



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
OFFICE OF HOUSING COUNSELING
451 7th St., SW, Room 9224
Washington, DC 20410

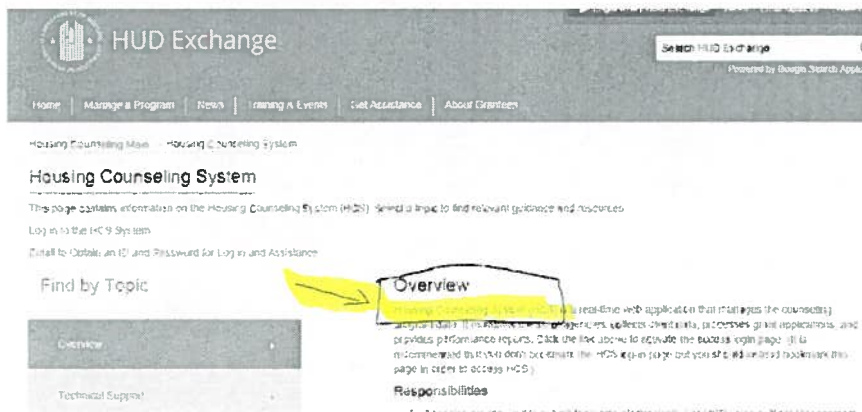
**Fiscal Year 2016 (FY16)
Housing Counseling System (HCS) Instructions
As of August 8, 2016**

All Housing Counseling Agencies participating in the housing counseling program must access the Housing Counseling System (HCS) to validate agency information and transmit their quarterly cumulative performance housing counseling activity report, HUD-9902.

Agency information from HCS is used to produce the state-by-state lists of HUD-approved housing counseling agencies on HUD's web site. It is important, therefore, to check HCS frequently to ensure your agency information is current and accurate. Agencies should verify their "Agency Information" screens at least once every 90 days. If no change is required, simply mark the "Validated?" box on the right hand side of your agency "Information" tab to indicate you have verified the information. The following information is how to access the system, change and/or validate the Profile Information, and How to file a HUD-9902 quarterly report in HCS. For assistance contact your point of contact (POC) or send email to: housing.counseling@hud.gov.

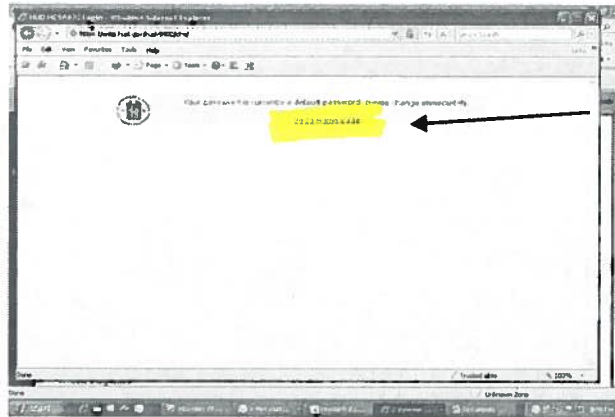
HOW TO ACCESS HCS:

1. Go to: <https://www.hudexchange.info/programs/housing-counseling/hcs/>
Click on the "Housing Counseling System" hyperlink.
A login dialog box will appear for a User ID and password.
DO NOT bookmark the popup box screen.

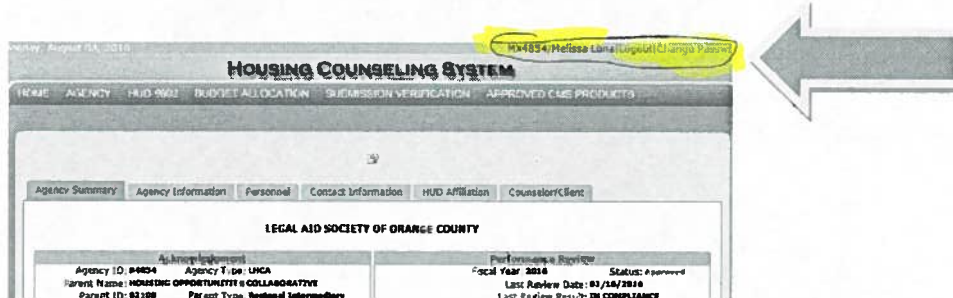


2. The **AGENCY ID** number is a 5-digit number that begins with 8 (8xxxx) or 9 (9xxxx)
The **USER ID** number is: **mx** (plus last 4 digits of agency ID# if it begins with 8) or **M8** (plus last 4 digits of agency ID# if agency number begins with 9) and the password the user created. The password is case sensitive. However, if you forgot your password call the assigned HUD Point of Contact in the Office of Housing Counseling to reset the password to the generic password.

