



Data Collection Checklist – Housing Counseling

Are you collecting the fields required to report to HUD?
 Measuring impacts starts with standardized data tracking. This checklist helps housing counseling programs align program documents and procedures with HUD’s *minimum* reporting requirements and HomeKeeper’s data collection standards. It does not include additional information your organization may track for internal reasons, or data required by other funders. Following these guidelines now will also help you import your data into HomeKeeper. Review this list of data fields alongside your program documents and consider what changes you need to make to align your information to these industry standards.

Application Information

	Field Label	Notes
<input type="checkbox"/>	Client City, State, Zip	You may also want to track street addresses, but it is not required.
<input type="checkbox"/>	Client Gender	M/F/O for Male, Female, Other (This is optional per HUD as of Fall 2018)
<input type="checkbox"/>	Client Marital Status	Unknown * Married * Single * Divorced * Separated * Widowed * Chose not to respond
<input type="checkbox"/>	Client and Group Session Attendee Race	American Indian Alaskan Native * Asian * Black or African American * Native Hawaiian or Other Pacific Islander * White * American Indian or Alaska Native and White * Asian and White * Black or African American and White * American Indian or Alaska Native and Black or African American * Other multiple race * Chose not to respond
<input type="checkbox"/>	Client and Group Session Attendee Ethnicity	Unknown * Hispanic * Not Hispanic * Chose not to respond
<input type="checkbox"/>	Client Head of Household Type	Single Adult * Female-headed single parent household * Male-headed single parent household * Married without dependents * Married with dependents * Two or more unrelated adults
<input type="checkbox"/>	Client Household Gross Monthly Income	Default to '0' if unknown.
<input type="checkbox"/>	Client Highest Education	Unknown * Junior High School * High School * Other* Junior College University * Graduate School

	Field Label	Notes
<input type="checkbox"/>	Client Farm Worker	Y/N (upper case)
<input type="checkbox"/>	Client Rural Area Status	Household lives in a rural area * Household does not live in a rural area * Chose not to respond
<input type="checkbox"/>	Client Limited English Proficiency	Y/N (upper case)
<input type="checkbox"/>	Client Colonias Resident	Y/N (upper case)
<input type="checkbox"/>	Client HUD Assistance	Rental Voucher * Place Based Rental Assistance * Home Ownership * Voucher * Purchase REO Property * Down Payment Assistance * Other HUD Program _____ Not Applicable
<input type="checkbox"/>	Client Disabled	Y/N (upper case)
<input type="checkbox"/>	Client Intake Date	MM-DD-YYYY
<input type="checkbox"/>	Client Counsel Session Date Start	Earliest Start Date/Time on Counseling of that Type. Format at MM-DD-YYYY HH24:MI
<input type="checkbox"/>	Client Counselor ID	Track one primary counselor associated with each counseling case. If Id is unknown, track full name.
<input type="checkbox"/>	Client Case Number	This will be automatically assigned by HomeKeeper. Alternatively, track a legacy ID number from a former system.
<input type="checkbox"/>	Client Language Spoken	Arabic * Cambodian * Cantonese * Chinese Mandarin Czech * French * Hindi * Indonesian * Korean * Polish * Portuguese * Russian * Swahili * Turkish * Vietnamese * English * Spanish * Farsi * Ukrainian * ASL * Hmong * Creole * Other * German * Italian
<input type="checkbox"/>	Client Session Duration	Client total session duration in minutes – all session minutes of the client per a single type of counseling.
<input type="checkbox"/>	Client Counseling Type	A single method by which the counseling session was conducted. Face to Face * Phone * Internet * Group * Other * N/A
<input type="checkbox"/>	Client Counseling Termination	The reason for termination. Use the code Ongoing if the value is not known. Ongoing * Completed * Dropped Out * Referred * No Further * Contact * Other * N/A
<input type="checkbox"/>	Client Discrimination Victim	Indicate whether the client is a victim of discrimination in housing. Y/N, Default to N
<input type="checkbox"/>	Client Referred by	The source of reference from which the client learned about the counseling program. HUD Outreach * Agency Outreach * Another Person * Lender * Another Agency * Real Estate Agent * Other * N/A
<input type="checkbox"/>	Client Employment Start Date	In order to calculate "Client Job Duration." MM-DD-YYYY

	Field Label	Notes
<input type="checkbox"/>	Client Household Debt	Default to 0 if not available
<input type="checkbox"/>	Client Income and Group Session Attendee Level	Client's household income level compared to the Average Median Income (AMI) for the area. < 30% of Area Median Income (AMI) * 30 - 49% of AMI * 50 - 79% of AMI * 80 - 100% of AMI * > 100% AMI * Chose not to respond
<input type="checkbox"/>	Client Purpose of Visit	Rental Topics * Prepurchase/Homebuying * Home Maintenance and Financial Management for Homeowners (Non-Delinquency Post-Purchase) * Reverse Mortgage * Resolving or Preventing Mortgage Delinquency or Default
<input type="checkbox"/>	Client Activity Type	Rental Topics * Prepurchase/Homebuying * Home Maintenance and Financial Management for Homeowners (Non-Delinquency Post-Purchase) * Reverse Mortgage * Resolving or Preventing Mortgage Delinquency or Default

