you so much.

Any other questions for Wendalyn? All right. Wendalyn, I'm going to send it back to you.

Wendalyn Hovendick: All right. Well, everybody's doing good, earning cookies, and we're starting to get in the homestretch here. But we still have some really important information here. So we're going to go to the next slide. Yeah. Here we go.

All right. So we did think it would be helpful to put together kind of a quick table that would be an example timeline for you to look at for -- in the normal circumstance when the supplement and your PHA plan or the supplement, if you're a qualified agency in those in between years, when those are traveling together, when do you need to start things?

And so, as an example, we'll use this January 1st fiscal year beginning as an example. So you would begin your preparations starting in May, and that seems really early, but I think you're getting the picture during this particular webinar today that there's a lot of stuff to do. So May really isn't all that much of a stretch.



And then you're going to draft your PHA plan and your MTW supplement for discussion with staff and residents and community partners by mid-July. So you start it in May, but it gives you plenty of time to get the juices pumping. Now, if you're ready to go at the end of June, have at it. This is just kind of an example timeline.

So you've put out your 45-day public hearing notice by mid-August. You have your public hearing by the first week of October. And just as a footnote for that, then the required number of hearings depends on safe harbor or agency specific waivers that are being requested. So as we've talked about before, if you're requesting an agency specific or safe harbor waiver, you do have to have an additional public hearing. So just keep that in mind. You can have them on the same day, but just keep in mind about the number of hearings.

And then by mid-October you would need to have your PHA plan and MTW supplement ready to go because that's when they're due. And then upon approval -- and we can't give an exact date for this because, as we said, part of it will be depending on how well is your supplement put together? How complex? Is it made with agency specific and safe harbor waivers?

So upon approval, you'll update your admin plan and ACOP to reflect any of the activities, as needed, and then you can start implementing your activities after that point. So this particular chart will outline that for each fiscal year beginning. Next slide.

Take aways. So besides cookies, what are we taking away today? So the MTW supplement process will take approximately six months, as you can see in that chart we just went over. Submission times might be concurrent with the annual PHA plan, or it might be as an amendment -- included with an amendment to an existing PHA plan.

For those of you who were here when we had our last session on the MTW supplement, there was some discussion about how to handle the timing when you're working on MTW supplement when your PHA plan is pending approval with HUD. That's not something we can really give a good answer to because it could vary according to the situation. So the best thing to do is talk to your field office and go over those specific details for your situation with them. Next slide.

So one really good resource as well is the MTW Voices of Experience. So these are real-world examples and insights from some of the initial 39 MTW agencies. And so, on this slide, we've provided links to different videos that you can listen to to be able to get real-world examples and insights related to the challenges that are listed here.

So as you listen to these short videos, listen to the activities that these seasoned MTW agencies have taken to make sure they effectively engage with change management throughout the processes. It's a recurring theme, especially when talking about activities like working with partners and involving residents and the community.

And with that, I will hand it back over to Marianne.

Marianne Nazzaro: Fantastic. Thank you so much, Wendalyn. So next slide, please.

Questions. Again, I'm going to send this back to you guys to see if there are any questions for Wendalyn, for Crystal on anything that we've talked about so far today.

Guys, this is not usually such a quiet group. We know you're paying attention because we've given out lots of cookies.

There was a question earlier that I'm not finding, but I'm going to ask Jenny Rainwater, who you may recall, to answer. Jenny, the question is --

Jennifer Rainwater: Yes.

Marianne Nazzaro: -- "If a family is on a triennial basis, experiences an increase with income, will that show up as an income discrepancy if the additional earnings are not counted towards their next certification?"

Jennifer Rainwater: Toward their next recertification or as an interim process? So in the Operations Notice, I think it's good to take a look at the monitoring piece because in that -- I just looked it up quickly -- there's a section on income integrity and EIV system reviews.

And so, I think it's important for people to understand, people on your program, your staff to understand that EIV -- MTW isn't a get out of jail free card in terms of EIV. So the monitoring that you're doing now has to keep happening. So those invalid Social Security numbers, the duplicate assistance -- right -- where somebody is assisted in one household and in another, those things don't go away. You're still having to do those reviews, and income discrepancies are part of it.

Now, the EIV system has been modified for Moving To Work, and so the length of time has been expanded to accommodate when you set up a biennial recertification schedule or a triannual to address those things. So reviewing those reports, addressing them, and helping people to really understand they need to report what was accurate at the time of their recert so that you know that that's accurate.