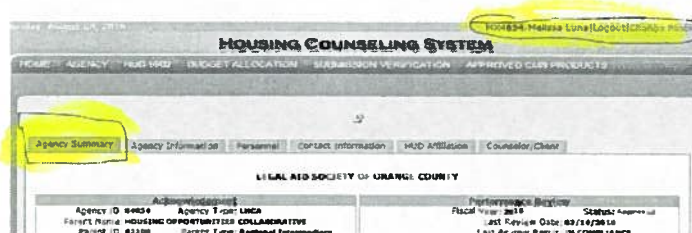
3. When using the generic password, a dialog box will appear for the user that states: ***“your password is currently a default password, please change immediately”***
Click on the link ***“Go to homepage”***.



4. Then the “Housing Counseling System” screen will appear.
Click on ***“change password”*** in the upper right hand corner of the page.



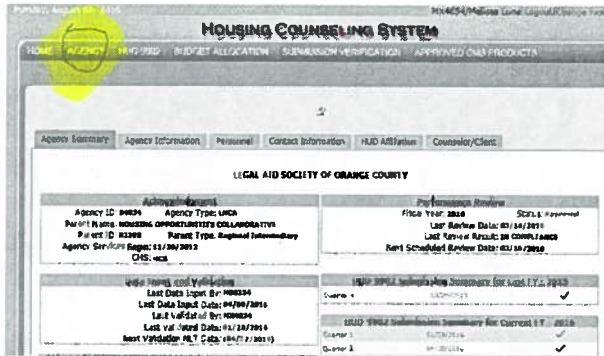
5. A screen will appear to setup or create a new password. Your new password
- must have a length of at least 8 characters, have at least one capitalized letter, one lower case letter, at least one numeric value but it cannot start with “0” (zero).
Once the user changes the password it will be good for 90 days.
6. Once you changed your password and if successful, the next screen to appear is the **HCS Home page** with the **Agency’s Summary** page of data to view.
The **User’s ID Name and Name** will appear in blue in the upper right hand side on the screen.



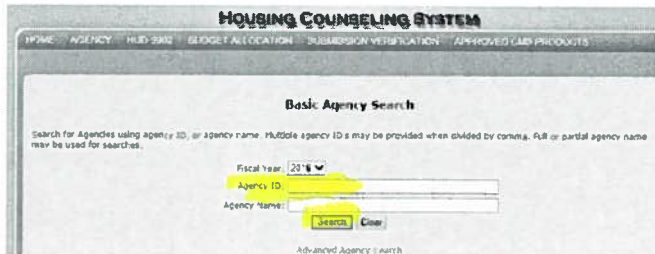
NOTE: There is only one user-ID and password per agency. If an agency has branch office(s) then there will be a separate user-id and password for each branch. All branch office(s) data must also be validated in the system.

How to Verify/Validate or Edit/Change AGENCY’S Profile information

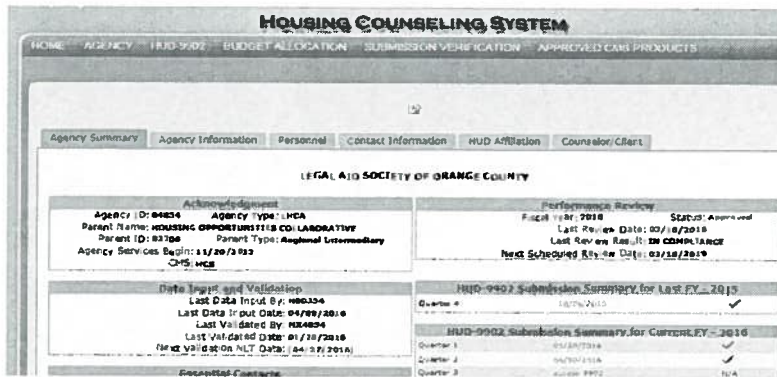
7. After logging into the system in steps 1 through 6 above, move the cursor onto the “Agency” tab and click on “Agency Search”.



8. The system will automatically default to a search in Fiscal Year 2016. Enter the “Agency’s ID Number” that begins with an 8 (8xxxx) or if it begins with 9 (9xxxx) and click “Search”.



