



OFFICE OF
HOUSING COUNSELING

Latest News out of Office of Housing Counseling

"Open Doors with Housing Counseling"

August 07, 2019

Facilitator & Panelists

- Facilitator & Speaker: Sarah Gerecke
 - Deputy Assistant Secretary, Office of Housing Counseling
- Panelists:
 - Brian Siebenlist
 - Director, Office of Policy and Grant Administration
 - Jerrold H. Mayer
 - Director, Office of Outreach and Capacity Building
 - Phyllis Ford
 - Division Director, Office of Oversight and Accountability

Session Agenda

- Cross Office Update
- Updates by Office: FY 2019 Accomplishments and 2020 Works in Progress
 - Office of Policy and Grant Administration
 - Office of Outreach and Capacity Building
 - Office of Oversight and Accountability
- Q and A

Policy Update

Sarah Gerecke, Deputy Assistant Secretary, Office of Housing Counseling

OHC Cross Office Update

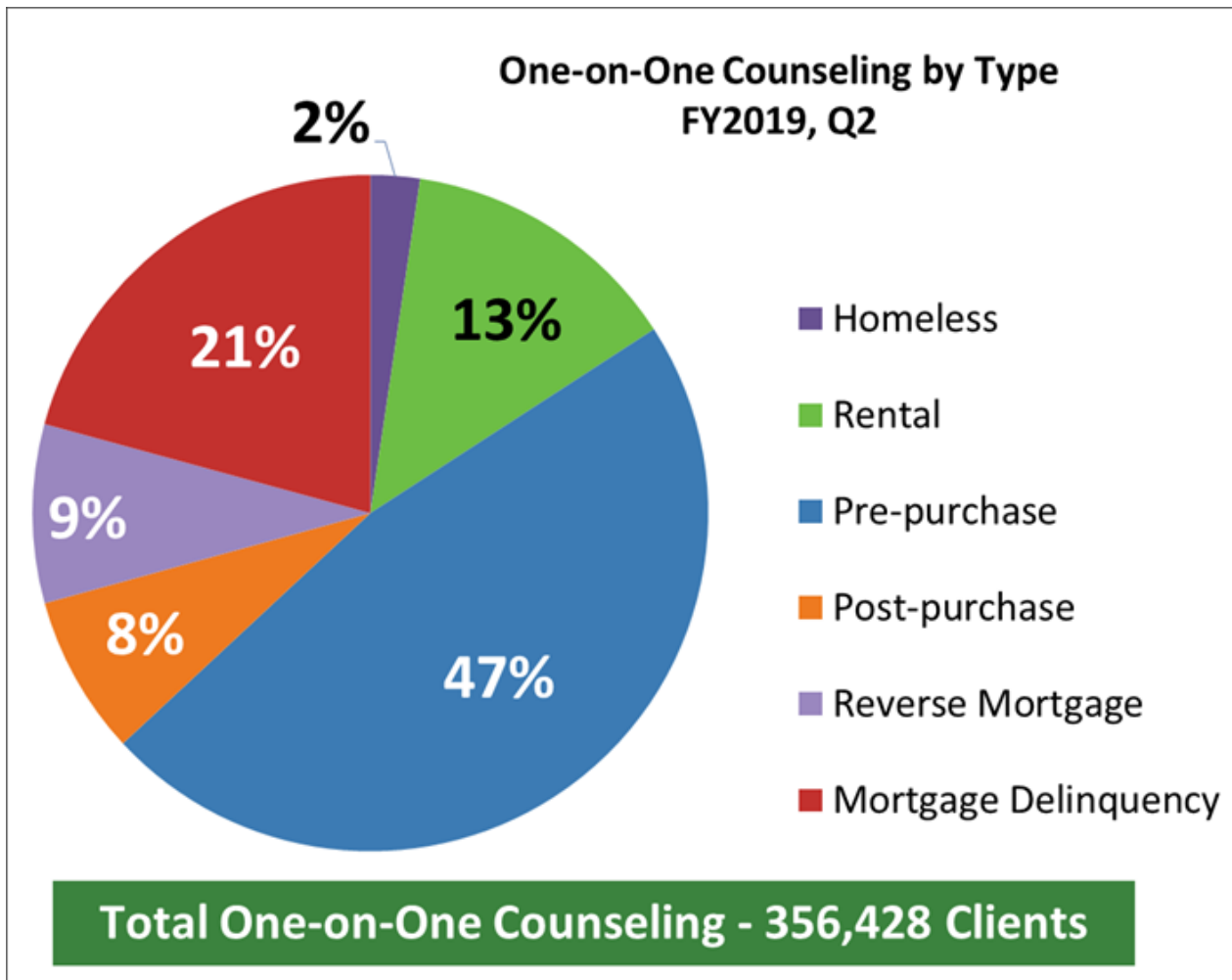
- Projects with CFPB: Real Estate Settlement Procedures Act
- Projects with Treasury: Federal Financial Literacy Reform
- Innovative Housing Showcase
- Building Tomorrow Together Conference
- Housing Counseling Funding Models: A Study of Innovation and Sustainability

