



OFFICE OF  
HOUSING COUNSELING

# **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**

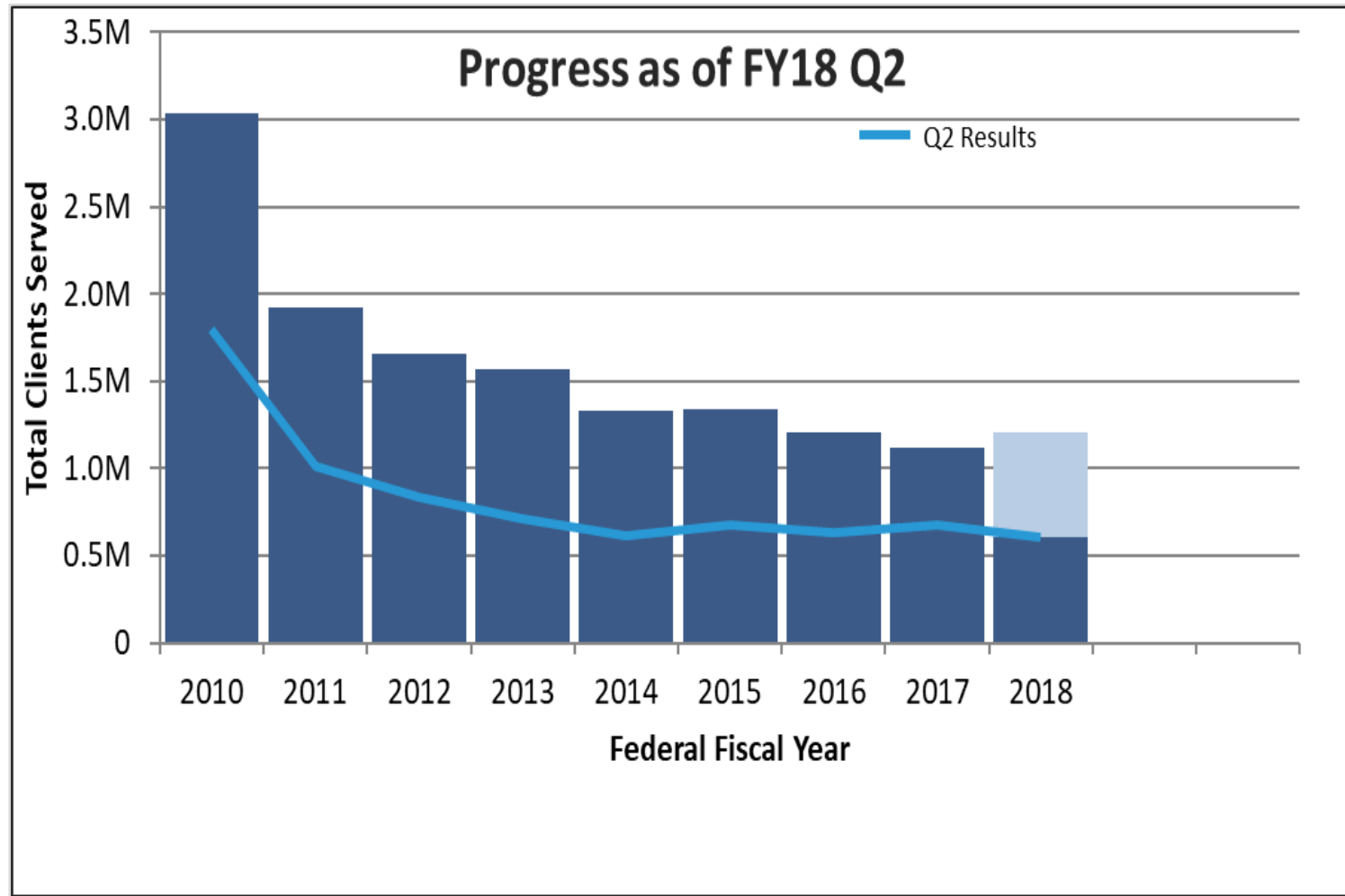
## **Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling**

# Policy Update

- EnVision Centers
  - July 9, 2018 – Detroit, MI Housing Counseling meeting
- Awareness and Visibility
  - Homeownership Month
  - Collateral Materials
  - 50<sup>th</sup> Anniversary
  - Name Change
- OIG Review

