# Housing Counseling Frequently Asked Questions – Logic Model and 9902

**Q. How often are agencies required to submit Logic Models?**
A. Agencies must electronically submit a Logic Model every quarter.

**Q. Where can I download a copy of the Logic Model?**
A. When agencies submit their application for funding, a copy of the Logic Model is made available on http://www.grants.gov for download and submission. If an agency receives funding, that Logic Model will be adjusted and resubmitted throughout the year. An agency may not download a new, blank Logic Model form.

**Q. Can I submit my Logic Model in PDF form?**
A. No, agencies must submit the Logic Model in Excel format.

**Q. I cannot enter data into the "Pre" column on the Logic Model. How can I fix this?**
A. When agencies are initially given the Logic Model form as part of their application, the "Pre" column is unlocked so that agencies can make projections, while the "Post" column is locked. Once agencies have made their initial projections, HUD locks the "Pre" column and unlocks the "Post" column, allowing agencies to report the actual outputs and outcomes for each category. Agencies cannot adjust their initial projections after they are first made.

**Q. When I enter quarterly Logic Model data, should I provide information only for a particular quarter, or cumulatively for the year?**
A. The FY 2006 and 2007 Logic Model databases are designed to automatically total data entered for each quarter. Therefore, grantees should NOT enter cumulative amounts, as this will result in "double counting".

**Q. When completing the Logic Model and 9902, should I list the number of households or individuals in each category?**
A. Agencies should list the number of households, not the number of individuals, for each category.

**Q. If a client comes in for pre-purchase counseling, then later for default counseling, should that client be counted once or twice?**
A. The Logic Model and 9902 measure the number of clients receiving distinct counseling services. If a client comes in for two different types of counseling in the same reporting period, he or she should be counted twice.

**Q. If a client comes in multiple times for the same type of counseling, for example, for three successive pre-purchase counseling sessions, should that client for counted once or multiple times?**
A. The Logic Model and 9902 measure distinct counseling services. Therefore, whether a client comes in for one 6-hour pre-purchase counseling session, or three 2-hour pre-

purchase sessions, that client is only counted once. As long as the type of counseling is consistent, the client is considered a single case.

**Q. We offer a workshop that covers multiple counseling topics (e.g. both delinquency and non-delinquency post-purchase counseling). Can a client who participates in this workshop be counted multiple times, once for each type of counseling covered?**
A. No. If a workshop covers multiple counseling topics, a client attending that workshop must be counted under the counseling type that the agency feels best represents the focus of the workshop. Clients may not be counted multiple times.

**Q. Do I need to provide outcomes for each of the outputs listed on the Logic Model?**
A. No. Outcomes should be provided only for one-on-one counseling outputs. Outcomes need not be provided for group education or marketing outputs. However, when populating the one-on-one counseling columns, there should be a one-for-one relationship between outcomes and outputs. For each output listed, there should be an associated outcome. Agencies should list each output just once, even if the associated outcomes take several rows to document.

**Q. If a client begins counseling in the first quarter, but participates in multiple sessions that continue into the second quarter, should that client be counted in each quarter?**
No. The client should only be counted in the quarter that counseling services were initiated, even if counseling sessions extend into subsequent quarters. Agencies should be counting only new, unique counseling or education activities in each quarter.

**Q. A client receives pre-purchase counseling during the first reporting quarter and the outcome is recorded as "Customer will be mortgage ready within 90 days". During the next quarter, that client purchases a home, but no new counseling has been received. Should "Purchased housing" be added as an outcome?**
A. If the outcome of a particular counseling session has changed; agencies should update that outcome in the CMS client file. Doing so will automatically adjust the Logic Model and 9902 by deleting one entry from "Customer will be mortgage ready within 90 days" and adding one entry to "Purchases housing" for the first quarter. If an agency is not yet using a CMS, this must be done manually. Agencies should NOT count this as an entirely new input (i.e. add an additional entry without deleting the former entry).