9. A “Summary Page” screen will appear.



10. Click on the “**AGENCY INFORMATION**” to verify your TIN#/DUNS# and Languages. If you provide other languages place check marks in the appropriate language boxes, then click “**Personnel**” tab to verify the next screen

If your organization serves migrant workers, or serves residents of a Colonia or both, please indicate by checking the appropriate box or boxes. For this purpose, Colonias means any identifiable, rural community that is located in Arizona, California, New Mexico, or Texas; is within 150 miles of the border between the United States of America and the United Mexican States; and is determined to be a Colonia on the basis of objective need criteria, including lack of potable water supply, lack of adequate sewage systems, and lack of decent, safe, sanitary, and accessible housing.

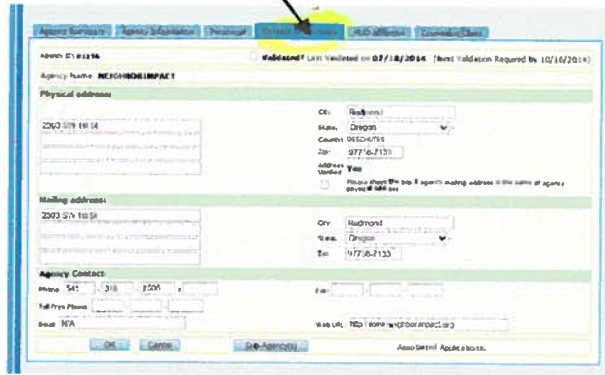
11. Click on “**PERSONNEL**” tab to change or verify the “**Agency Manager**” (person in charge of counseling program), the “**Agency Senior Executive**”, and the “**Agency Contact for HUD use**”. These names and phone numbers WILL NOT appear on HUD’s webpage list of agencies but will be used by HUD staff.

Please note: Only the person identified in “**Agency contact for HUD use**” will receive the special Email notices from our HQ office and/or from the Office of Housing Counseling (OHC) regarding policy/procedure changes etc. Then click on “**Contact Information**” tab to verify physical and mailing addresses.

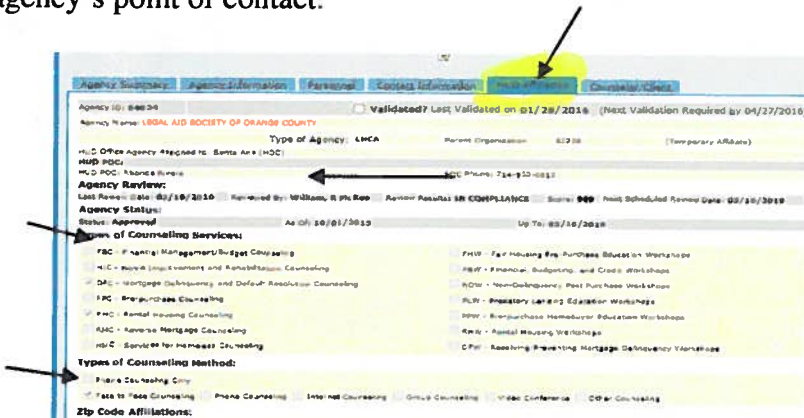
- 12. After clicking on the “**Contact Information**”, verify the “**Agency’s Contact**” telephone number that clients should call and/or Fax number to use. If applicable, verify the Toll Free telephone number, Web Url, and the agency’s general email box that clients should use to contact the agency.

It is from this tab that the information will appear on HUD’s web page list of housing counseling agencies. Be very careful of what telephone extension number or email information, if applicable, is listed for public/client’s use.

Note: Only the Physical address will appear on HUD’s housing counseling webpage.



- 13. Then click on tab “**AGENCY AFFILIATION**” to verify the “**types of counseling activities**” and “**types of counseling method**” provided by your agency. The Agency’s User cannot make changes on this page. HUD POC (see name in HUD POC box) will make any changes on behalf of the agency. Please also notify, via email, your HUD POC whenever there are changes to: counseling activities, an office move, merger, and/or agency’s point of contact.



If the agency is a **LHCA** or **MSO** (agency has an approval certificate from HUD Office of Housing Counseling) and the types of counseling activities are incorrect (shaded green area) or if you have recently changed activities, please provide to the HUD POC a copy of the agency’s amended housing counseling work plan regarding the counseling activity changes (adding or deleting activities). The OHC staff will update the counseling activities in the agency’s profile page and send a letter with a new approval certificate

indicating the additional type of counseling activities or omission of the deleted activity/ies.