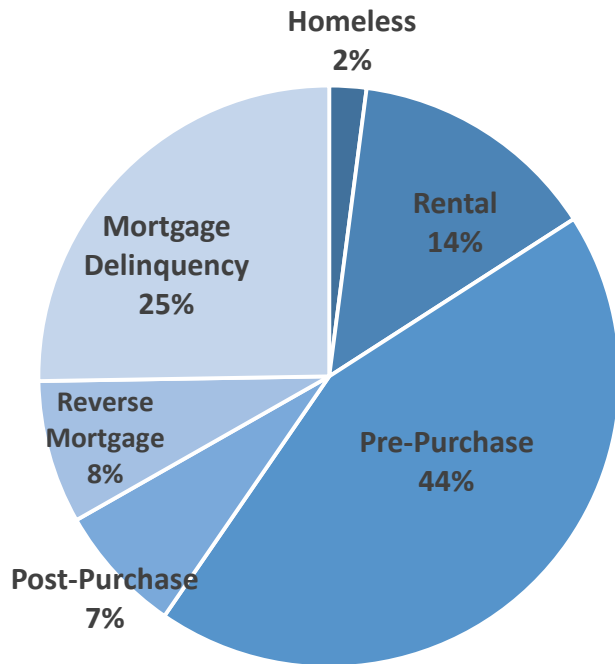
**The Office of Policy and Grant  
Administration  
Stephanie Williams  
Senior Housing Program Officer**

# HUD's Housing Counseling Program Clients Served

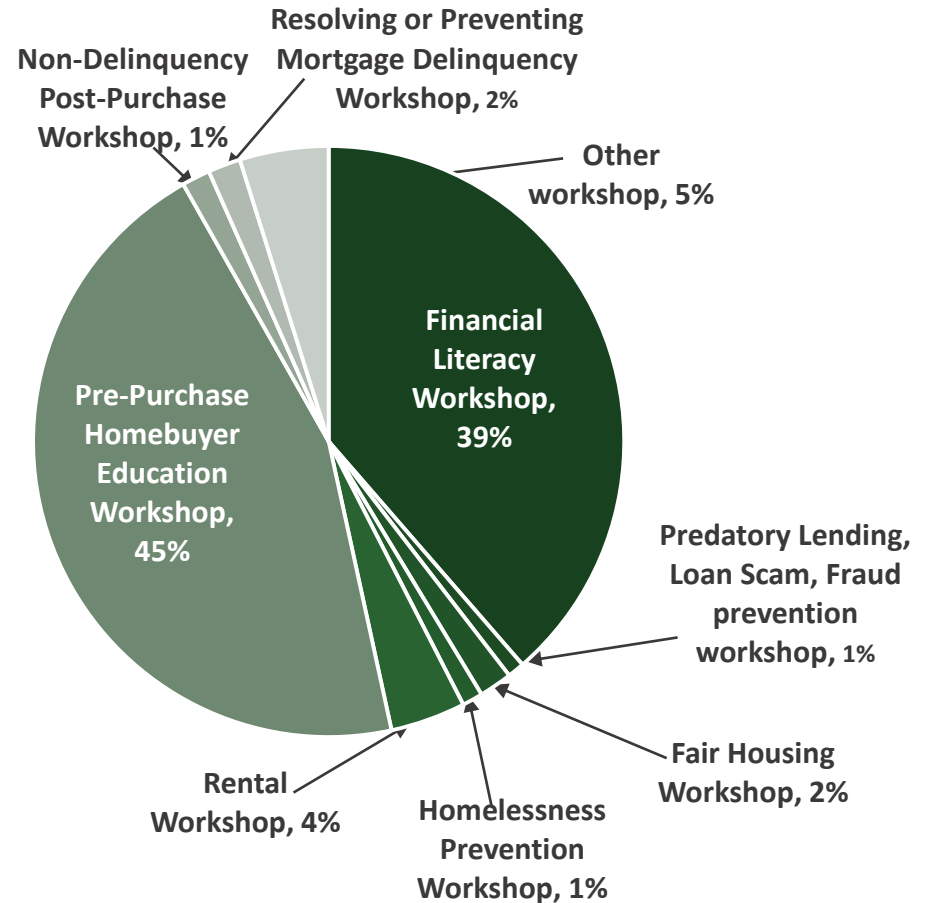


# Housing Counseling Activity (As of FY 2018 Q2)

## One-on-One Counseling Activity



## Group Education by Topic





# 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](http://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
    - Grant Execution
    - Quarterly Report Assistance
  - Trainings
    - Preparing a Budget
    - Understanding Indirect Cost
    - How to Read Financial Understanding Financial Management Systems



# Work in Progress

- Performance Reviews
  - Developing strategies to better define, identify and assess risk
  - Increasing Partnership with Intermediary when conducting Performance Reviews with Sub-grantees
  - Providing Specialized Technical Assistance
- Consistency
  - Working on Innovative Training Techniques for HUD Point of Contact (POCs)
  - 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?

