



OFFICE OF
HOUSING COUNSELING
LET'S MAKE HOME HAPPEN

Latest News out of Office of Housing Counseling

"Built to Last Built for Change"

August 9, 2017

Facilitator & Panelists

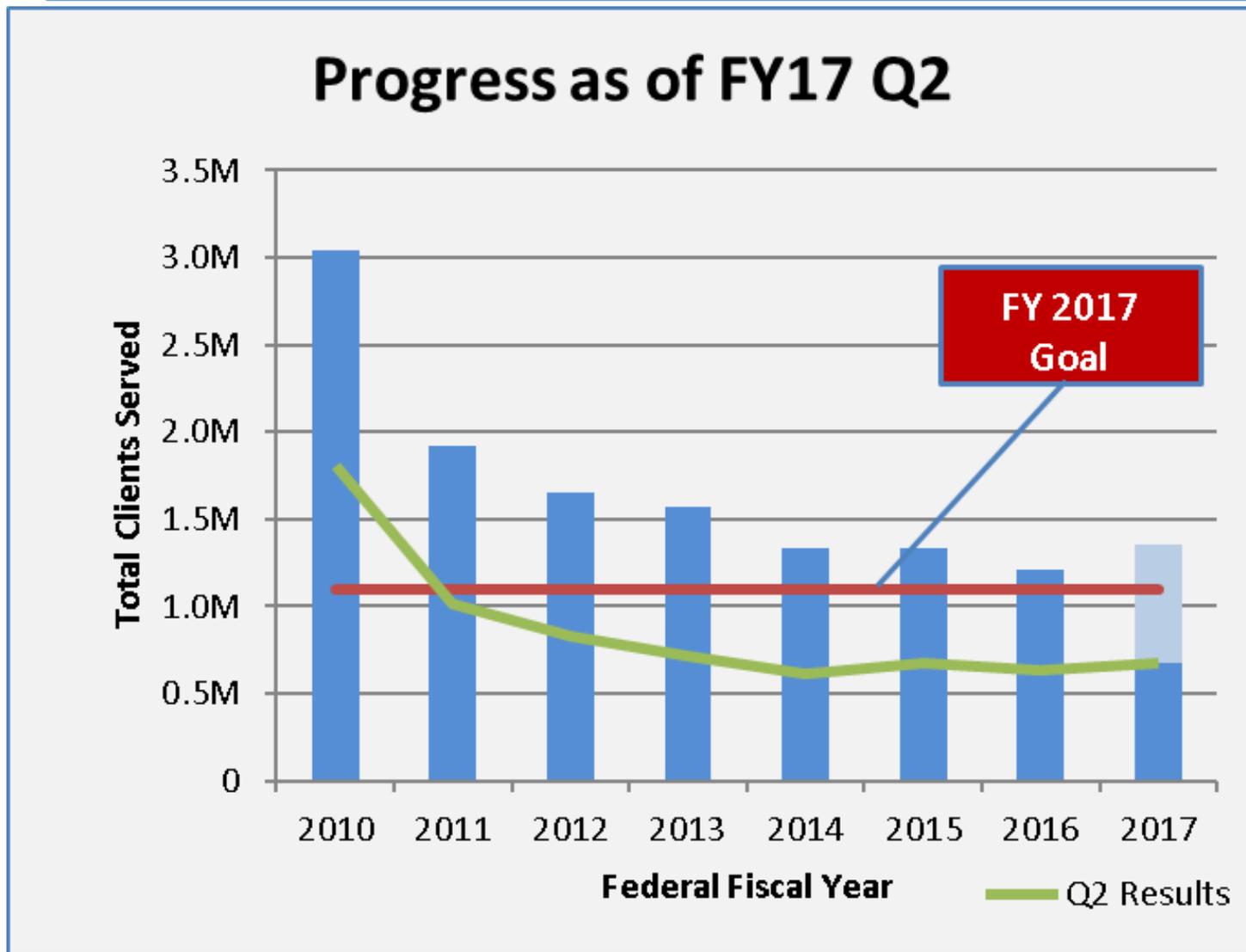
- Facilitator: Sarah Gerecke
 - Deputy Assistant Secretary, Office of Housing Counseling
- Panelists:
 - Brian Siebenlist
 - Office Director, Office of Policy and Grant Administration
 - Jerrold H. Mayer
 - Office Director, Office of Outreach and Capacity Building
 - Phyllis Ford
 - Division Director, Office of Oversight and Accountability

