HCS 14.14.0.0 Release

Changes to HUD User Interface for HCS V14.14.0.0

An update to HCS is planned for release on May 22, 2018 and includes the following changes:

- 9902 View of Client and Attendee Data
- Identify Agencies Providing Reverse Mortgage Counseling using data file from FHAC
- Agency Profile Validation Check for Date Agency Joined HUD Program
- Agency Profile Move Methods of Counseling to Agency Information tab
- Agency Review Spreadsheet Add HUD POC and Agency Status Date Information
- Basic Agency Spreadsheet Add HUD POC and Status Change Reason to spreadsheet
- Report Submission Verification Module Updated

Note: data displayed in screens is for example purposes only and does not reflect actual data

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9902 View of Client and Attendee Data

• On the agency's 9902 click the **View 9902 Using Client Data** button.

Agency Activity Report Office of	U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner						
1. Counseling Agency Name 2. Reporting Period and Budget							
Agency Name DELAWARE OPPORTUNITIES, INCORPOR		orting Period:	_	Quarter 4 🗸			
Agency ID: 80000	Fisca Fron	al Year:	_	017 0/01/2016			
Agency Type: LHCA	To:			0/01/2010 9/30/2017			
35430 State Highway 10		mission Date:		9/25/2017			
Hamden, NY 13782-1112		ate Date:		9/25/2017			
D	Tota	l budget, all s		58,042.00			
Parent Agency Name (if applicabl NEW YORK STATE HOUSING FINANCE A	e) Tota	Total HUD Funding, all grants: \$56,534.23					
Agency ID: 80938 Agency Type: SHFA	HUD	HUD Funding Sources Passed @ 97%					
	10/0	2016-1 COMP 10/01/2015 - 03/31/2017 Extended to 06/30/2017					
	Notice of Funding Availability (NOFA) for the						
	Department's Fiscal Years 2016 and 2017 Comprehensive Housing Counseling Grant						
	_	Program. FR-6000-N-33 - FY 2016 Awards					
	Fundi	Funding: \$24,676.23					
	2017	2017-1 COMP					
	10/0	10/01/2016 - 03/31/2018					
2017 Comprehensive Housing Counseling Program. FR-6000-N-33; FR-6100-N-33							
	Funding: \$31,858.00						
Validated: Validated	Onlyan		d by 12/31/201	7			
Last Validated: 09/25/2017		d for on time su		/ WIII DE			
Validated by: System							
The reporting period for quarter 4 was closed as of 03/31/2018							
Update PDF Version Close		TOTAL All Activities	All HUD	Calculated			
	- '	All Activides	Funded	HUD			
Show HUD Grant Activity			Activities	Housing Counseling			
View 9902 Using Client Data				Activities			
3. Ethnicity of Households (select	only one)						
a. Hispanic		2	2	1.94			

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9902 View of Client and Attendee Data

• 9902 form will display populated with counts of the client and attendee data submitted

from the agency's CMS.

, 2018 C57	569/Theresa D	0941-Cars-Houck	Logout Change Passwor	
9902 Data Display for 80000			Quarter 4 🗸 201	
1. Counseling Agency Name 2. Ac	tive Grants			
Agency ID: 80000 10/03 35430 State Highway 10 Notice Hamden, NY 2016 13782-1112 6000- Fundi	2016-1 COMP 10/01/2015 - 03/31/2017 Extended to 06/30/2017 Notice of Funding Availability (NOFA) for the Department's Fiscal Years 2016 and 2017 Comprehensive Housing Counseling Grant Program. FR- 6000-N-33 - FY 2016 Awards Funding: \$24,676.23 2017-1 COMP 10/01/2016 - 03/31/2018			
2017 FR-61			nt Program. FR-6000-N-33;	
Total budget, all sources: \$ 58,042.00				
Back to 9902 Form		All Activities	All HUD Funded	
3. Ethnicity of Households (select only one)				
a. Hispanic		2	0	
b. Not Hispanic		145	0	
c. Chose not to respond		0	0	
·	Section 3 Total	147	0	
I. Race of Households				
Single Race				
a. American Indian/Alaskan Native		0	0	
b. Asian		0	0	
c. Black or African American		6	0	
d. Native Hawaiian or Other Pacific Islander		0	0	
e. White		140	0	
Multi-Race			•	
f. American Indian or Alaska Native and White		0	0	
g. Asian and White		0	0	
h. Black or African American and White		1	0	
i. American Indian or Alaska Native and Black or African American		0	0	
j. Other multiple race		0	0	
k. Chose not to respond		0	0	
	Section 4 Total	147	0	
5. Income Levels				
a. < 30% of Area Median Income (AMI)		11	0	
b. 30 - 49% of AMI		27	0	
c. 50 - 79% of AMI		90	0	
d. 80 - 100% of AMI		12	0	
e. > 100% AMI		7	0	
f. Chose not to respond		0	0	
	Section 5 Total	147	0	
5. Rural Area Status				
a. Household lives in a rural area		146	0	
 Household does not live in a rural area 		1	0	

