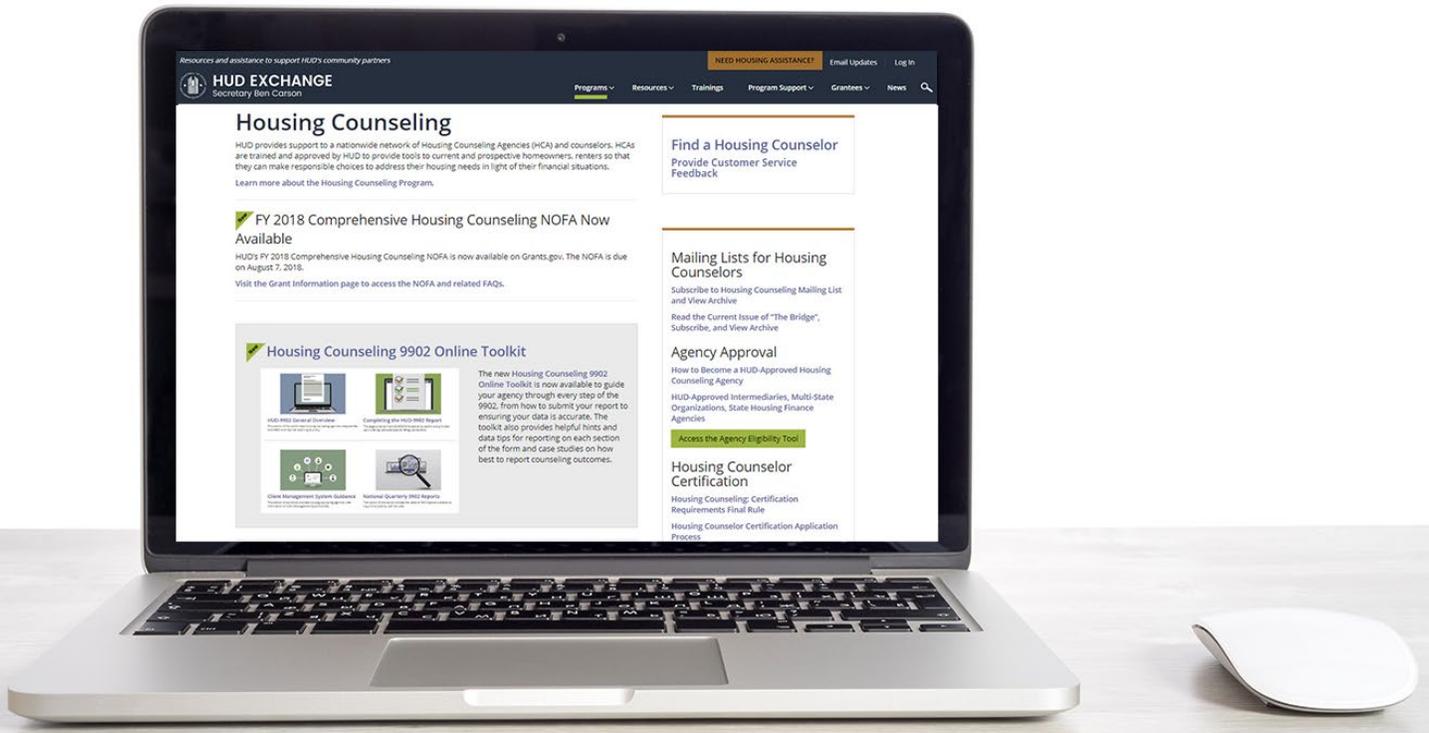


Housing Counseling on the HUD Exchange



What's available to Intermediaries on the HUD Exchange?

Visit the HUD Exchange, a one-stop website for intermediaries to access resources and assistance to HUD's community partners. Intermediaries may be interested in the following featured resources:

Housing Counseling Outreach

This page focuses on outreach to the general public to increase awareness of the benefits of housing counseling services. This page provides updates on important housing counseling outreach activities and resources, such as National Homeownership Month, as well as downloadable housing counseling works banner ads, flyers, and fact sheets on target service areas.

Download a zip file containing all Housing Counseling Works marketing files.