If something happens two years from now, we all recognize those are changes in life, and you will address it at the next regular recertification that you have. But those are decisions that you do want to take a look at. You want to make sure you are monitoring those reports and that you and your staff know how you're going to address them. So I hope that answers that question.

Marianne Nazzaro: Thanks, Jenny. For the person that asked that question -- and it was early on and I don't know who it was but do -- does that answer your question? If not, if you could come off mute and let us know.

All right. I am going to take that as an answer. All right. Thank you, Jenny.

Oh, Linda, I got a -- if you could, could you come off mute and further expound the question, if it's not answering it? Or you could send an email to the MTW Landlord Incentives Cohort

mailbox so we can try to make sure that we get that right answer to you. Make sure we answer that. Okay. Thanks. We'll send an email.

Another question that came to me privately that I'm going to ask publicly, Wendalyn, too, if you could take a stab at this one. "Do we know when HIP" -- Housing something Portal -- "Do we know what HIP will go live? And how might this impact our submission and implementation of the MTW supplement?" Wendalyn, could you please respond to that?

Wendalyn Hovendick: Sure. Great question. So I'm trying to get people used to the fact that the MTW supplement web-based system, as we've been calling it for the past year, is actually under that umbrella. So I have mentioned that. So the good news is, has no impact. You'll be able to get access as needed, just like we've been doing for PHAs for the past year. And you'll be able to submit your supplements once you're ready to do so.

As part -- as far as other parts of HIP, we're working on those. I need a clone to keep up with it and -- but my clone took the car keys and the cookies and ran away and hasn't come back. And so, that's coming down the line. More and more information is going to be coming out about the rest of HIP as we go along here. But for the MTW supplement part of things, you're good. No worries.

Marianne Nazzaro: Thank you, Wendalyn. Great question.

Any other questions for Wendalyn, for Crystal, for Jenny, for me?

I guess top takeaways? Any -- want the let us know kind of your top takeaways or if you're feeling better about the supplement after today's conversation? Any feedback would be great.

Use the supplement page again. You've got it. Drum beat. That's a great drum beat. Use the Ops Notice and use the supplement page.

"If we give you the addresses, can we get real cookies?" That's awesome. Yeah. I don't know. Maybe. Sure. Getting a lot of thank yous.

And there's a question here for me privately, and I think -- does -- and, Crystal, I might be sending this your way. "Does conditional approval mean that PHAs can begin implementation tasks like staff training, et cetera?" Not sure what we mean by conditional approval.

Crystal Mills: I -- yeah. I'm not really following the question. Can you repeat it?

Marianne Nazzaro: Or could you come off mute and ask the question?

Meghan Regis: Sure. Hi. I just submitted the question.

Marianne Nazzaro: Great. Thanks, Meghan.

Meghan Regis: I understand that after the submission, once HUD has reviewed everything, they can come back to us with a conditional approval. So I wasn't sure if that meant -- especially if we have a January 1st effective date, we want to get ahead of the holidays. We want to go ahead and start acting as though we'll be able to have those activities effective by January 1st. So just any kind of pre-effective date kind of tasks like training up staff or anything?

Crystal Mills: I see. So I guess my thought process -- well, I wanted to -- I want to clarify quickly with the conditional approval. With the conditional approval, we would send the conditions in which you are -- what's the best way to say it?

The conditional approval is put in place if there are pending decisions for agency specific waivers and safe harbor waivers but you've submitted in your MTW supplement and it looks great. You have everything panned out. The field office has reviewed it, and you received this conditional approval letter. So everything that is included in the MTW supplement, with the exception of the pending waivers that are still under review, can go ahead and implement.

However, when you say train your staff, you don't have to, of course, wait for the MTW supplement to be approved, conditionally approved or final approval for you to do that. So I guess the kicker here would be, if you were asking to implement an activity that included training your staff, if there was something that was connected, then I would think that that would make a difference. But outside of that, that is the definition of the conditional approval. And Wendalyn may be able to actually expound on that with the conditional approval.

Wendalyn Hovendick: Yeah. So the only thing I would add and I'd mentioned this was that it's the -- sometimes we call them special waivers, but it's the agency specific and safe harbor waivers.