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Identify Agencies Providing Reverse Mortgage Counseling using data file from FHAC

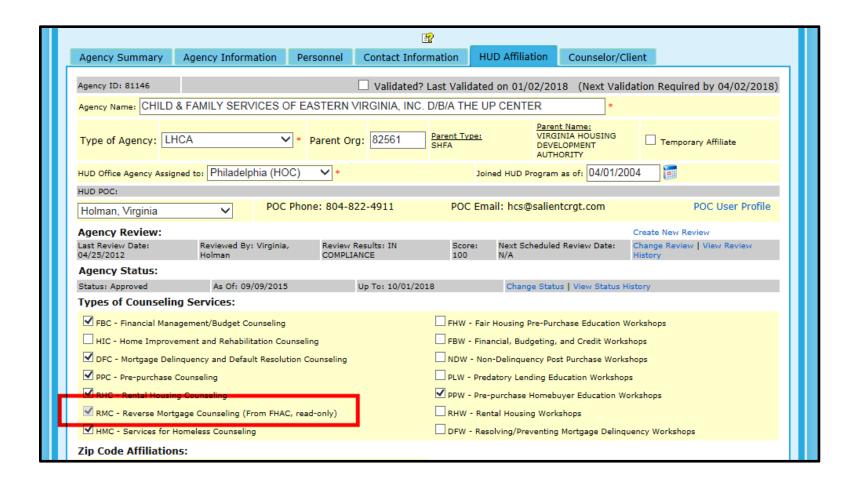
- Agency Profile HUD Affiliation tab Types of Counseling Services: RMC Reverse Mortgage Counseling will display as read-only.
- HUD POCs will not be able to change the selection.
- Nightly job will pull FHAC data file to identify agencies that have at least one HECM counselor.



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Identify Agencies Providing Reverse Mortgage Counseling using data file from FHAC

 A checked box indicates that the agency has at least one HECM counselor in FHAC.



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Identify Agencies Providing Reverse Mortgage Counseling using data file from FHAC

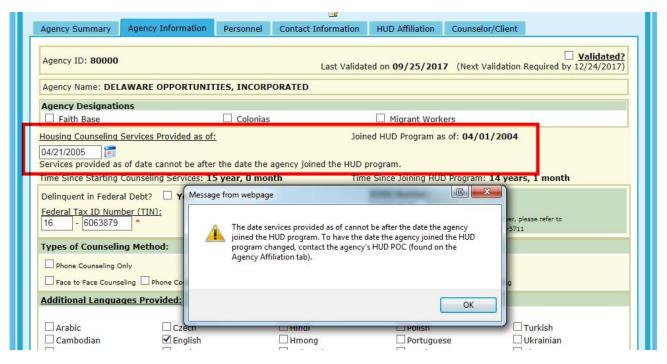
 An unchecked box indicates that the agency does not have a HECM counselor in FHAC.

