



Office of Housing Counseling (OHC)

HUD-Approved Intermediaries, State Housing Finance Agencies, & Multi-State Organizations

Helping Families for 50 Years

Educational and Networking Conference

Agenda – August 15, 2018

Conference Location: Auditorium A, B, & C, U.S. Department of Housing and Urban Development (HUD), 451 7th Street, S.W., Washington, D.C., 20410

Conference Goals:

- Providing updates from OHC staff on key Housing Counseling Program issues and requirements
- Engaging in peer-to-peer discussions on key program topics and emerging trends
- Sharing best practices in program implementation by HUD Intermediaries
- Obtaining feedback from intermediary agencies on HUD's Housing Counseling Program
- Celebrating fifty years of housing counseling agencies' experiences and lessons learned

8:00am – 9:00am **Registration and Networking – Outside of Auditorium A & B**

9:00am – 9:15am **Opening Remarks from HUD – Auditorium A & B**

The conference will open with brief remarks from HUD on the purpose of this conference, the importance of the HUD Housing Counseling program, OHC's priorities and the importance of partnerships with conference participants, and review of the day's agenda.

- Robin Penick, Housing Technical Specialist and Jane Charida, Housing Program Specialist, Office of Housing Counseling, HUD
- Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling, HUD
- Brian Montgomery, Assistant Secretary of Housing and Urban Development for Housing/FHA Commissioner

9:15am – 10:45am **Part I: Plenary Session – Latest News out of Office of Housing Counseling**
Part II: Listening Session and Q and A – Auditorium A & B

The conference continues with Part I: Latest News out of Housing Counseling including updates on the office from the Deputy Assistant Secretary as well as FY 2018 accomplishments and FY 2019 goals from Policy and Grant Administration, Outreach and Capacity Building, and Oversight & Accountability. There will be time at the end of Part I for Q and A.



Part II: Listening Session will involve direct dialogue with participants. The listening session will gather dynamic feedback on specific topics from HUD Intermediaries in attendance at the conference.

- Facilitator: Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling, HUD
- Stephanie Williams, Senior Housing Program Officer, Office of Policy and Grant Administration, HUD
- Jerrold H. Mayer, Office Director, Office of Outreach and Capacity Building, HUD
- Phyllis Ford, Division Director, Office of Oversight and Accountability, HUD

10:45am – 11:00am **Break**

11:00am – 12:00pm **Peer-to-Peer Breakouts – Auditorium A & B and Auditorium C**

After the break, the first set of peer-to-peer breakout sessions will be held. Attendees should choose which session appeals to them the most and join the discussion. Each breakout will have a facilitator who will lead the discussion on the topic to generate a list of lessons learned as well as suggested next steps for OHC (e.g., additional toolkits, training, and/or outstanding policy questions).

- **9902 Data Collection (A&B).** *This session will include a discussion on better ways to collect and analyze 9902 data to measure and improve program results.*
 - Co-Facilitators: Kristin Ackerman and Melissa Noe, Housing Program Specialists, Office of Policy and Grant Administration, HUD, and Lyndsay Burns, Director, Housing Counseling Programs, Housing Preservation Network
- **Rental Housing Counseling (C).** *This session will cover a discussion on rental housing counseling activities and funding opportunities.*
 - Co-Facilitators: Shawna LaRue Moraille, Senior Technical Specialist, ICF and David Young, Director of Capacity Building, Housing Action Illinois

12:00pm – 1:15pm **Lunch on your own**

HUD is next to L'Enfant Plaza where there are plenty of eateries, but please allot 15 minutes to re-enter the building to ensure the 1:15pm session starts on time.



1:15pm – 2:45pm

Housing Counselor Certification Update and Lessons Learned – Auditorium A & B

This presentation will cover updates on the Housing Counseling Certification rule and exam. This session will explore what you need to know before taking the exam, what can HUD intermediaries do to help their staff and their network agencies, monitor their networks through the FHA Connection and hudhousingcounselors.com websites as well as resources available on the HUD Exchange. HUD staff will also discuss the pros and cons of taking the exam online and at proctoring centers.

- Facilitators: Lorraine Griscavage-Frisbee, Deputy Director, Office of Outreach and Capacity Building, HUD
- Speakers: Patricia Breslin, Compliance Officer, Pennsylvania Housing Finance Agency, Linda Davis-Demas, Housing Grants Administrator, BALANCE, and Robin Penick, Housing Technical Specialist, Office of Outreach and Capacity Building, HUD

Finally, participants will hear from two organizations on how they helped their staff prepare for and pass the certification examination. There will be time available at the end for Q and A.

2:45pm – 3:00pm

Break

3:00pm – 4:00pm

Peer-to-Peer Breakouts – Auditorium A & B and Auditorium C

After the break, the second set of peer-to-peer breakout sessions will be held. Attendees should choose which session appeals to them the most and join the discussion. Each breakout will have a facilitator who will lead the discussion on the topic to generate a list of lessons learned as well as suggested next steps for OHC (e.g., additional toolkits, training, and/or outstanding policy questions).

- **Housing Counseling in the Face of a Disaster (A&B).** *This session will cover a discussion on how housing counseling agencies prepare for and respond to disasters and help their clients recover from disasters.*
 - Co-Facilitators: Brandy Bones, Senior Manager, ICF and Virginia Holman, Housing Program Specialist and Jerrold H. Mayer, Director, Office of Outreach and Capacity Building, HUD
- **How do HUD Intermediaries use the HUD Exchange to Keep their Network Updated (C).** *This session will allow participants to hear from HUD Intermediaries on how they share resources from the HUD Exchange. In addition, participants will be able to provide feedback on the HUD Exchange.*
 - Facilitators: Kim Wolloos and Rachael Laurilliard, ICF and Robin Penick, Housing Technical Specialist, Office of Outreach and Capacity Building, HUD

4:00pm – 4:30pm

Closing Session – Auditorium A & B

The conference will close with brief remarks from HUD including the importance of completing the online evaluation of the conference content/suggestions for the future.

- Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling, HUD