



OFFICE OF  
HOUSING COUNSELING  
LET'S MAKE HOME HAPPEN

# **Update from HUD and the Office of Housing Counseling**

**Audio is only available by conference call**

Please call: **(866) 320-4709**  
Participant Access Code: **431985**  
to join the conference call portion of the webinar

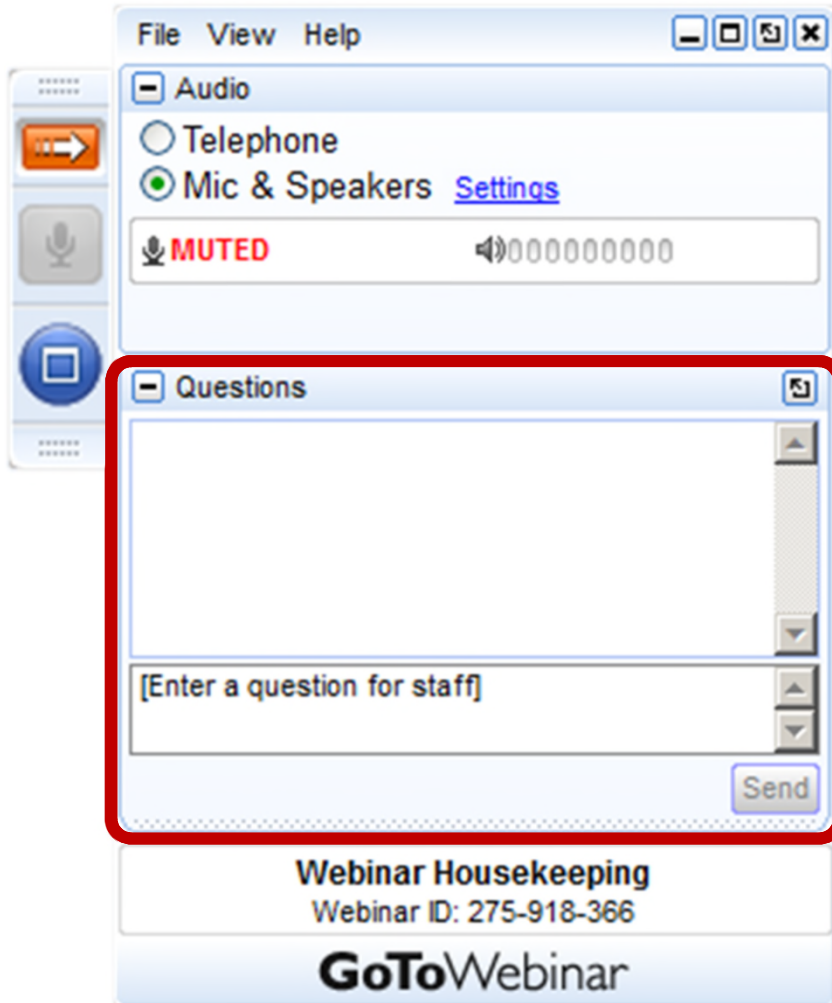
**November 8, 2017**

# Webinar Logistics



- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at [www.hudexchange.info/programs/housing-counseling/webinars/](http://www.hudexchange.info/programs/housing-counseling/webinars/)
- An OHC LISTSERV will be sent out when the Archives are posted. Posting will usually be within 7-10 days.
- Attendee lines will muted during presentation.
- Because of the large number of attendee, we will not be taking live questions.

# Ways to Ask Questions



- 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* with the webinar topic in the subject line.

# Agenda

- Welcome by:
  - Dana Wade, General Deputy Assistant Secretary for Housing
- Update on the Office of Housing Counseling by:
  - Sarah Gerecke, Deputy Assistant Secretary for the Office of Housing Counseling

# Dana Wade

General Deputy Assistant Secretary for Housing

# Priorities

- Support sustainable and responsible homeownership
- Eliminate unnecessary regulations
- Transform the way HUD does business

# **Sarah Gerecke**

Deputy Assistant Secretary for the Office of Housing  
Counseling

# Today's Discussion

- Certification
- Disaster Assistance Response Team (DART)
- Reducing Burden
- Expanding Access to Housing Counseling
- Awareness and Visibility
- Research
- NOFA
- Oversight
- Home Equity Conversion Mortgage (HECM)
- Training



# Housing Counselor Certification



- Launched August 1, 2017
- Exam information and free online training available at [www.hudhousingcounselors.com](http://www.hudhousingcounselors.com)
- Current exam cost may change September 30, 2018
- FHA Connection - Application Coordinator role
- Use of designation “HUD Certified Housing Counselor”