			<u></u>	5	6			
Agency Summary	Agency Information	Personnel	Contact Infor	mation	HUD Affiliation	Counselor/Cli	ent	
Agency ID: 80000			☐ Validated?	l act Valid	lated on 09/25/	2017 (Next Valid	ation Required by 12/24/2017)	
Agency Name: DELAWARE OPPORTUNITIES, INCORPORATED *								
Type of Agency: LH	CA	* Parent O	rg: 80938	Parent Ty SHFA	pe: NE	rent Name: EW YORK STATE DUSING FINANCE GENCY	☐ Temporary Affiliate	
HUD Office Agency Assign	ned to: Philadelphia (H	OC) 🕶 *			Joined HUD Progr	am as of: 04/01/200)4	
HUD POC:								
Mindes, Stuart	POO	Phone: 973-7	776-7361	POC	Email: smhcs@	salientcrgt.com	POC User Profile	
Agency Review:							Create New Review	
Last Review Date: 01/01/2017	Reviewed By: Marie, A Avila	Review Res COMPLIANC		Score: 999	Next Scheduled F 01/01/2019	Review Date:	Change Review View Review History	
Agency Status:								
Status: Inactive	As Of: 04/17/2018		Up To: 05/17/2018		Change Sta	atus View Status Hist	tory	
Types of Counseling	g Services:							
FBC - Financial Management/Budget Counseling FHW - Fair Housing Pre-Purchase Education Workshops							orkshops	
☑ HIC - Home Improve	ment and Rehabilitation Co	unseling		FBW -	Financial, Budgeti	ng, and Credit Worksh	ops	
✓ DFC - Mortgage Delinquency and Default Resolution Counseling NDW - Non-Delinquency Post Purchase Workshops								
✓ PPC - Pre-purchase Counseling □ PLW - Predatory Lending Education Workshops						10 1 State		
3 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1					✓ PPW - Pre-purchase Homebuyer Education Workshops			
RMC - Reverse Mortgage Counseling (From FHAC, read-only)				RHW - Rental Housing Workshops				
The second of the second secon					DFW - Resolving/Preventing Mortgage Delinquency Workshops			
A STATE OF THE PROPERTY OF THE								
Zip Code Affiliation	5:							

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Agency Profile - Validation Check for Date Agency Joined HUD Program

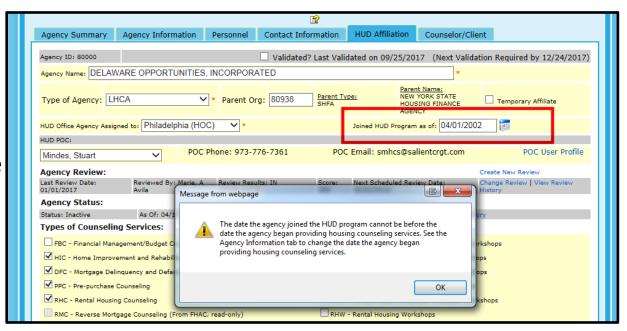
- Agency Profile Agency Information tab: the date Housing Counseling Services
 Provided as of cannot be after the date the agency joined the HUD program.
- If a user enters a date that is after the date the agency joined the HUD program and saves, an alert will display.
- In this example, the date of 04/21/2005 was entered as the date services were provided as of. That date is after the date the agency joined the HUD program 04/01/2004. The alert displays.



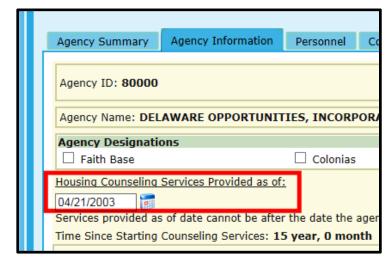
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Agency Profile - Validation Check for Date Agency Joined HUD Program

Agency Profile – HUD
 Affiliation tab: the date the agency joined the HUD program can only be entered by a HUD user. The date must be equal to or after the date the agency began providing housing counseling services.



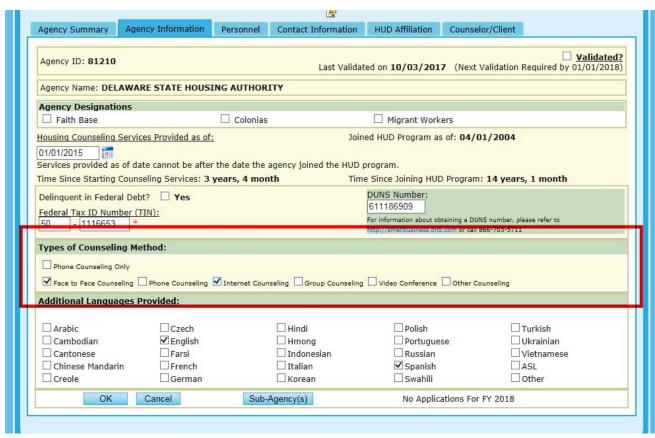
- If a user enters a date that is before the date the agency started providing services, an alert will display.
- In this example, on the HUD Affiliation tab, the date of 04/21/2002 was entered as the date the agency joined the HUD program. That date is before the date the agency started providing services 04/01/2003 (Agency Information tab). The alert displays.



