



# **Stakeholders Performance Review (PR)**

## **Pilot Results Meeting**

**March 25, 2015**

**Audio is available only by conference call**

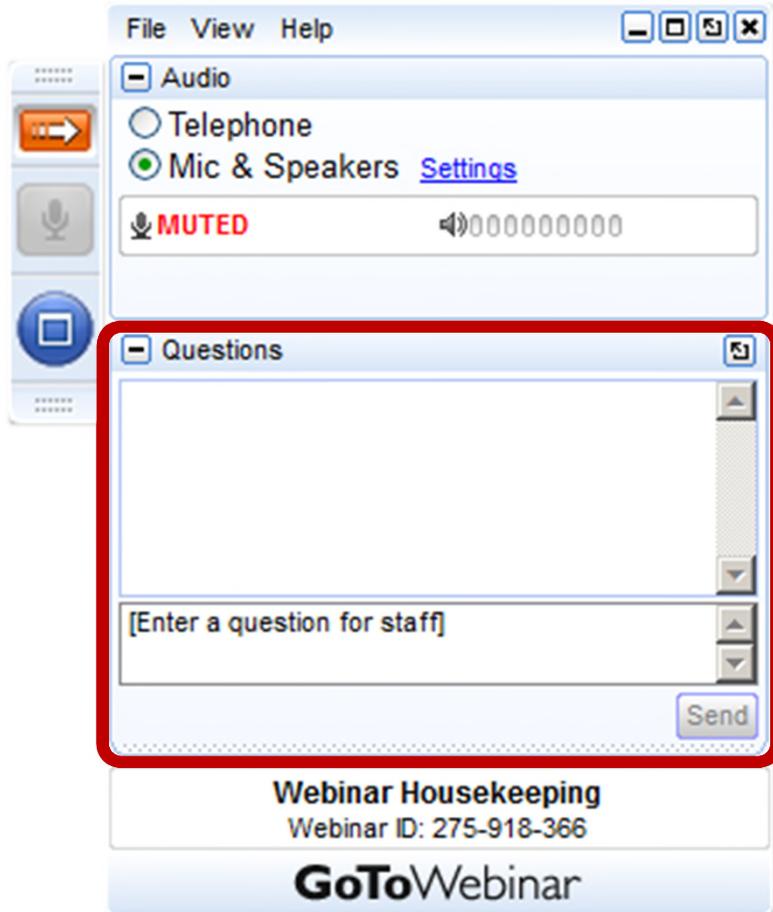
**Please call: (800) 260-0712**

**Participant Access Code: 355688**

# Webinar Logistics

- Audio is being recorded. It will be available along with the PowerPoint at:  
[www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling).
- Attendee lines will muted during presentation.
- We will have polling questions
- At certain intervals, we will unmute lines for questions and comments.

# GoToWebinar: Ask Questions



## Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

**Note:** Today's presentation is being recorded and will be provided within 48 hours. The replay information will be sent out via ListServ.

# Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



# Cheryl Appline

Director

Office of Oversight and Accountability

# Presenters

- Ms. Kisha Wright, Deputy Director
  - Office of Oversight and Accountability – (OOA)
- Mr. Edsel Swain
  - Senior Housing Program Officer, OOA
- Ms. Anita M. Olson
  - Housing Program Specialist, OOA

# Agenda

- Performance Review Polling Questions
- Open Discussion
- Outcomes reported to OOA



# Kisha Wright

Deputy Director

Office of Oversight and Accountability

# Polling Question

## *Polling Question #1*

***I have participated in a HUD Performance Review of my agency:***

- A. May 2014 or earlier
- B. After May 2014
- C. Participated in two or more reviews covering a. and b. timeframes.

# Discussion - Operator

- **If your agency participated in a pre June 2014 review, and also participated in a PR during the period of June 2014 – December 2014, how would you compare the difference in time of the two reviews? Reasonable? About the same?**

# Polling Question

## *Polling Question #2*

***How much time did your agency spend on preparation, the (desk-on site) review and completion (completing of forms, gathering documents, meeting with OHC staff, etc)***

- A. <16 work hours
- B. 16-24 work hours
- C. 24-40 work hours
- D. Greater than 40 work hours

# Discussion - Operator

- **What surprised you about the PR process?**
- **What could the HUD/OHC Reviewer do differently in the future?**
- **What aspect of the review took the most time?**

# Pilot Outcomes

## Kisha Wright

- Change PR confirmation letter to include list of documents needed at the time of Performance Review (OHC is currently working with our legal department in order to get this request approved)
- Change the final letter/Performance Report to go to LHCA ,and cc: the Intermediary, Multi State Organization (MSO), or Housing Finance Agency (HFA). Instead of current Performance Review process which is where the letter presently goes to the Parent Agency with a cc: LHCA  
(OHC would like to hear your comments as a preference)
- Should a welcome letter be sent to new LHCA's and Intermediaries, MSO or HFA?  
(Based on this suggestion OHC now sends a welcome letter)
- Add internet and Skype to the Individual Checklist and ask if the agency is collecting demographic data  
(Based on this suggestion Internet/Skype have been added to OHC's Checklist for Performance Reviews)

# Polling Question

## *Polling Question #3*

***Do you feel the HUD/OHC Reviewer sufficiently prepared you for the Performance Review?***

- A. YES
- B. NO
- C. NOT SURE

# Discussion - Operator

- Was the HUD 9910 form useful and helpful?
- As a living document, have you updated the HUD 9910 since the last PR, as a compliance tool?
- What could OHC do differently to provide needed guidance (Technical Assistance) that would have been beneficial to your agency?

# Polling Question

## *Polling Question #4*

***What Performance Review, compliance focused Technical Assistance, would you like for your OHC point of contact to provide? Check all that apply.***

- A. HUD 9910 completion
- B. 9910 supporting documents (disclosure, action plan)
- C. Housing Counseling System (HCS)
- D. Client files
- E. Other

# Discussion - Operator

Other Technical Assistance discussion.

# Polling Question

## *Polling Question #5*

***What kind of capacity building tools and training could OHC provide that would achieve a higher level of compliance within your agency?***

- A. Disclosure Statements
- B. Actions Plans
- C. Work Plans
- D. OTHER

# Discussion - Operator

- **Did the Performance Review add value to your housing counseling program?**
- **Name some positive and challenging results your agency experienced prior to, during and after the completion of the performance review.**

# Open Discussion - Operator



# Closing Discussion

## Cheryl Appline

- Any last comments about today's topics or any other topics?
- Evaluation Survey
  - Survey will launch after the webinar
  - Attendees will receive follow up email with survey link

# Conclusion

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV.

[www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling)

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Questions or comments:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

**SUBJECT: PR Pilot Webinar Comments**

**Thank you for your attendance!**