



OFFICE OF
HOUSING COUNSELING
LET'S MAKE HOME HAPPEN

Update from HUD and the Office of Housing Counseling

Audio is only available by conference call

Please call: **(866) 320-4709**
Participant Access Code: **431985**
to join the conference call portion of the webinar

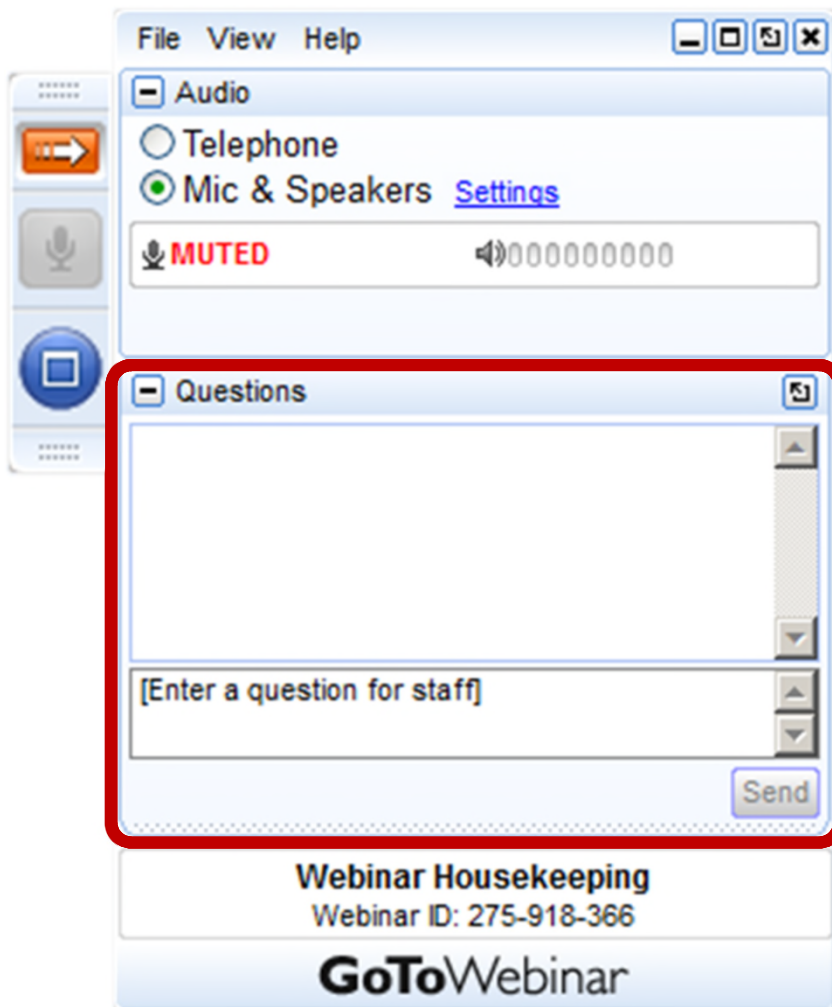
November 8, 2017

Webinar Logistics



- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at www.hudexchange.info/programs/housing-counseling/webinars/
- An OHC LISTSERV will be sent out when the Archives are posted. Posting will usually be within 7-10 days.
- Attendee lines will muted during presentation.
- Because of the large number of attendee, we will not be taking live questions.

Ways to Ask Questions



- Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.
- You can also send questions and comments to *housing.counseling@hud.gov* with the webinar topic in the subject line.

Agenda

- Welcome by:
 - Dana Wade, General Deputy Assistant Secretary for Housing
- Update on the Office of Housing Counseling by:
 - Sarah Gerecke, Deputy Assistant Secretary for the Office of Housing Counseling

Dana Wade

General Deputy Assistant Secretary for Housing

Priorities

- Support sustainable and responsible homeownership
- Eliminate unnecessary regulations
- Transform the way HUD does business

Sarah Gerecke

Deputy Assistant Secretary for the Office of Housing
Counseling

Today's Discussion

- Certification
- Disaster Assistance Response Team (DART)
- Reducing Burden
- Expanding Access to Housing Counseling
- Awareness and Visibility
- Research
- NOFA
- Oversight
- Home Equity Conversion Mortgage (HECM)
- Training

Housing Counselor Certification



- Launched August 1, 2017
- Exam information and free online training available at www.hudhousingcounselors.com
- Current exam cost may change September 30, 2018
- FHA Connection - Application Coordinator role
- Use of designation “HUD Certified Housing Counselor”

Disaster Assistance Response Team (DART)