Session Agenda

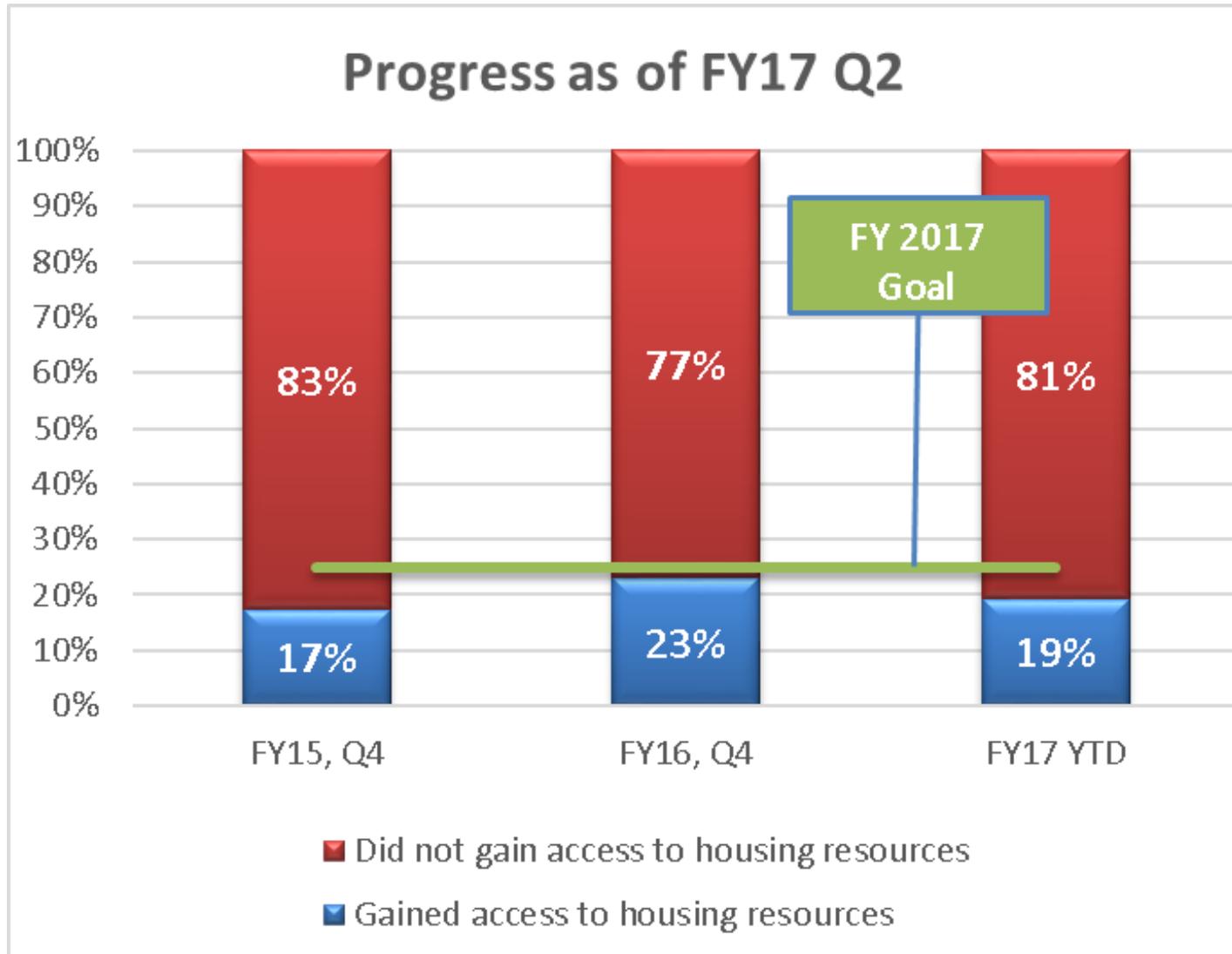
- Updates by Office: Fiscal Year 2017 accomplishments and work in progress
 - Office of Policy and Grant Administration
 - Office of Outreach and Capacity Building
 - Office of Oversight and Accountability
- External Policy Update
- Q and A