# Disaster Assistance Response Team (DART)



- Hurricanes Harvey, Irma, Maria and Nate, and the California Fires
  - 251 housing counseling agencies have offices in impacted areas
- OHC created DART after Hurricane Sandy
  - Team reaches out to impacted agencies to assess damage
  - Provides information on disaster declarations, training, and resources
- Important for agencies to have an emergency preparedness plan in place and training on disaster response
- <https://www.hudexchange.info/programs/housing-counseling/topics/#disaster-recovery-toolkit>

# Reducing Burden



- Review of existing regulations to reduce unnecessary administrative burden
- Watch for opportunities to provide feedback in FY18

# Expanding Access to Housing Counseling



- Integrating housing counseling throughout the mortgage process
  - Uniform Residential Loan Application (URLA)
  - Mortgage Industry Standards Maintenance Organization (MISMO)
- Borrower Engagement
  - Address borrower needs after sunset of Making Home Affordable program and National Foreclosure Mitigation Counseling program
- Federal Advisory Committee

# Awareness and Visibility

**BEAT THE ODDS  
WITH HOUSING COUNSELING**

**Homeowner's net worth 36X greater than renter's.**  
— Federal Reserve (2013)

**AM I READY TO BUY A HOUSE?**

**Housing Counseling may be the answer.**

One-third of first-time homebuyers underestimate their total household debt.

**HOUSING COUNSELING PROVIDES EXPERT ADVICE TO HELP YOU:**

- Create Manageable Budgets
- Set Realistic Financial Goals
- Improve Your Credit Score
- Avoid Delinquency on Debt

**DOES HOUSING COUNSELING WORK?**  
Borrowers who use HUD-Approved Housing Counseling:

**30%** lower odds of foreclosures

**283%** more likely to receive loan modifications

**IN 2015, HUD HOUSING COUNSELING HELPED:**

- Prevent **92,000+** Foreclosures
- Improve **178,000+** Finances
- Create **403,000+** Budgets
- Counsel **over 1.3 million** Households

**WHERE DO I START?**  
Call **1-800-569-4287** or visit **HUD.gov** to find an agency in your community

**Over 2,000 HUD Approved Agencies**

We don't want the HUD Housing Counseling Program to be a best-kept secret!

- Awareness and Visibility team
- Toolkits, videos and collateral material
- Research Name Change

# Research



- Research on housing counseling available at [www.hudexchange.info/counseling](http://www.hudexchange.info/counseling)
  - First Time Homebuyer Demonstration
    - 5,800 subjects
    - HUD publishing additional results in 2018
- Early Insights:
  - Improved mortgage literacy
  - Greater appreciation for communication with lenders
  - Improved underwriting qualifications
  - No evidence of improved budgeting practices

# Housing Counseling NOFA



- Fiscal Year 2017 -second year of a two-year NOFA
  - Distributed grant funds quickly
  - Reduced unnecessary burden on grantees
  - 231 second-year grantees funded
- \$50,525,888 million in comprehensive housing counseling and housing counseling training grants announced on July 6, 2017
  - Training: \$3,500,000
  - Comprehensive: \$47,025,888

# NOFA Accomplishments



- Collaboration with grants.gov to create a fillable PDF to replace old version of HUD 9906
  - Auto-completed most quantitative elements
  - Reduced staff hours
  - Eliminated the possibility that an applicant failed to attach a critical scoring document



# Oversight



- Reduce the amount of grant funds underspent or recaptured
  - Early intervention strategies
- Complying with the revised 2 CFR Part 200
  - Protect federal investment in counseling program
  - Reduce compliance burden placed on agencies
- Program update for Housing Counseling System
- 339 Agencies reviewed in FY2017

# Improving Customer Service



- Housing Counseling Agency Management System (HCAMS)
  - Under testing
  - Will Streamline:
    - Performance Reviews
    - Quarterly reporting
    - New agency applications
    - NOFA scoring and grant executions
- Training and technical support
- Complaint resolutions

# Reverse Mortgage Counseling



- Major changes to Home Equity Conversion Mortgages (HECM) announced on August 29, 2017
  - Changes need to address risk of loss to the insurance fund
  - FHA issued [Mortgagee Letter 2017-12](#)
  - Policy changes resulted in a spike in demand for HECM counseling before the effective date

# Training



- 40 Live webinars in FY 2017
  - Archived on [www.hudexchange.info](http://www.hudexchange.info)
- \$3.5 million in FY17 grants received by training grantees
  - 287 classes for 6,950 counselors
- Training opportunities announced through OHC Listserve. Sign up on the Housing Counseling webpage on HUD Exchange (link on last slide)

# Thank You!



## **Find us at:**

[www.hudexchange.info/counseling](http://www.hudexchange.info/counseling)

## **Email us at:**

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