Group Sessions Information

	Field Label	Notes
<input type="checkbox"/>	Group Session Counselor ID	The counselor ID associated with the Group Session (Instructor).
<input type="checkbox"/>	Group Session Title	
<input type="checkbox"/>	Group Session Date	MM-DD-YYYY
<input type="checkbox"/>	Group Session Duration	The number of hours. If the session spans multiple days, then the aggregate number of hours through all the days of the session. Whole numbers only (at least for now)..
<input type="checkbox"/>	Group Session Type	The primary topic covered. Financial literacy, budgeting, credit * Predatory lending, scam/fraud prevention * Fair Housing * Homelessness prevention * Rental * Pre-purchase homebuyer education * Non-Delinquency Post-Purchase * Mortgage Delinquency * Other
<input type="checkbox"/>	Group Session Attribute HUD Grant	The HUD grant that was used to fund the course.
<input type="checkbox"/>	Group Session Activity Type	NOFA 2018-1 COMP * NOFA 2019-1 COMP * Non HUD Funded Activity

Group Sessions Attendee Information

	Field Label	Notes
<input type="checkbox"/>	Group Session Attendee Fee Amount	Amount paid to attend group session. Default to '0' if unknown. Integer numeric values only.
<input type="checkbox"/>	Group Session Attendee Referred By	Source of reference the attendee learned about the program. HUD Outreach * Agency Outreach * Another Person * Lender * Another Agency * Real Estate Agent * Other * N/A
<input type="checkbox"/>	Group Session Attendee First Time Home Buyer	Is the attendee a first time homebuyer before receiving education? Y/N
<input type="checkbox"/>	Attendee City, State, Zip	You may also want to track street addresses, but it is not required.
<input type="checkbox"/>	Attendee Rural Area	Household lives in a rural area * Household does not live in a rural area * Chose not to respond
<input type="checkbox"/>	Attendee Limited English Proficiency	Y/N
<input type="checkbox"/>	Attendee Income Level	< 30% of Area Median Income (AMI) * 30 - 49% of AMI * 50 - 79% of AMI * 80 - 100% of AMI * > 100% AMI * Chose not to respond

Counselor Information

	Field Label	Notes
<input type="checkbox"/>	Counselor First Name	
<input type="checkbox"/>	Counselor Last Name	
<input type="checkbox"/>	Counselor Employment Start Date	MM-DD-YYYY
<input type="checkbox"/>	Counselor Training Course Title	Less than 50 characters
<input type="checkbox"/>	Counselor Training Date	MM-DD-YYYY
<input type="checkbox"/>	Counselor Training Organization	N/A * NeighborWorks America * Other La Raza * NCRC
<input type="checkbox"/>	Counseling Training Sponsor	N/A * HUD * Other

Other Important Procedures

<input type="checkbox"/>	Collect birthdates of all household members (so number of dependents and seniors can be calculated)
<input type="checkbox"/>	Document all income sources, not just those sources related to program eligibility income
<input type="checkbox"/>	Keep records of the published 4-person Area Median Income (AMI) for each year you have a home purchase and track the AMI year used to verify eligibility for each homebuyer.
<input type="checkbox"/>	Track one primary counselor ID for each case

<input type="checkbox"/>	Track time spent by minutes of each counseling session (eventually sent as Session Duration)
<input type="checkbox"/>	Track any client impacts associated with each case:
<input type="checkbox"/>	Text fields should be no longer than 50 characters
<input type="checkbox"/>	Close all cases if no activity for 90 days.
<input type="checkbox"/>	Track enrollment (registration) and attendance for all classes

Optimal Data Practices

	Field Label	Notes
<input type="checkbox"/>	Occupation	
<input type="checkbox"/>	Living Situation at Intake (time of program application)	

Common Metrics

Now that you're tracking these data points, you can leverage your data to tell compelling data-driven narratives. Here are a few storylines you can now share with your staff stakeholders:

External Storylines

- Over 89% of our clients are first time homebuyers.
- Over 67% of our clients are households of color.
- The typical family we serve has 4 people and have a household income of \$52,000 a year. (Median household income)
- Last year, over 800 individuals attended our 18 workshops.
- Over 860 individuals met with our 4 housing counselors for 1-on-1 counseling services.
- Last year, we helped over 260 households purchase their first home and 500 households improve their credit.

Internal Storylines

- Our typical counseling case takes 62 days from start to closure.
- Each counselor helps an average of 180 household and teaches 18 hours of classes a year.
- Counselors log an average of 6 hours of counseling activities per case.
- We can overenroll our workshops because typically, only 80% of the people registered end up attending.
- 62% of our clients are first-time homebuyers and 12% are foreclosure cases.

HomeKeeper is a web-based program designed to help you store all of this information - and more. To learn how you can get HomeKeeper, please visit www.MyHomeKeeper.org.