- Hurricanes Harvey, Irma, Maria and Nate, and the California Fires
 - 251 housing counseling agencies have offices in impacted areas
- OHC created DART after Hurricane Sandy
 - Team reaches out to impacted agencies to assess damage
 - Provides information on disaster declarations, training, and resources
- Important for agencies to have an emergency preparedness plan in place and training on disaster response
- <https://www.hudexchange.info/programs/housing-counseling/topics/#disaster-recovery-toolkit>

Reducing Burden



- Review of existing regulations to reduce unnecessary administrative burden
- Watch for opportunities to provide feedback in FY18

Expanding Access to Housing Counseling



- Integrating housing counseling throughout the mortgage process
 - Uniform Residential Loan Application (URLA)
 - Mortgage Industry Standards Maintenance Organization (MISMO)
- Borrower Engagement
 - Address borrower needs after sunset of Making Home Affordable program and National Foreclosure Mitigation Counseling program
- Federal Advisory Committee

Awareness and Visibility

BEAT THE ODDS
WITH HOUSING COUNSELING

Homeowner's net worth 36X greater than renter's.
— Federal Reserve (2013)

AM I READY TO BUY A HOUSE?

Housing Counseling may be the answer.

One-third of first-time homebuyers underestimate their total household debt.

HOUSING COUNSELING PROVIDES EXPERT ADVICE TO HELP YOU:

- Create Manageable Budgets
- Set Realistic Financial Goals
- Improve Your Credit Score
- Avoid Delinquency on Debt

DOES HOUSING COUNSELING WORK?
Borrowers who use HUD-Approved Housing Counseling:

30% lower odds of foreclosures

283% more likely to receive loan modifications

IN 2015, HUD HOUSING COUNSELING HELPED:

- Prevent **92,000+** Foreclosures
- Improve **178,000+** Finances
- Create **403,000+** Budgets
- Counsel **over 1.3 million** Households

WHERE DO I START?
Call **1-800-569-4287** or visit **HUD.gov** to find an agency in your community

Over 2,000 HUD Approved Agencies

We don't want the HUD Housing Counseling Program to be a best-kept secret!

- Awareness and Visibility team
- Toolkits, videos and collateral material
- Research Name Change

Research



- Research on housing counseling available at www.hudexchange.info/counseling
 - First Time Homebuyer Demonstration
 - 5,800 subjects
 - HUD publishing additional results in 2018
- Early Insights:
 - Improved mortgage literacy
 - Greater appreciation for communication with lenders
 - Improved underwriting qualifications
 - No evidence of improved budgeting practices

Housing Counseling NOFA



- Fiscal Year 2017 -second year of a two-year NOFA
 - Distributed grant funds quickly
 - Reduced unnecessary burden on grantees
 - 231 second-year grantees funded
- \$50,525,888 million in comprehensive housing counseling and housing counseling training grants announced on July 6, 2017
 - Training: \$3,500,000
 - Comprehensive: \$47,025,888

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NOFA Accomplishments



- Collaboration with grants.gov to create a fillable PDF to replace old version of HUD 9906
 - Auto-completed most quantitative elements
 - Reduced staff hours
 - Eliminated the possibility that an applicant failed to attach a critical scoring document

Oversight



- Reduce the amount of grant funds underspent or recaptured
 - Early intervention strategies
- Complying with the revised 2 CFR Part 200
 - Protect federal investment in counseling program
 - Reduce compliance burden placed on agencies
- Program update for Housing Counseling System
- 339 Agencies reviewed in FY2017

Improving Customer Service



- Housing Counseling Agency Management System (HCAMS)
 - Under testing
 - Will Streamline:
 - Performance Reviews
 - Quarterly reporting
 - New agency applications
 - NOFA scoring and grant executions
- Training and technical support
- Complaint resolutions

Reverse Mortgage Counseling



- Major changes to Home Equity Conversion Mortgages (HECM) announced on August 29, 2017
 - Changes need to address risk of loss to the insurance fund
 - FHA issued [Mortgagee Letter 2017-12](#)
 - Policy changes resulted in a spike in demand for HECM counseling before the effective date

Training



- 40 Live webinars in FY 2017
 - Archived on www.hudexchange.info
- \$3.5 million in FY17 grants received by training grantees
 - 287 classes for 6,950 counselors
- Training opportunities announced through OHC Listserve. Sign up on the Housing Counseling webpage on HUD Exchange (link on last slide)

Thank You!



Find us at:

www.hudexchange.info/counseling

Email us at:

Housing.counseling@hud.gov