**The Office of Policy and Grant
Administration
Brian Siebenlist
Office Director**

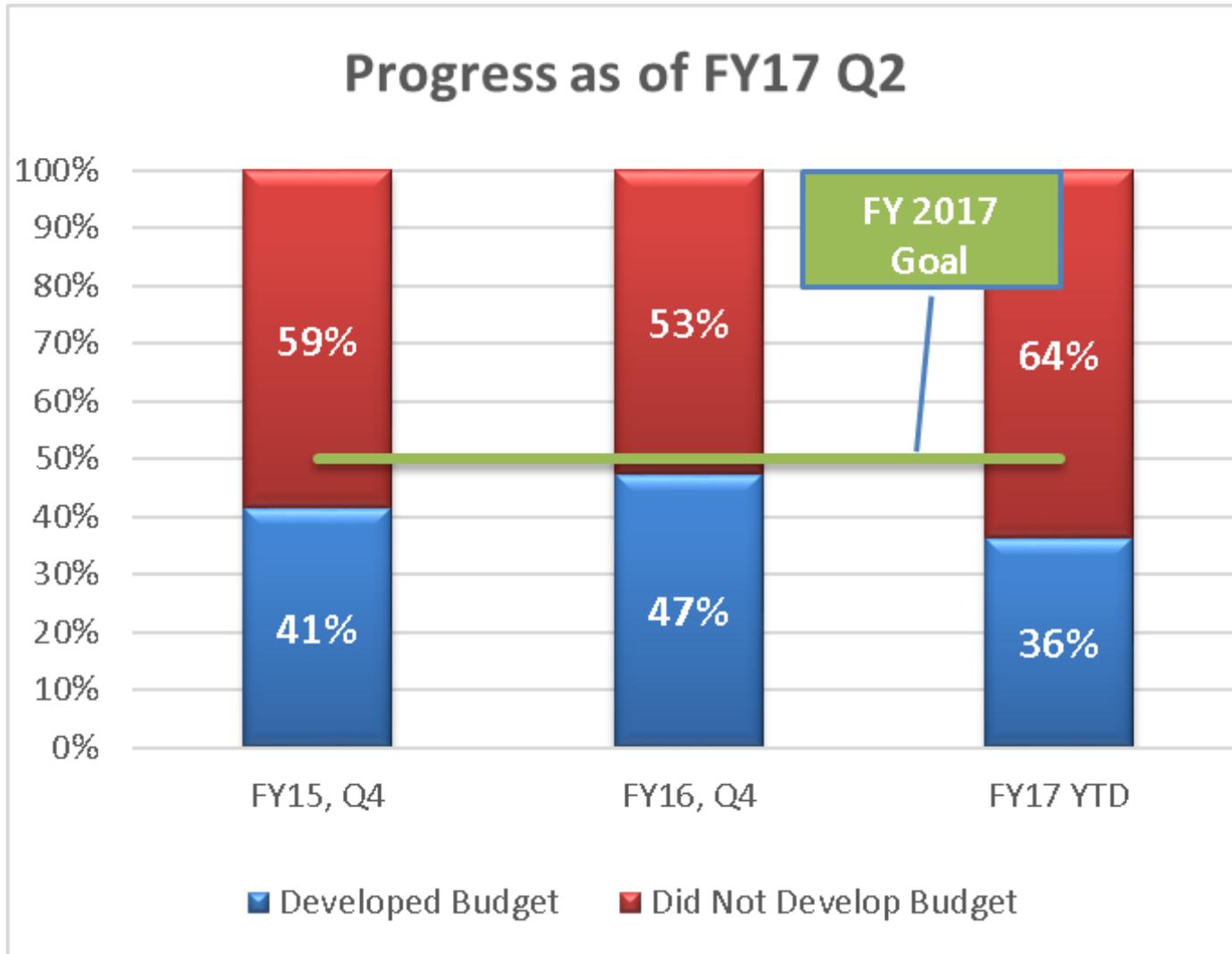
HUD's Housing Counseling Program Clients Served



