

## **Introduction**

As of January 5<sup>th</sup> 2009 CounselorMax can produce the NeighborWorks America Quarterly Production Report for those organizations who need to report to NeighborWorks® America.

CounselorMax breaks the reporting process down into two reports:

1. “All Case Statuses” report: a dynamic audit report that allows you to:
  - a. See all cases that meet the minimum reporting requirement;
  - b. See specifically what if anything is missing from a case that would prevent it from being included in the download report;
  - c. And provides you with easy access to the case to correct any missing or erroneous information.
2. These are two NeighborWorks® America Quarterly Production Report downloads. They are .csv (comma separated value) electronic files that you save to your local system and then upload to the NW Online Reporting System Repository.

## **Reporting Requirements**

To successfully complete your NW Quarterly Production report (herein NWQ report) using CMax you must keep in mind the following rules and make sure you and other users who will produce the reports are aware of them.

Case Types Supported (GPS types that will result in data being included in the NWQ report):

The case must be completed using one of the following GPS templates:

- NWA New Home Buyer
- NWA New Home Buyer Down Payment Assistance Only
- NWA Rehab
- NWA Refinance non-Foreclosure
- NWA Reverse Mortgage
- NWA Other Client Based Services
- Foreclosure Mitigation (NFMC GPS) with at least one financing record. These are typically NFMC cases that are resolved by means of a refinance or a rescue package that entails financing of some sort. Note: NFMC records without financing will not be included in the NWQ report, by design.

Service Levels Supported:

For a case to be included in the NWQ All Case Statuses report the following conditions must be met:

1. Case has all GPS Actions marked “complete”.
2. The last (most recent) GPS Action completed date must fall within the reporting period selected for the report. For example, if you are reporting for the first Quarter of 2009 (October 1, 2008 to December 31, 2008) the latest GPS action date must fall within the date range. Other action items may have completion dates that fall in past quarters, as can the service activity dates.

Meeting these two conditions does not ensure that the case will be successfully exported and that the NW Data Collection system will accept the records as valid. This level of reporting compliance simply means that the case will be included in the All Case Statuses or audit report.

The All Case Statuses report contains the following columns:

1. **Action:** a dynamic link to the GPS for the client / case to make it easy for the user to add/edit case data;
2. **Case ID:** the case identification number as set by the CMAX system (6 digit number)
3. **Last Name:** the last name of primary applicant
4. **First Name:** the first name of primary applicant
5. **Work Plan:** the type of GPS or Service path for the case
6. **1<sup>st</sup> Action:** the date of earliest action outcome marked as “complete” for any action item for the case.
7. **Last Action:** date of latest action outcome marked as “complete” for the case.
8. **Actions Left:** this displays dynamic content as follows:
  - a. **[x#] action remaining:** the number of action items in the GPS that are not closed;
  - b. **[x#] completed:** the number of action items in the GPS that have been completed for that level;
9. **Counselor:** the name of the staff currently assigned to the case in the system.
10. **Exceptions:** the missing required fields that need to be filled in before a record will be included in the download (see exceptions messages below for more information on the meaning of the exception messages);
11. **In Download? :**
  - a. yes – all conditions are cleared, the record will show up in the download .CSV file;

- b. no – the case file is missing a required element and will NOT be included in the download .CSV file;

**Conditions that must be met for a case to be included in the NW Download .CSV:**

1. All of the fields required by NeighborWorks® to be included in the report for the case’s service path must be entered in the appropriate GPS satellite page.
2. Many of the conditions required by NeighborWorks® for the required data must be met. For example, a service’s reported “Total Cost” must be equal to the sum of all of the financing sources for that service. Another example is that the “service completion date” (settlement date, rehab completion date, etc.) must not be after the last date of the reporting period; in other words, you cannot enter a loan closing date in the future for a case you are reporting this quarter. The list of rules is long. We will not list all of them here but CounselorMax will catch conditional errors and flag them for you as exceptions. See the list of exceptions for more detail on reporting rules. The NeighborWorks® America data dictionary lists all of the required fields by service and all of the conditional rules that must apply. You can download and review a copy of this document here: [http://member.nw.org/reports/surveys/documents/Data\\_Dictionary\\_Production\\_report\\_02.xls](http://member.nw.org/reports/surveys/documents/Data_Dictionary_Production_report_02.xls)