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Agency Profile - Move Methods of Counseling to Agency Information tab

- The methods of counseling were previously on the HUD Affiliation tab. Agencies cannot update information on the HUD Affiliation tab.
- Types of Counseling Method has been moved to the Agency Information tab so that agency users can update the methods.

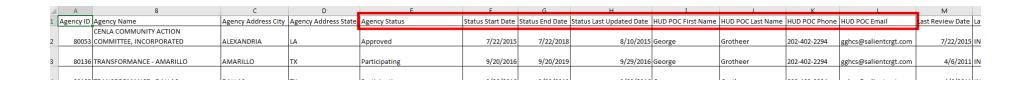


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Agency Review Spreadsheet - Add HUD POC and Agency Status Date Information

 The agency's HUD POC and latest status date information has been added to the Agency Review Spreadsheet.





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Basic Agency Spreadsheet - Add HUD POC and Status Change Reason to spreadsheet

 The agency's HUD POC and latest status change reason has been added to the Basic Agency Spreadsheet.





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Report Submission Verification Module Updated

 HUD Users – Report Submission Verification is found under the Management > Agency Reporting Module menu.



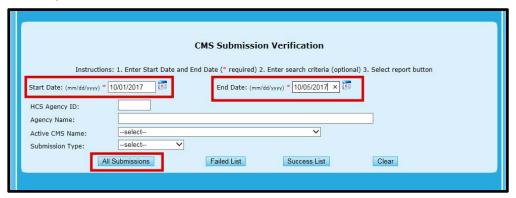
Click the Reports Submission Verification link.

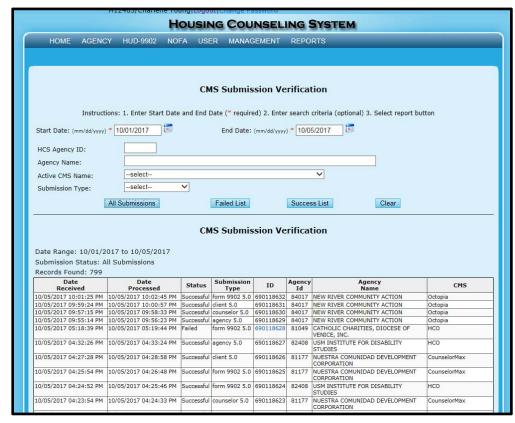


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Report Submission Verification Module Updated

- Enter a start date and end date to view submissions.
- Click the All Submissions button.
- Enter a start date and end date to view submissions.
- Click the All Submissions button.
- Results return below the form.

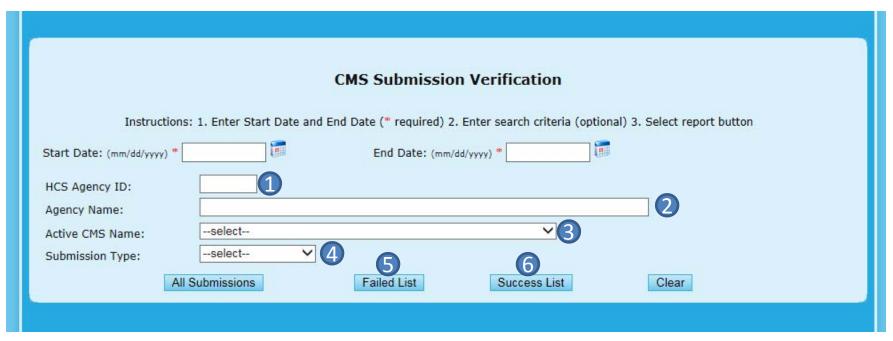




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Report Submission Verification Module Updated

- Searches can be filtered by:
 - 1. HCS Agency ID
 - 2. Agency Name
 - 3. Active CMS Name
 - 4. Submission Type
 - 5. Failed Submissions only
 - 6. Successful submissions only.