So if you submitted something in Section D for the safe harbor waivers or Section E for agency specific waivers and we're still having to review those, those would be the items in the letter that we would say, your MTW supplement is -- I can't remember the template language, if we actually say conditional approval or if we just say your MTW supplement is approved with the exception of these items. And so, these items would be those special waivers.

And so, in the system -- so, we had a term in the system for the status. We call it conditional approval. And then when -- but if you don't have special waivers or once the special waivers are -- that review process is complete, the supplement in the system would be final and then everything. But I would agree with the point about training. Yeah.

Marianne Nazzaro: Wendalyn, can I ask the -- so, basically, if -- the only time there would be a conditional approval is if they have a safe harbor or agency specific waiver?

Wendalyn Hovendick: Yes.

Marianne Nazzaro: And what that means is the rest of the supplement is approved and they can start to implement all of the Appendix I waivers and activities that they requested and they're just waiting for that final approval in response on the agency specific and safe harbor waivers?

Wendalyn Hovendick: Yes.

Marianne Nazzaro: Okay.

Crystal Mills: That's 100 percent correct. And when you receive your letter, your correspondence directly from your field office, it should explicitly list the conditions of your approval. So it should list on the letter which agency specific waivers or which safe harbor waivers are still pending review and that you can proceed in implementing your MTW waivers that are in Appendix I that you requested to implement.

Marianne Nazzaro: Perfect. Great. Great clarification question, Meghan, and thanks so much to Crystal and Wendalyn for the response.

Jennifer Rainwater: This is Jenny. Can I just say one thing?

Marianne Nazzaro: Yes.

Jennifer Rainwater: As a word of caution from having implemented a lot of Moving To Work activities, that it can get really confusing for staff. So just keep that in mind. If you're waiting on approval on an agency specific waiver, that it can get pretty tough, just the monitoring and for staff to know when they can start doing something or not.

And just to keep that in the back of your mind as you're planning and as you're training and as you're working with staff and you're working with your admin plan and your ACOP. You can be working on those things, but don't make them public documents that you're sharing with staff until you really do have that approval.

Marianne Nazzaro: Word from an initial MTW agency coordinator who now works for HUD. So thank you. Thank you. Thank you, Jenny. Good.

I received another question privately that I'm going to read out. And, Jenny, I think I might be looking to you. So pay attention.

"Is there ever a time that the client's income increases but does not get counted until their next recertification, meaning their portion of the rent does not go up right away but instead goes up the following year or at their next recertification?"

Jennifer Rainwater: Yeah. It's really going to come back to your interim policy. Do you have your interim policy in place that, when they report an income change, be it an increase or a decrease, you're going to do that immediately? Or is that something that's going to -- you may do decreases immediately, but you may wait on increases. But those are policies that your PHA can determine today. It doesn't require Moving To Work.

So if you're putting in place a biannual recertification schedule and a family has an income change that they report to you, that would be something that you'd want to have in your admin

plan. How will those be handled? Will they just report it, and then staff will meet with them and make that change? That would follow your same policy that you have today.

Marianne Nazzaro: Awesome and I got an, aw, okay. Understand. So good answer. And this is the beauty of MTW; right? It's up to you. What makes the most sense for your agency? You just need to make sure that it's clear that people know what it is and that it's spelled out in your ACOP and admin plan.

Jennifer Rainwater: Yeah.

Marianne Nazzaro: Good question. Thanks, Jenny.

Jennifer Rainwater: Yeah.

Marianne Nazzaro: Other questions? Comments? Kind of any lingering -- anything that you'd like us to kind of delve into a little bit more detail on in a future insider? Okay. Next slide, please.

Okay. What is next? On May 25th we are going to have an MTW-50058 MTW expansion form changes webinar where Wendalyn will kind of walk through the difference in the regular 58 that you guys have been reporting on forever and the MTW expansion 58. And so, we'll be walking through that. So I think that'll be really interesting, and so, more to come on that on May 25th.

And then on June 8th, we will be having office hours. And I believe -- correct me if I'm wrong here, Crystal or Wendalyn or team -- I think all of your MTW expansion cohort agencies are going to be coming to that office hours, I believe. And so, with those office hours, we will be answering any questions that you may have on the finances, the ACC amendment, the waivers, the supplement.

Everything that we've gone over so far, we will be kind of -- we're here for you. We're here to answer any questions that you guys have. Am I right that everybody's coming to those, Crystal? I think.

Crystal Mills: I think so.

Marianne Nazzaro: All right. I think so.