The Office of Policy and Grant Administration Brian Siebenlist Director

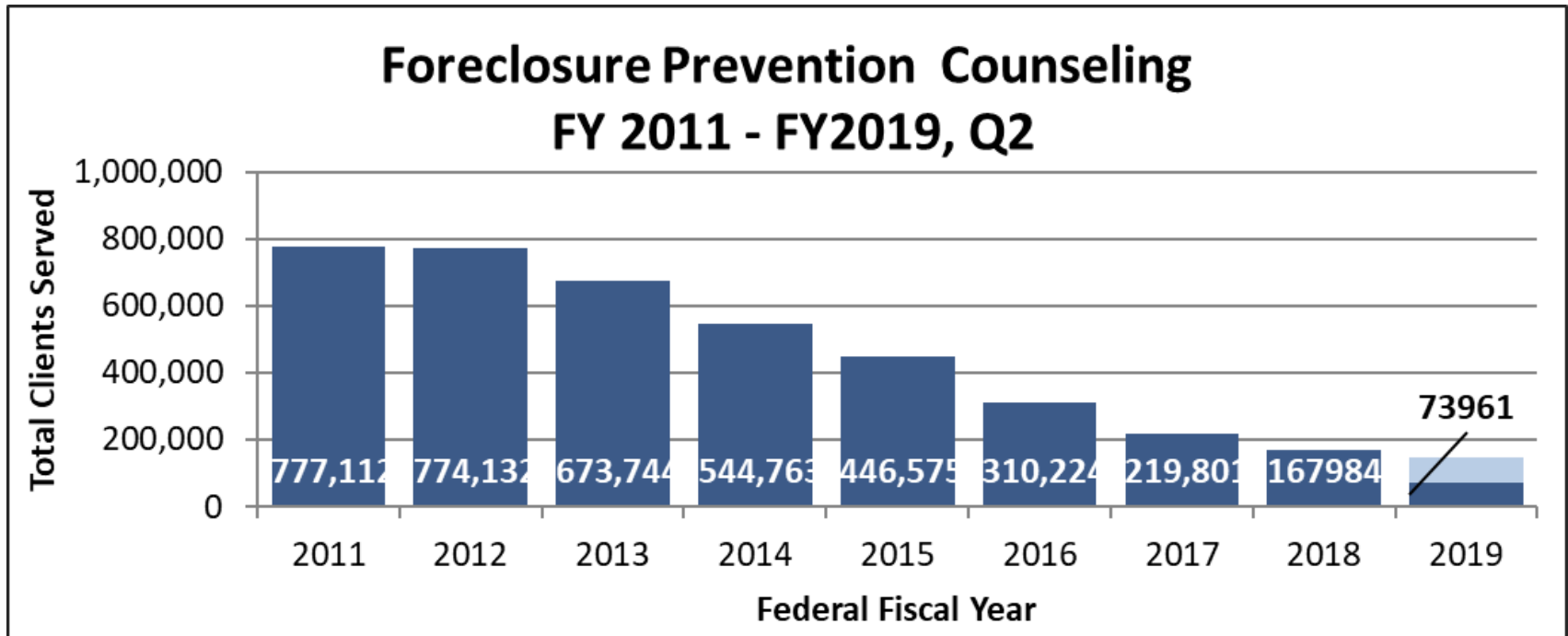
Time for
Mentimeter!