14. Then place cursor on the “Validated” box to place a check mark and scroll to bottom of page and click on “ok” to validate and save the changes you made on any of the previous tabs stated in steps 10 – 14. The screen and summary page will indicate the Last validated date.

Agency ID: 81134
 validated? Last Validated on 07/16/2014 (Next Validation Required by 10/16/2014)

Agency Name: NEIGHBORIMPACT

Type of Agency: LI/CA Parent Org: BO/54 Example: National Intermediary Temporary Affiliate

HUD Office OTR: BARNES, JOSE OTR Phone: 262 402 4338

HUD Office assigned to: Santa Ana (HOC)

Agency Review:
 Last Review Date: 09/09/2013 Reviewed By: Gail Oswood Review Results: IN COMPLIANCE Score: 999 Next Scheduled Review Date: 11/16/2013

Agency Status:
 Status: Approved As Of: 11/16/2011 Up To: 11/15/2014

Types of Counseling Services:

<input checked="" type="checkbox"/> FBC - Financial Management/Budget Counseling	<input checked="" type="checkbox"/> FHW - Fair Housing Pre-Purchase Education Workshops
<input checked="" type="checkbox"/> HIC - Home Improvement and Rehabilitation Counseling	<input type="checkbox"/> FFW - Financial, Budgeting and Credit Repair Workshops
<input checked="" type="checkbox"/> DFC - Mortgage Delinquency and Default Resolution Counseling	<input checked="" type="checkbox"/> NDW - Non-Delinquency Post-Purchase Workshops
<input checked="" type="checkbox"/> PPC - Pre-purchase Counseling	<input checked="" type="checkbox"/> PLW - Predatory Lending Education Workshops
<input type="checkbox"/> RHC - Rental Housing Counseling	<input checked="" type="checkbox"/> PPW - Pre-purchase Homebuyer Education Workshops
<input type="checkbox"/> RMC - Reverse Mortgage Counseling	<input type="checkbox"/> RHW - Rental Housing Workshops
<input type="checkbox"/> HHC - Services for Homeless Counseling	<input checked="" type="checkbox"/> DFW - Resolving/Preventing Mortgage Delinquency Workshops

Types of Counseling Method:

Phone Counseling Only
 Face to Face Counseling Phone Counseling Internet Counseling Group Counseling Video Conference Other Counseling

Zip Code Affiliations:
 Default Affiliation: 97758

SPECIAL NOTE FOR HECM counseling activity: Based on the HECM roster rule regulation and the procedures that are now in place regarding registration requirements for HECM exam qualified counselors, HUD has unmarked the check mark for this activity. Please do not contact HUD to place the checkmark in the HECM box. For a list of the HECM counseling agencies that have registered exam qualified counselors, please visit HUD’s website at:

<https://www.hudexchange.info/programs/housing-counseling/hecm/>

15. IF the agency is a **Subgrantee or an Affiliate to a National Intermediary or State Housing Finance Agency (SHFA)** please contact the Intermediary/SHFA (parent org) regarding the “Type of Counseling Activities” changes that need to be updated in HCS.

The Intermediary/SHFA must provide a copy of the Sub-grantee’s revised plan to the Point of Contact at the OHC in order for HUD to update the counseling activities in HCS.

HOW TO FILE QUARTERLY HUD-9902 ACTIVITY REPORTS IN HCS:

HUD recommends the counseling agency to transmit early the Quarterly HUD-9902 data through the CMS system to generate the reports early. This will be helpful so that the HUD Point of Contact (POC) has time to review the data (HUD validates the report) and if there are

any errors then there is still time to have the Agency's User correct the entries in the system by the reporting due date. The quarterly report due dates are:

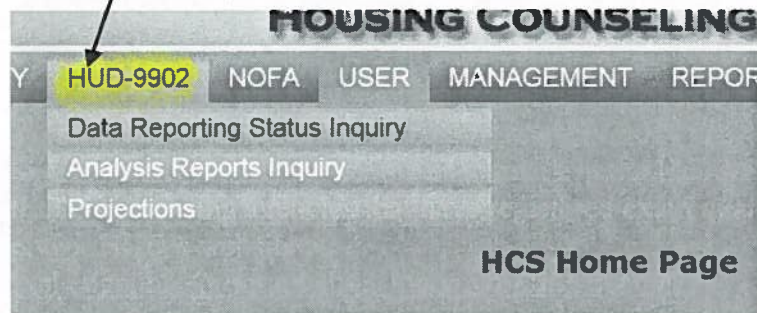
1st Qtr (Oct 1 – Dec31) by **January 31** 3rd Qtr (Apr 1 – Jun30) by **July 31**
 2nd Qtr (Jan 1 – Mar31) by **April 30** 4th Qtr (Jul 1 – Sep30) by **October 31**

16. Each quarter all LHCA's, Subgrantees, MSO branch offices and Affiliates to National Intermediaries/SHFAs are to transmit their 9902 data through their CMS system in order to interface with HUD system file this report.