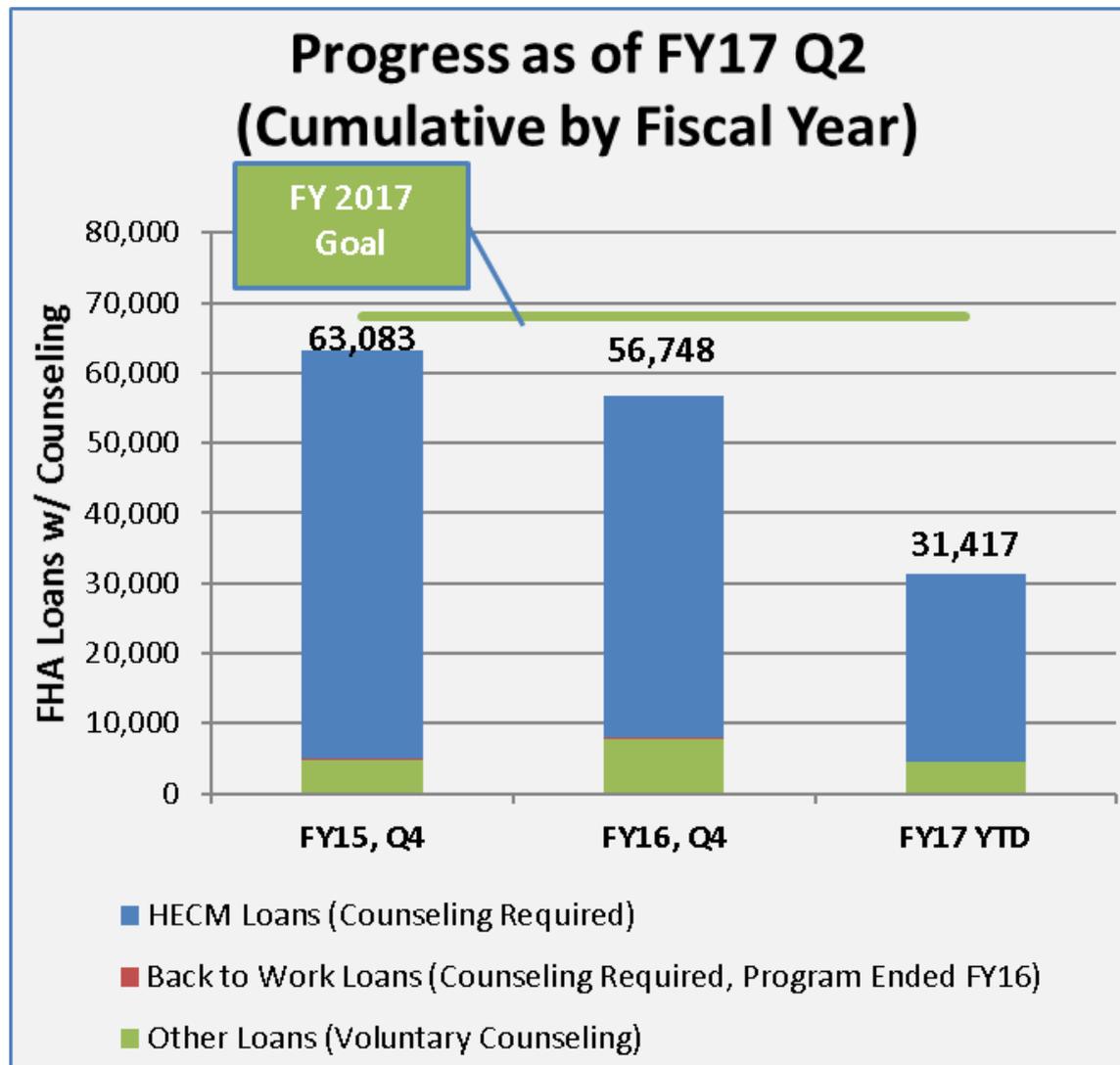
Clients Gaining Access to Housing Resources