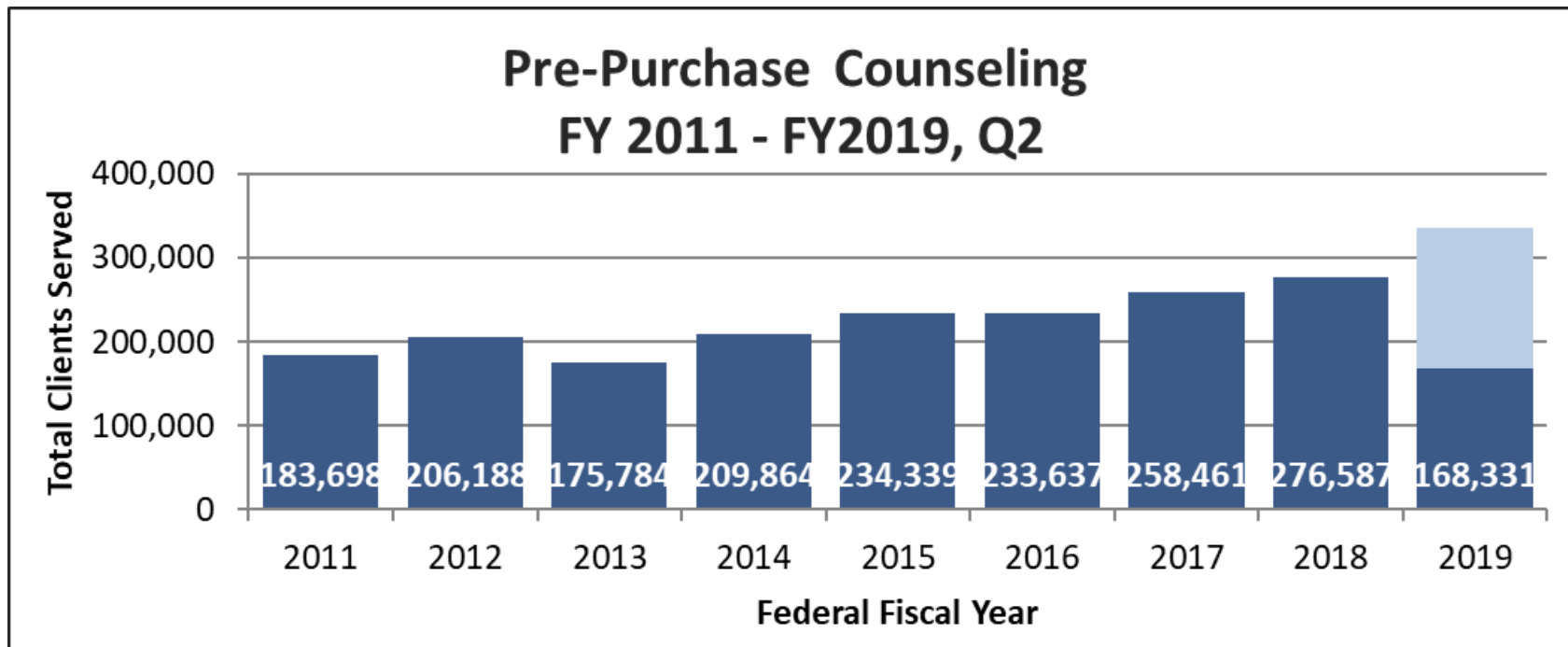
One-on-One Counseling FY19



Foreclosure Prevention Counseling Trends



Pre-Purchase Counseling Trends



Fiscal Year 2019 Accomplishments

- FY 2018 NOFA Execution
- FY 2019 Comprehensive Housing Counseling and Training NOFAs
 - Streamlining and data integrity
- HUD Form-9902 Changes
 - Stakeholder feedback sessions

Work in Progress FY 2020

- Handbook Progress
 - Finalizing chapters for departmental clearance
 - Certification requirements in chapter revisions
 - Stakeholder feedback projected for Q3, FY 2020
- HECM Default Counseling Capacity
- 9902 Data Dashboards
 - Public and private dashboards are in development

The Office of Outreach and Capacity Building Jerrold H. Mayer Director

Time for
Mentimeter!



Fiscal Year 2019 Accomplishments

- Certification
 - New Certification Landing Page
 - Knowledge Assessment Tool
- Housing Counseling Federal Advisory Committee new membership
- Disaster Assistance and Recovery Team (DART)
- Other tools and resources
 - Disclosure Toolkit
 - HECM Landing page

Work in Progress 2020

- Forthcoming Training
 - Online Training
 - Webinars
 - Counseling in the Digital Age
 - Privacy and Personal Identifiable Information (PII)
- Needs Assessment

The Office of Oversight and Accountability Phyllis Ford Division Director

Fiscal Year 2019 Accomplishments

- Performance Reviews
 - Increased cooperation with Intermediaries while conducting Performance Reviews
 - Provided numerous financial management Specialized Technical Assistance trainings
- Overall Compliance Strategies
 - Conducted internal Training Techniques for Staff/Point of Contacts for consistency
 - Implemented additional internal management tools
 - Streamlined Processes through Automation and Self-Certification
 - Increased Number of Performance Reviews

Fiscal Year 2019 Priorities

- Ensure Performance Reviews completed within agencies' applicable approval time period
- Simplify required documentation for:
 - Voucher requests
 - Expense documentation
- Update procedures for agency withdrawal and/or termination process

Work in Progress 2020

- Establish policies and procedures to define, identify, and assess risk with Intermediaries for future Performance Reviews
 - Work with Housing Office of Risk Management
- Visit each Intermediary to discuss the importance of working together to protect HUD's Housing Counseling Funds
 - Work with Intermediaries' Financial Audit Contractors

Q and A