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Report Submission Verification Module Updated

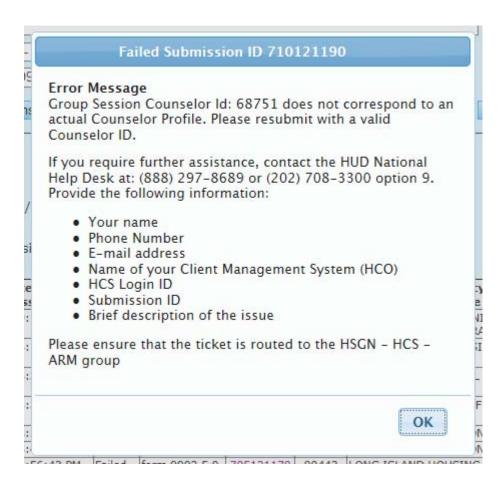
- If a submission failed processing at HUD, the error response is stored in HCS.
- To view the error on the submission, click the Submission ID link.

CMS Submission Verification							
Date Range: 10/01/2	017 to 10/31/2017						
Submission Type: FO	RM 9902 5.0						
Submission Status: F	ailed Submissions						
Records Found: 343							
Date Received	Date Processed	Status	Submission Type	ID	Agency Id	Agency Name	CMS
10/31/2017 09:12:17 PM	10/31/2017 09:12:43 PM	Failed	form 9902 5.0	710121370	84455	FRAMEWORKS COMMUNITY DEVELOPMENT CORPORATION	RxOffice
10/31/2017 04:14:17 PM	10/31/2017 04:14:43 PM	Failed	form 9902 5.0	710121356	80025	RURAL SULLIVAN HOUSING CORPORATION	HCO
10/30/2017 04:36:30 PM	10/30/2017 04:37:43 PM	Failed	form 9902 5.0	710121244	80377	THE HOUSING COUNCIL AT PATHSTONE INC.	CounselorMax
10/30/2017 03:32:37 PM	10/30/2017 03:33:43 PM	Failed	form 9902 5.0	710121236	81189	CATHOLIC CHARITES OF SOUTHERN MISSOURI	CounselorMax
10/30/2017 08:54:45 AM	10/30/2017 08:55:44 AM	Failed	form 9902 5.0	710121190	82453	TELAMON CORPORATION	HCO
10/30/2017 08:45:43 AM	10/30/2017 08:46:45 AM	Failed	form 9902 5.0	710121189	84494	TELAMON CORPORATION	HCO
10/29/2017 03:56:11 PM	10/29/2017 03:56:43 PM	Failed	form 9902 5.0	705121178	80443	LONG ISLAND HOUSING SERVICES, INCORPORATED	LIHSDP
10/29/2017 03:40:13 PM	10/29/2017 03:40:43 PM	Failed	form 9902 5.0	705121174	81232	COMMUNITY DEVELOPMENT CORPORATION OF LONG ISLAND	CounselorMax
10/29/2017 02:41:19 PM	10/29/2017 02:42:43 PM	Failed	form 9902 5.0	705121170	83402	NHS OF STATEN ISLAND	CounselorMax
10/27/2017 09:43:17 AM	10/27/2017 09:43:43 AM	Failed	form 9902 5.0	705121064	82230	DURHAM REGIONAL FINANCIAL CENTER	RxOffice
10/27/2017 09:25:11 AM	10/27/2017 09:26:43 AM	Failed	form 9902 5.0	705121061	83883	CCCS OF WEST GEORGIA/FAMILY CENTER OF COLUMBUS	DMS Professional Suite
10/27/2017 09:24:46 AM	10/27/2017 09:25:43 AM	Failed	form 9902 5.0	705121060	83883	CCCS OF WEST GEORGIA/FAMILY CENTER OF COLUMBUS	DMS Professional Suite
10/27/2017 08:57:21 AM	10/27/2017 08:58:43 AM	Failed	form 9902 5.0	705121059	83883	CCCS OF WEST GEORGIA/FAMILY CENTER OF COLUMBUS	DMS Professional Suite
10/26/2017 05:06:11 PM	10/26/2017 05:06:43 PM	Failed	form 9902 5.0	705121046	80570	NCALL RESEARCH INC.	CounselorMax
10/26/2017 04:40:13 PM	10/26/2017 04:40:43 PM	Failed	form 9902 5.0	705121039	82185	GREENSBORO HOUSING COALITION	CounselorMax
10/26/2017 04:16:32 PM	10/26/2017 04:17:43 PM	Failed	form 9902 5.0	705121036	80570	NCALL RESEARCH INC.	CounselorMax
10/26/2017 12:11:23 PM	10/26/2017 12:12:44 PM	Failed	form 9902 5.0	705121008	84885	COULEECAP INC	RxOffice
10/25/2017 11:00:45 AM	10/25/2017 11:02:43 AM	Failed	form 9902 5.0	705120956	83883	CCCS OF WEST GEORGIA/FAMILY CENTER OF COLUMBUS	DMS Professional Suite
10/25/2017 11:00:36 AM	10/25/2017 11:01:43 AM	Failed	form 9902 5.0	705120955	83883	CCCS OF WEST GEORGIA/FAMILY CENTER OF COLUMBUS	DMS Professional Suite