Find by Type

- National Homeownership Month 2018
- Social Media and Media Relations
- Homeowner's Guide to Success
- Flyers, Posters, Fact Sheets, and Videos

HUD's Office of Housing Counseling is excited to announce National Homeownership Month 2018! This year's theme is "Find Your Place." Visit HUD.gov for the latest information, including:

Outreach

Share flyers, posters, fact sheets, and videos with your network partners to spread the word about HUD's housing counseling program. View important materials for National Homeownership Month, Social Media toolkits, and the Homeowner's Guide to Success.

<https://www.hudexchange.info/programs/housing-counseling/housing-counseling-works/>

Training Modules

Intro to Housing Counseling

This training is designed to provide an overview of HUD's housing counseling program. By the end of this training, participants will be able to define housing counseling, and describe the benefits of participating in HUD's housing counseling program, and explain how to participate in the program.

Training Modules for Oversight Agencies

Network Monitoring

This training is designed primarily for oversight agency monitoring staff to understand the requirements and best practices related to monitoring a network of housing counseling agencies.

Online Training

Intro to Housing Counseling provides an overview of HUD's housing counseling program, a perfect introductory training for potential network partners. Network Monitoring helps intermediary monitoring staff understand requirements and best practices.

<https://www.hudexchange.info/trainings/housing-counseling-online-training-modules/>

Housing Counseling FAQs

Export (xls)

Filters

FAQ Keyword Search:

Keywords

Topics:

- Certification Final Rule
- Additional Program Requirements
- Agency Approval
- Certification Exam and Training
- Certification Rule - General
- Certification Rule - Who Needs to Be Certified

FAQs Viewing 20 of 399 FAQs

How do we determine if a household is located in a rural area?

Date Published: April 2018

The instructions on Page 7 of the HUD-9902 form provide a USDA web address to determine the rural area status of each household.

I'm having trouble using my client management system (CMS) to transmit the HUD-9902 form report to HUD. What should I do?

Date Published: April 2018

It's important to note that HUD does not oversee CMS vendors. Your first step should be to contact your CMS vendor. Our hosted webinars on how to use CounselorLink and Home Counselor Online to produce HUD-9902 form reports, view the archived webinars, if you would like to see similar webinar training on a different CMS product, please email...

Occasionally, once a counselor has developed a budget with a client they learn that the client's income does not support their expenses. How should this be reported in Section 10c (sustainable household budget) on the HUD-9902 form?

Date Published: April 2018

Frequently Asked Questions (FAQs)

Intermediaries can share nearly 400 FAQs with their networks, providing guidance on a variety of topics including the Certification Final Rule, financial management, HECM counseling, reporting, and program requirements including agency approval, counseling delivery, and conflict of interest.

<https://www.hudexchange.info/faqs/programs/housing-counseling/>

Housing Counseling Weekly Training Digest

This page is updated weekly to reflect trainings hosted by:

- HUD Office of Housing Counseling (OHC)
- OHC-funded training partners
- Other partners that host trainings of interest to housing counselors

Please email housing.counseling@hud.gov to notify HUD about upcoming training and events for housing counselors.

Content current as of July 9, 2019

Subscribe to the Housing Counseling Mailing List to receive training updates in your inbox.

Training Digest

Updated on a weekly basis with the latest trainings from HUD, OHC-funded training partners, and other partners, the Training Digest is a “one-stop-shop” to all available training activities. HUD Intermediaries are encouraged to link to the Digest from their websites and email communications.

<https://www.hudexchange.info/programs/housing-counseling/training-digest/>

Featured Stories

Recap: Congressional Testimony Regarding HUD's FY 2019 Budget
On April 18, 2018, HUD Secretary Ben Carson testified at a hearing of the Senate Appropriations Subcommittee on Transportation, Housing, and Urban Development, and responded to questions regarding the agency's FY 2019 budget and recent legislative proposals.

New Training Course for HUD Certified Housing Counselor Examination
The NeighborWorks Center for Homeownership Education & Counseling continues to prioritize preparation for the certification exam.

What to Know: Taking the Housing Counseling Exam Online
If you are planning on taking your housing counseling certification exam online, there are some things you need to know about the environment around you when it is time to log in for your test.

The Bridge

The Bridge provides success stories and policy updates to housing counselors. The online version launched in December 2017 and features unique links to each article, searchability, and a new design. HUD Intermediaries may wish to link to The Bridge from their websites and email communications.

<https://www.hudexchange.info/programs/housing-counseling/the-bridge/>

Overview

Reviewing the 9902 Online Toolkit will assist housing counseling agencies to comply with federal grant requirements, increase effectiveness, and maximize efficiency in completing reports.