Clients with whom Counselor Developed a Sustainable Household Budget

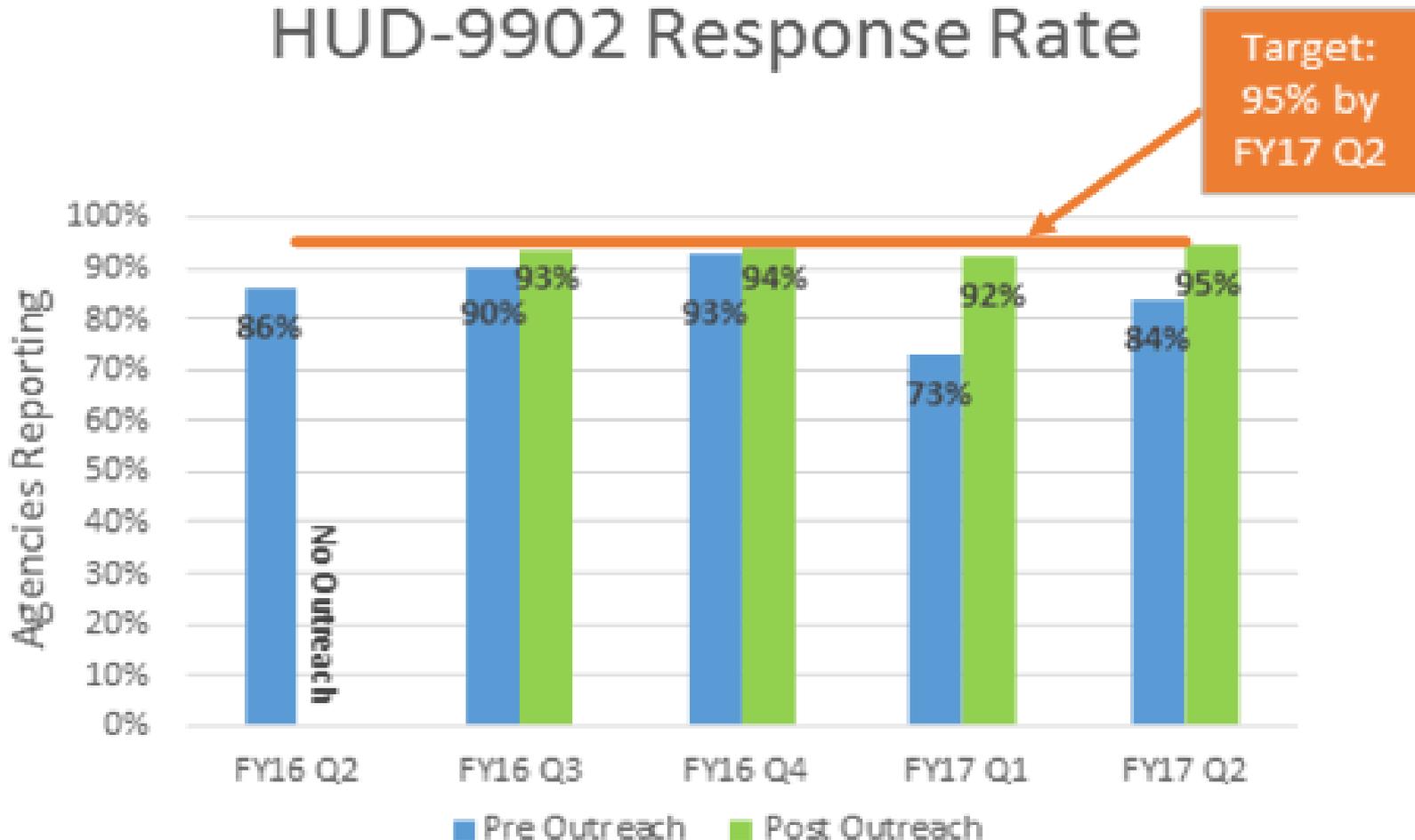


Number of FHA-Insured Mortgages Benefitting from Housing Counseling



Percent of Agencies Submitting HUD-9902 Activity Reports

HUD-9902 Response Rate



Fiscal Year 2017 Accomplishments

- Awarded more than \$47M in FY 2017 Comprehensive Housing Counseling Grant Awards
- Identified and Began Revisions to Housing Counseling Program Handbook 7610.1
- Launched Housing Counselor Certification Rule – Final Rule Publication & Testing

Work in Progress

- Revise Regulatory & Handbook Requirements to Reduce Administrative Burdens
- Streamline Grant Execution & Quarterly Reporting
- Implement Housing Counselor Certification Rule
- Prepare for Next NOFA Cycle

**The Office of Outreach and
Capacity Building
Jerrold H. Mayer
Office Director**

Fiscal Year 2017 Accomplishments

- Updated the Housing Counselor Certification Training materials on www.hudhousingcounselors.com, and Launched the practice exam and Certification exam
- Convened Federal Advisory Committee three times
- Provided Outreach, Training and Technical Assistance
- Continued publication of the Bridge

Work in Progress

- Ensure Certification of Housing Counselors
- Promote the benefits of HUD-approved Housing Counseling
- Engage Stakeholders to increase:
 - Access to Resources
 - Program Capacity
 - Program Knowledge and skills of housing counselors

**The Office of Oversight and
Accountability
Phyllis Ford
Division Director**