CounselorMax catches most of the NW rules either at the form level or the All Case Statuses report level, however, it is possible that we do not catch every rule defined by the NWQ Production data dictionary. It is your responsibility to enter data that is not patently contradictory or clearly erroneous. For example, you should not select the “Household Type” for a case as “Single Adult” and enter a family size greater than one.

**3. Counseling and Education Records**

Counseling and education records are only counted if the counseling and education date is two weeks or less than the case creation date.

**Fields audited in the All Cases Statuses Report**

The following list shows the fields that are audited in the All Case Statuses report. If one of these is missing or violates one of the following rules the case will be flagged and will not be included in the download. You’ll receive an appropriate error message indicating the problem with the case so that you can easily correct it. The All Cases Statuses Report will list the field name and the satellite page. Below you will see the field name and the satellite page in parentheses.

- Service Type (Intake)
- Settlement Date after reporting period (Property)
- Client Age (Intake)
- Gender of Primary App (Intake)
- Race of Primary Applicant (Intake)
- Race of Primary Co-Applicant (CoApp)
- Is Primary App Hispanic (Intake)
- Is First CoApp Hispanic (CoApp)
- First Time Buyer (Intake)
- Housing Choice Voucher (Residence)

- Veteran (Intake)
- House Hold Type (Intake)
- Family Size (Intake)
- Household Income Level (Intake)
- Family Income (Intake)
- Intake Date (Intake)
- Individual Counseling Hours (Appointments )
- Group Education Hours (Education)
- Credit Score at Intake (Credit)
- Bureau Providing the score (Credit) (Mortgage Delinquency cases only and if they do not have a reason for not pulling)
- Credit Score at Underwriting (Credit) (Mortgage Delinquency cases only and if they do not have a reason for not pulling)
- Bureau at Underwriting (Credit)
- FEMA relief Type (Property)
- Primary Cost (Property or Financing)
- Less Costs (Grants & Assistance)
- Rehab/Cost Amount (Property)
- Other Cost (Property)
- Total Cost (Property or Financing)
- Mortgage Insurance Amt (Loan Detail)
- Mortgage Insurance Type (Loan Detail)
- Total Housing Payments (Finance - Sum of loans that are 'approved')
- Street(Property)
- Address (Property)
- Apartment (Property)
- City (Property)
- County (Property)
- State (Property)
- Zip (Property)
- Census Tract (Property)
- Intake Address (Residence)
- Intake Apt # (Residence)
- Intake Street (Residence)
- Intake City (Residence)
- Intake County (Residence)
- Intake State (Residence)
- Intake Zip (Residence)
- Intake Census Tract (Residence)
- Number of Units (Property)
- Units Type (Property)
- NWO Rehab/Const (Property)
- Property Type (Property)
- Land Ownership Type (Property)
- Built off site (Property)
- Construction Type (Property)
- Land Ownership Type (Property)
- Mortgage Type (Property)
- "EnergyStar" rated (Property)

- Privacy Opt out (Intake)
- HOPE Hotline Referred (Intake)
- HOPE Now (Intake)
- Payment Type and/or Current Rate (Liens)
- Mortgage Insurance Type (Liens)
- Total Financing < Total Cost or Over 120% (Finance)
- Family Size (Intake) - Household Type (GPS intake screen) does not agree with Household Number of People (case intake)
- Settlement Date not w/in reporting period (Property)
- Family Income (Intake) - Total Monthly Payment for all financing of \$? is over 33% of Monthly Income (\$?) (*Yellow flag that will not prevent the case from being exported*)