This toolkit is comprised of four parts:

1. HUD-9902 General Overview
2. Completing the HUD-9902 Report
3. Client Management System Guidance
4. National Quarterly 9902 Reports

HUD-9902 General Overview

Completing the HUD-9902 Report

HUD-9902 Online Toolkit

Guide your network through every step of the 9902, from how to submit reports to data accuracy. Reviewing the 9902 Online Toolkit will assist housing counseling agencies to comply with federal grant requirements, increase effectiveness, and maximize efficiency in completing reports.

<https://www.hudexchange.info/programs/housing-counseling/9902/>

HUD Certified Housing Counselor Application Process

This page provides the application instructions through FHA Connection for HUD housing counseling certification. Download these instructions as a PDF.

Find By Topic

- HUD Certified Housing Counselor Eligibility Requirements
- HUD Certified Housing Counselor Application Overview and Process
- FHA Connection User ID
- HUD Certified Housing Counselor Responsibilities
- FHAC Application Coordinator Responsibilities
- HUD Certified Housing Counselor or Agency Public Search Functions on HUD.gov

HUD Certified Housing Counselor Eligibility Requirements

To become a HUD certified housing counselor, a counselor must meet the following two eligibility requirements: 1) pass the HUD Housing Counselor Certification written examination and 2) work for an agency approved to participate in HUD's Housing Counseling Program.

There are two steps within this process:

- **Exam:** Under the exam step, a counselor registers, pays the examination fee, and takes the exam through hudhousingcounselors.com. The certification written examination will be available on August 1, 2017. More information is available in this recent Federal Register Notice.
- **Application:** Once the counselor has taken and passed the HUD Housing Counselor Certification written exam, the individual applies through FHA Connection. The individual alerts their Agency FHAC Coordinator to validate their employment through FHA Connection.

Note: At all times, HUD participating housing counseling agencies must have an Agency FHAC Application Coordinator registered in FHA Connection. A counselor will not be officially placed in the certified counselor database until the Agency FHAC Application Coordinator successfully validates counselor employment in the FHAC system.

The graphic below includes the entire process, inclusive of both Exam and Application steps, for counselors to become HUD certified.

HUD Certified Counselor Application Process

This page walks through the steps of applying through FHA Connection, including eligibility requirements, responsibilities of the counselor and the FHAC application coordinator, and how to conduct a public search on HUD.gov. Intermediaries can share these helpful instructions with their network.

<https://www.hudexchange.info/programs/housing-counseling/housing-counselor-certification-application/>

Housing Counseling Agency Eligibility Tool

Questions? • Agency Eligibility and requirements, email HUD
• Technical issues with the tool, contact the HUD Exchange team

The Housing Counseling Agency eligibility tool allows organizations to determine if they meet the basic requirements to apply to become a HUD-Approved Housing Counseling Agency.

This tool does not replace a formal review by HUD. Organizations are strongly encouraged to complete the Housing Counseling Agency Eligibility Tool before starting their HUD application. Form HUD 9900. Successful organizations will receive directions on how to apply directly to HUD at the end of the tool, but should apply to HUD within 90 days of successful completion of the tool. Alternatively, those organizations planning to apply to work with a HUD-Approved Intermediary or State Housing Finance Agency may also use this tool to either a) apply directly to HUD or b) Provide results to either an Intermediary or a State Housing Finance Agency. Simply answer a series of questions and the Housing Counseling Agency Eligibility Tool will help you understand if your organization is a good candidate for HUD approval using basic criteria. If your organization does not meet the basic criteria, you will receive a list of steps to complete to meet the basic criteria. Completion of the Tool takes approximately 30 minutes to complete. Users can start the Tool, save their information, and restart the Tool at any point in time, before getting started, review the supplemental materials.

[Start the Tool](#)

Your Assessments

Date Created	Questions Answered	Result	Date Completed	View / Continue

Housing Counseling Agency Eligibility Tool (HCAET)

HCAET allows organizations to determine if they meet the basic requirements to apply to become a HUD-Approved Housing Counseling Agency. HUD-Approved Intermediaries and State HFAs may choose to use this tool for potentially new organizations who want to join their network.

<https://www.hudexchange.info/programs/housing-counseling/housing-counseling-agency-eligibility-tool/>

To provide feedback on the HUD Exchange, please contact Jerrold.H.Mayer@HUD.gov.