Latest News out of Office of Housing Counseling

“Helping Families for 50 Years”

August 15, 2018
Facilitator & Panelists

• Facilitator: Sarah Gerecke
  • Deputy Assistant Secretary, Office of Housing Counseling

• Panelists:
  • Stephanie Williams
    • Senior Housing Program Officer, 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

• Policy Update
• Updates by Office: Fiscal Year 2018 accomplishments and work in progress
  • Office of Policy and Grant Administration
  • Office of Outreach and Capacity Building
  • Office of Oversight and Accountability
• Listening Session
• Q and A
Policy Update
Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling
Policy Update

• EnVision Centers
  • July 9, 2018 – Detroit, MI Housing Counseling meeting

• Awareness and Visibility
  • Homeownership Month
  • Collateral Materials
  • 50th Anniversary
  • Name Change

• OIG Review
The Office of Policy and Grant Administration
Stephanie Williams
Senior Housing Program Officer
HUD’s Housing Counseling Program Clients Served

Progress as of FY18 Q2

Total Clients Served

Federal Fiscal Year

- 3.5M
- 3.0M
- 2.5M
- 2.0M
- 1.5M
- 1.0M
- 0.5M
- 0


Q2 Results
Housing Counseling Activity (As of FY 2018 Q2)

One-on-One Counseling Activity

- Homeless: 2%
- Mortgage Delinquency: 25%
- Reverse Mortgage: 8%
- Rental: 14%
- Post-Purchase: 7%
- Pre-Purchase: 44%

Group Education by Topic

- Pre-Purchase Homebuyer Education Workshop: 45%
- Resolving or Preventing Mortgage Delinquency Workshop: 2%
- Predatory Lending, Loan Scam, Fraud prevention workshop: 1%
- Fair Housing Workshop: 2%
- Homelessness Prevention Workshop: 1%
- Financial Literacy Workshop: 39%
- Rental Workshop: 4%
- Other workshop: 5%
Fiscal Year 2018 Accomplishments

• FY 2018 NOFA Comprehensive Housing Counseling and Training NOFAs published

• HUD 9902 Reporting improved
  • Increase in timely reporting since 2017
  • 9902 Online Toolkit

• Published 100 Housing Counseling Program General and NOFA-related FAQs
Work in Progress

- Processing of NOFA Applications
- Implementing HECM Default Counseling
- HUD-9902 Potential Revisions
  - Disaster related counseling
  - HECM Default counseling
- Housing Counseling Program Handbook 7610.1
  - Q1 2019 projection to request feedback
The Office of Outreach and Capacity Building
Jerrold H. Mayer
Office Director
Fiscal Year 2018 Accomplishments

• Housing Counselor Certification Training materials on www.hudhousingcounselors.com updated

• Federal Advisory Committee
  • Eight new members will be added
  • Meetings held
  • Upcoming meeting
Fiscal Year 2018 Accomplishments (cont)

- Disaster Recovery counseling resources and tools developed
- Outreach, Training and Technical Assistance provided
  - FHA Connection webinars
  - Disaster Recovery Toolkit
  - Grant Writing Webinar
  - Technology page
  - Training digest
  - The Bridge Newsletter – now Online!
Work in Progress

• Working to make a new categories of housing counseling like Disaster Recovery Counseling and HECM Default counseling

• Supporting the housing counseling federal advisory committee

• Bringing new training to housing counselors for HECM and Comprehensive counseling

• Helping agencies build capacity with technical assistance and new toolkits
The Office of Oversight and Accountability
Phyllis Ford
Division Director
Fiscal Year 2018 Accomplishments

• Complaints
  • Counseling Experience Complaints FY17
  • Compliments and Complaints
  • OIG Referrals

• Recapture guidance provided

• Training and Technical Assistance provided
  • Action Plans
  • Technical Assistance
    o Grant Execution
    o Quarterly Report Assistance
  • Trainings
    o Preparing a Budget
    o Understanding Indirect Cost
    o How to Read Financial Understanding Financial Management Systems
Work in Progress

• Performance Reviews
  o Developing strategies to better define, identify and assess risk
  o Increasing Partnership with Intermediary when conducting Performance Reviews with Sub-grantees
  o Providing Specialized Technical Assistance

• Consistency
  o Working on Innovative Training Techniques for HUD Point of Contact (POCs)
  o Providing Insight and Implementation from OIG Audits
Q and A
Listening Session
Looking Back

• Reflections on HUD’s Housing Counseling Program
  • What are some of your agency reflections over the past 50 years?
  • What are some of your clients’ feedback about the assistance they received during the past 50 years?
Looking Forward

• Considerations for the HUD Housing Counseling Program
  • What should HUD’s Office of Housing Counseling do differently in the next 50 years?
  • What should housing counseling agencies do differently in the next 50 years?