Crystal Mills: I think so. No. I'm pretty sure. Yeah.

Marianne Nazzaro: Yes. Thanks, Wendalyn.

Crystal Mills: I hope so. I hope everyone comes.

Marianne Nazzaro: Yes. Eva, thank you. Yes. Exclamation point. We're all coming. Excellent. Wonderful. So that's what's coming up on deck. Next slide.

This is just the resources slide. Next slide. There it is. There's a lot; right? There's a lot. We know there's a lot, but there's a lot of really good information. Bottom line, selection notice. You got to be familiar what's in there. The Operations Notice, you got to be familiar what's in there. The supplement page; right? Those are the key ones that I heard today.

So we've got the references, the trainings, all of the webinars that we've ever done. We talked about the online manual. There's a link to that. All of the trainings that we've done for the expansion, there's links to that.

There's very specific targeted resources just on the impact analysis and hardship policy. So we saw a lot of you guys had questions, concerns about that. There's a lot of resources there in addition to what we've provided today.

There's a lot of systems guidance. More to come; right? MTW supplement page, supplement page, supplement page, and that job aid; right? The how to is going to be your best friend as you're getting ready to fill out that job -- the supplement. And lots of different guidance for the supplement on that page.

So we've kind of captured it all here snapshot that -- hope that this is helpful, but we do have just a lot of really good resources on our page.

I think that's it. Any questions? Oh, mentimeter poll. Woops. Sorry. Almost forgot. One more mentimeter. If you go to menti.com and I forget the code, which is 18119675. And the question is, which subjects would you like to discuss further during office hours? Aha. So this is where you guys are going to tell us what you want us -- what to talk about during the office hours.

Do you want to talk about the MTW ACC amendment and funding flexibility, the Section 8 and 9 eligible uses of funding and funding calculations? Do you want to hear about financial policies and procedures? Do you want to hear about the MTW ACC amendment execution and MTW specific financial reporting?

Do you want to hear about MTW waivers? Do you want to hear about impact analysis and hardship policies? Want to talk about public engagement? Talk about preparing for submitting the supplement tips and tricks, or anything else?

So this is -- I think what we're going to do is use this to help guide kind of how we will frame the office hours that we have. You guys just froze on me. Can you hear me? Can I have a thumbs up if you can hear me?

Crystal Mills: We can hear you, Marianne.

Marianne Nazzaro: You can? Okay.

Crystal Mills: Yes.

Marianne Nazzaro: So just -- okay. As long as you can hear me. That's -- just don't mind that silly face that you see on the screen.

Okay. This is great. So I think we got a lot about wanting to hear about the funding flexibility, the Section 8 and 9 funding flexibility. So that's helpful. And then we've got 12 for the impact analysis and hardship policies as well as for preparing and submitting the MTW supplement.

So I think those were the key takeaways followed quickly thereafter from the MTW ACC amendment funding and flexibility as well as the waivers, the MTW waivers. So cool. Thanks. I think that'll help. Anything --

Jennifer Rainwater: Marianne?

Marianne Nazzaro: Yes.

Jennifer Rainwater: Sorry. If people want to think about this and send information into the landlord incentives email box, that would be another way that they could send input as far as what topic.

Marianne Nazzaro: Thanks. Great. Thanks, Jenny.

Jennifer Rainwater: What topics. Yeah.

Marianne Nazzaro: That's a great idea. If you guys have other thoughts that you want to hear, I just -- I heard Rachel here suggesting -- this is a great idea -- to hear the various staffing models that agencies have in place to lead the MTW work. Great. Great question. Is there anything else that you might be interested in that wasn't on that poll?

Love to discuss data collection and evaluation measures on the landlord incentive activities. Okay. And there was a webinar with the evaluators. So if you didn't see that webinar, if you weren't able to be on that one, Meghan, I do believe it's on our HUD Exchange page of ICF or even if you could stick that into the chat, the link to the webinar page. But there was a webinar with evaluator too.

All right. Anything else? I think that's -- oh, you know what? We're at time. So thanks, everybody. And we might be able to bring in an evaluator. So thanks, everybody. This was really great. Great to hear from you. Thanks so much to Crystal and Wendalyn for providing such great information and to all of you for your participation. So we will see you the next time. Have a great afternoon, everybody. Enjoy your -- the rest of your May the 4th. Have a great one.

Crystal Mills: Thanks, everyone.

Marianne Nazzaro: Bye.

(END)