Fiscal Year 2017 Accomplishments

- Made progress on Design of Streamlined Performance Reviews
- Provided Training, Technical Assistance, and Toolkits for Program Guidance
- Trained HUD Staff to provide more accuracy and consistency in oversight and technical support for agencies
- Provided complaint resolution support
- Developed strategies to minimize recaptures

Work in Progress

- Manage Risk Analysis and Reduce Agency Burden
- Continue Work Towards Rollout and Implementation of New Performance Review
- Support of Oversight Agency Goals and Requirements, including meeting regularly with OAs

External Policy Update
Sarah Gerecke,
Deputy Assistant Secretary,
Office of Housing Counseling

FY 2017 Accomplishments

- Continued work completed by HUD and other independent research provides further evidence to inform policy and program
- Increased incentives for Fannie Mae HUD-counseled borrowers; lenders can no longer counsel for Freddie Mac
- Created a certification that will create one standard for all HUD housing counseling programs
- Worked with industry to clarify RESPA and FHA rules affecting housing counseling fees

Work in Progress

- Develop models for public-private partnerships to increase revenues for housing counseling
- Review materials to education borrowers on loss mitigation process after sunset of Making Home Affordable
- Clarify FHA guidelines relating to housing counseling
- Work on 9911 Certificate to show completion of education and counseling by a HUD approved agency

Q and A