Enter **cumulative** data for "ALL ACTIVITIES" (includes HUD grants) when filing 2nd, 3rd, and 4th quarter reports. Follow Steps 1 through 6 above to log into the system.

HCA should submit their agency updates as soon as their CMS product is on line with HUD. HCAs will prepare to submit their consolidated client and HUD-9902 reports for each required reporting period during FY16. Agencies are still required to check HCS after transmissions to validate the data is accurate. Any discrepancies discovered should be corrected on their CMS and retransmitted. Corrections should not be made directly in HCS as the discrepancy will only reappear in the next transmission .

17. Then click on "HUD-9902" tab and select "Data Reporting Status Inquiry".



18. The system automatically defaults to the current quarter in the fiscal year. Select the appropriate "reporting period" for the fiscal year, for example: **FY2016, Quarter 3** and then click on "CONTINUE".

19. Enter the Agency’s five digit “Agency ID” number (8xxxx) or (9xxxx) and then click on the “Submit Inquiry” button.

HOUSING COUNSELING 9902 REPORTING

**9902 Data Reporting Status Inquiry
for Quarter 3 of FY 2016**

Instructions: + -

Inquiry Scope	Assigned Area ▾
Agency ID	<input type="text"/>
Parent Agency ID (for sub-agencies listing)	<input type="text"/>

20. Click on the “update” button. The 9902 report should appear to enter your cumulative data for “All Counseling and Education Activities” column and if applicable, the HUD Funded Activities column (2016-1 Comp).

Please first enter total budget amount before entering any data in Section 3.

Housing Counseling Agency Activity Report U.S. Department of Housing and Urban Development
Office of Housing Federal Housing Commissioner

1. Counseling Agency Name
Agency Name: LEGAL AID SOCIETY OF ORANGE COUNTY
Agency ID: 84854
Agency Type: LMCA
2101 North Tustin Ave
SANTA ANA, CA 92705-7819

Parent Agency Name (if applicable)
HOUSING DEPARTMENT OF CALIFORNIA
Agency ID: 84200
Agency Type: Regional Intermediary

2. Reporting Period and Budget
Reporting Period: Quarter 3
Fiscal Year: 2016
From: 10/01/2015
To: 06/30/2016
Submission Date:
Update Date:
Total Budget, all sources: \$20,000.00
Total HUD Funding, all grants: \$15,000.00

HUD Funding Sources Favored @ 75%
2015-2 COMP 10/01/2014 - 03/31/2016 Part 2 of NOFA 2015; for new applicants applying scoring to determine funding. Award amount based on Part 1 balance Funding: \$15,000.00

Validated: Not Validated
Only reports completed by 07/31/2016 will be credited for all time submissions.

Update PDF Version Cancel Validate

	total All Activities	All HUD Funded Activities	Calculate HUD Housing Counseling Activities
3. Ethnicity of Households (select only one)			
a. Hispanic	0	0	0.00
b. Not Hispanic	0	0	0.00

9902 Data Entry for 84854 Quarter 3 2016

1. Counseling Agency Name
LEGAL AID SOCIETY OF ORANGE COUNTY
Agency ID: 84854
2101 North Tustin Ave
SANTA ANA, CA 92705-7819

2. Active Grants
2015-2 COMP 10/01/2014 - 03/31/2016
Part 2 of NOFA 2015; for new applicants applying scoring to determine funding.
Award amount based on Part 1 balance Funding: \$15,000.00

Total budget, all sources: \$

Page Errors: 0

	All Activities	All HUD Funded Activities	2015-2 COMP Funded
3. Ethnicity of Households (select only one)			
a. Hispanic	0	0	0
b. Not Hispanic	0	0	0
c. Chose not to respond	0	0	0
Section 3 Total	0	0	0
4. Race of Households			
Single Race			

Totals in Sections 3, 4, 5, 6, 7 should equal the total counseling (Section 8 plus Section 9). The system will automatically indicate an error if data is not correct due to math error(s) in a particular section of the report. The error(s) must be corrected in order for system to automatically validate the data.

