



OFFICE OF
HOUSING COUNSELING

Closing Remarks from HUD

"Helping Families for 50 Years"

August 15, 2018

Final Peer to Peer Takeaways: 9902 Data Collection

- Process
 - Use excel and other tools if CMS does not provide a good report
 - Augment HCS data
 - Provide checklists to affiliates to assist with reporting
 - Use 9902 Toolkit/9902 Guidance docs
 - Host quarterly meetings/training with subgrantees
- Policy and TA recs
 - Include intermediaries in CMS approval process and sharing approval criteria
 - Set separate reporting deadlines for affiliates to allow time for QC
 - Communicate separately from HUD to LHCA's v. intermediaries
 - Provide more training on 9902 impacts (e.g. case examples)
 - Host trainings for CMS vendors/intermediaries
 - Improve transmission accuracy from CMS to HCS – crucial

Final Peer to Peer Takeaways: Rental Housing Counseling

- Challenges and Resources
 - Lack of Section 8 vouchers – some folks helping clients with [Supportive Services for Veterans Families](#)
 - Gentrification – loss of stock, landlord issues, etc.
 - Eviction – [Eviction Lab Geography Map](#)
 - Credit – 2nd chance rental housing availability/working with landlords to relax policies for items such as nonpayment of rent
 - Discrimination – [Source of income discrimination in housing](#)
 - Stabilization – [NeighborWorks Project Reinvest](#) (Funding may be going away)
 - Qualified Allocation Plan (QAP) – Used in the Low Income Housing Tax Credit (LIHTC) program, state HFAs often have influence in terms of requiring and possibly funding rental housing counseling
- Funding – developer fees reinvested into projects for rental housing counseling services (Pathstone’s initiative), CDBG-DR (NJ), Foreclosure Filing Fees (IL), etc.
- Policy and TA recs
 - Coordination – Continuum of Care (CoC), Fair Housing Initiative Program (FHIP)/Assistance Program (FHAP) grantees, etc.
 - Leverage National industry standards on rental counseling (draft to be published by NeighborWorks)
 - Handbook heavily favors homebuyer counseling, needs more information on rental housing
 - Best practices and tips– lease to own, continuum of rental to homebuyer housing options, etc.

Final Peer to Peer Takeaways: HUD Exchange Resources

- Varying usage
- Sharing information
 - Provide via internal newsletter with HUD Exchange links
 - Use HUD Exchange pages and toolkits to onboard new staff
 - Provide consistent guidance
- Policy and TA recs
 - Create more digital (non-pdf) toolkits
 - Provide training tools – topics such as pre-purchase and default
 - Provide guidance on data and cyber security
 - Create more templates for policies and procedures
 - Provide access to 9902 data in new ways
 - Make a master list of certified counselors available to agencies
 - Make it easier for intermediaries to share best practices with each other
 - Provide consumer-facing marketing materials for intermediaries to use online

Final Peer to Peer Takeaways: Disaster Recovery

- Partners
 - Banks through the [Community Reinvestment Act \(CRA\)](#)
 - National [Voluntary Organizations Active in Disaster \(VOADs\)](#)
 - [Catholic Charities USA](#)
 - National and/or regional network of HCAs ready to serve
 - Spheres of influence (e.g., politicians), schools, libraries, salvation army, Red Cross, etc. to support efforts
 - HUD training partners (NeighborWorks, RCAC, NCRC, and UnidosUs)
- Interagency coordination
 - Create coordinated entry system with a plan (e.g., CoCs have these)
 - Utilize HUD intermediaries as much as possible in coordination
- Policy and TA recs
 - HUD should be a clearinghouse of resources
 - Determine what is required and what could be waived in terms of certified housing counselors and disasters
 - Draft legislation in the House to permanently authorize the CDBG-DR program
 - Improve coordination between HUD and FEMA

Evaluation

- In the meeting folders; however, we strongly recommend you use the link:
 - <https://www.surveymonkey.com/r/T3K22SM>
- Feedback on the meeting is very important for further improvements in the future

Thank you for your participation!