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Report Submission Verification Module Updated

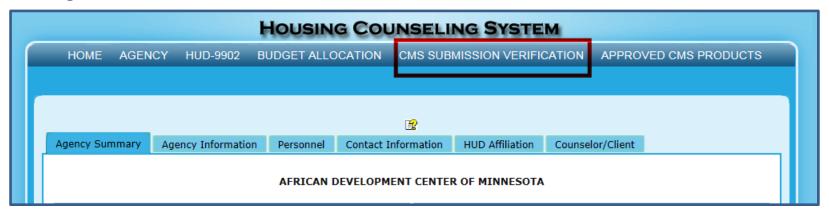
 A message displays providing information the error message and how to open a ticket for further assistance.



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Report Submission Verification Module Updated

 Agency Users – CMS Submission Verification is found in the main HCS navigation.



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Report Submission Verification Module Updated

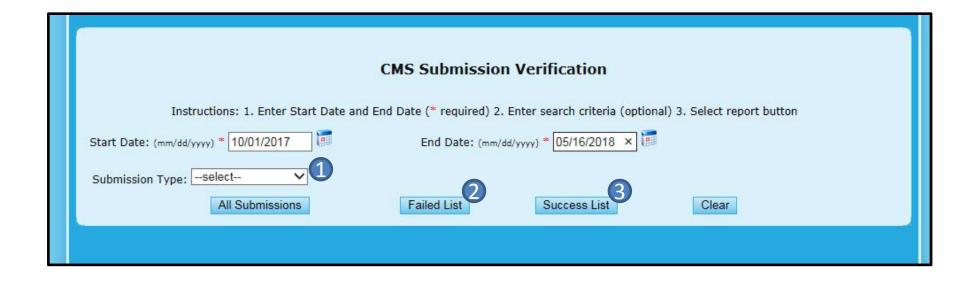
• Agency Users are limited to viewing submissions for their own agency.



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Report Submission Verification Module Updated

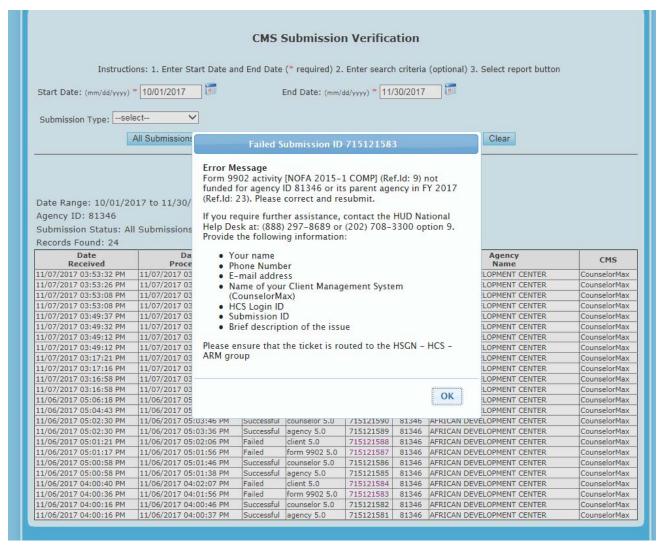
- Agency users can filter searches by:
 - 1. Submission Type
 - 2. Failed Submissions only
 - 3. Successful submissions only.



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Report Submission Verification Module Updated

Agency users can also view error messages on failed submissions.



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