Note: When the agency files their 2nd qtr report (Jan01-Mar31) during FY2016, data must be Cumulative data through March 2016 (under the column 2016-1 Comp Funded).

If the agency is currently receiving a HUD grant or is a Sub-grantee to a National Intermediary or State Housing Finance Agency (SHFA) then the agency must also manually enter data for the column “All HUD funded Activities”. You may still transmit your “All Activities” data through your CMS system and then manually enter any HUD grant activity data in HCS system if your CMS does not interface with HUD system.

21. Complete the data entries and then scroll to the bottom of page and click on “SAVE” button.

Section 7d Total		0	0	0	0	0
n. Seeking Shelter or Services for the Homeless						
1) Occupied emergency shelter	0	0	0	0	0	0
2) Occupied transitional housing	0	0	0	0	0	0
3) Occupied permanent housing with rental assistance	0	0	0	0	0	0
4) Occupied permanent housing without rental assistance	0	0	0	0	0	0
5) Counselor Referred to other social service agency	0	0	0	0	0	0
6) Remained homeless	0	0	0	0	0	0
7) Currently receiving counseling	0	0	0	0	0	0
8) Withdrew from counseling	0	0	0	0	0	0
9) Other	0	0	0	0	0	0
Section 7e Total		0	0	0	0	0
Individual Counseling / Section 7 Total		156	0	0	0	0
Total Counseling / Section 6 and 7 Total		570	0	0	0	0
Save		Cancel				

Subgrantees and Affiliates to a National or SHFA Intermediary, and **MSO branch offices** quarterly HUD-9902 Activity reports in HCS will automatically generate a cumulative report for the parent organization (Intermediary/SHFA/MSO).

IMPORTANT NOTE: If the user is from a **Subgrantee or Affiliate to a National Intermediary or to a SHFA** please contact the Intermediary (parent org) regarding the Subgrantee/Affiliate reporting requirements to determine who is responsible to file the data in the “HUD Funded” column in HCS.

If the agency is from a MSO, the user from a MSO-branch office should contact the MSO main office point of contact to determine who will file the branch report(s) manually in HCS for the “**All Counseling & Education Activities**” and “**HUD Housing Funded Activities**” columns.

Remember, there is only one User ID and Password for each agency.

If the Intermediary User is going to file the 9902 report on behalf of the Subgrantee/Affiliate it is still the Subgrantee/MSO branch Agency User’s responsibility to “Validate” the Agency’s Information that is described in the instructions above in Steps 7 through 15.

Multiple Agencies have reported problems with their 9902 submissions, and the Office of Housing Counseling asks that you please make note of the following:

- Please ensure that you are selecting **FY16 and the correct Quarter 4** as your submission. Multiple agencies have mistakenly tried to submit their 9902 data under FY17 Quarter 4.

Future enhancements to the Housing Counseling System will ensure that agencies are only allowed to submit for the current Fiscal Year, but presently agencies are responsible for manually verifying they are submitting for the correct Fiscal Year.

- Agencies must be aware that manually inputting 9902 data into the Housing Counseling System is not the preferred method. HUD recommends submission of 9902 data via a HUD compliant Client Management System. Any data manually entered into the Housing Counseling System will be overwritten if a submission is received via a HUD compliant Client Management System. This includes agency profile information. Agencies should not use a combination of manual entry and automated CMS data submission.
- The 9902 report is cumulative. All counseling activity for Q1, Q2, and Q3 should be included in the Q4 totals. The total numbers reported for sections, 3, 4, 5, 6 and 7 should be equal. The totals reported for sum of section 8 and 9 should be the same as the totals for 3, 4, 5, 6, and 7. HUD is in the process of enhancing HCS to reject 9902 submissions if the totals do not equal. Presently, it is the responsibility of individual Housing Counseling Agencies to ensure the totals are correct and equal before submission. Remember, $3=4=5=6=7=8+9$.
- Agencies need to manually check to ensure that the data submitted to Housing Counseling System is valid and correctly received. Once a submission has been made, please log into HCS to ensure that the data appears in the system and is correct. There is no limit to the number of times an agency can submit a 9902. If a reporting error is found, simply correct the error in the Client Management System and resubmit to HUD. Agencies should always submit, check the data in HCS, and submit again if necessary.

For HCS assistance contact your point of contact (POC) or send email to:
housing.counseling@hud.gov .