



# **HUD Housing Counseling Program FHA Connection Application Process to Become a HUD Certified Housing Counselor**

**Audio is available only by conference call.**

**Please call: (800) 260-0712**

**Participant Access Code: 426069**

**to join the conference call portion of the webinar**

# Webinar Logistics

- Audio is being recorded. The playback number, along with the slides and a transcript, will be available on the HUD Exchange at:  
[www.hudexchange.info/programs/housing-counseling/webinars/](http://www.hudexchange.info/programs/housing-counseling/webinars/)
- An OHC LISTSERV will be sent out when the archives are posted. Posting is usually within 7-10 days.
- Attendee lines will be muted during the presentation.
- Handouts were sent out prior to the webinar. They are also available from the Control Panel. Just click on the document name to download.

# Questions & Comments



- There are be polling questions. Please respond to them when prompted.
- During the Q&A and discussion periods:
  - The operator will give you instructions on how to ask questions or make your comments.
  - If unmuted during the Q&A, please do not use a speaker phone.

# Other Ways to Ask Questions

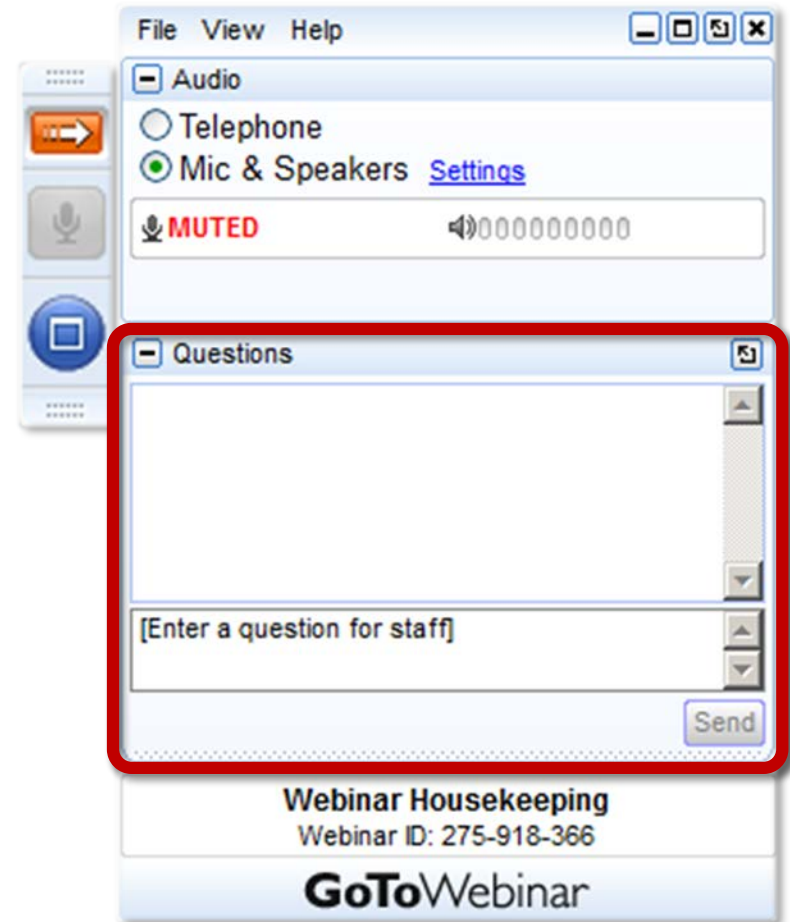
## Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of your questions during the webinar.

You can also send questions and comments to:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

Type the webinar topic in the subject line.



# Certificate of Training

- If you logged into the webinar, you will receive a “thank you for attending” email from GoToWebinar within 48 hours.
- The email will say “***This is your CERTIFICATE OF TRAINING***”. There is no attachment.
- Print out and save that email for your records.

Thank you for attending our webinar. We hope you enjoyed our event. This is your CERTIFICATE OF TRAINING. Please print out and save this email for your records. Please send your questions, comments and feedback to:  
[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov).

# Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



# Welcome

- Lorraine Griscavage-Frisbee, Deputy Director, Office of Outreach and Capacity Building, U.S. Department of Housing and Urban Development (HUD)

# Presenters and Q & A

- Presenters:
  - Robin Penick, Office of Outreach and Capacity Building, U.S. Department of Housing and Urban Development (HUD)
  - Shawna LaRue Moraille, ICF
- Q & A supported by:
  - Ellen Depew and Hugh O'Brien, Salient CRGT
  - Bill McKee, Office of Policy & Grant Administration, U.S. Department of Housing and Urban Development (HUD)



# Agenda

- 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
- Q & A

# Polling Question 1: Please take a moment and identify yourself

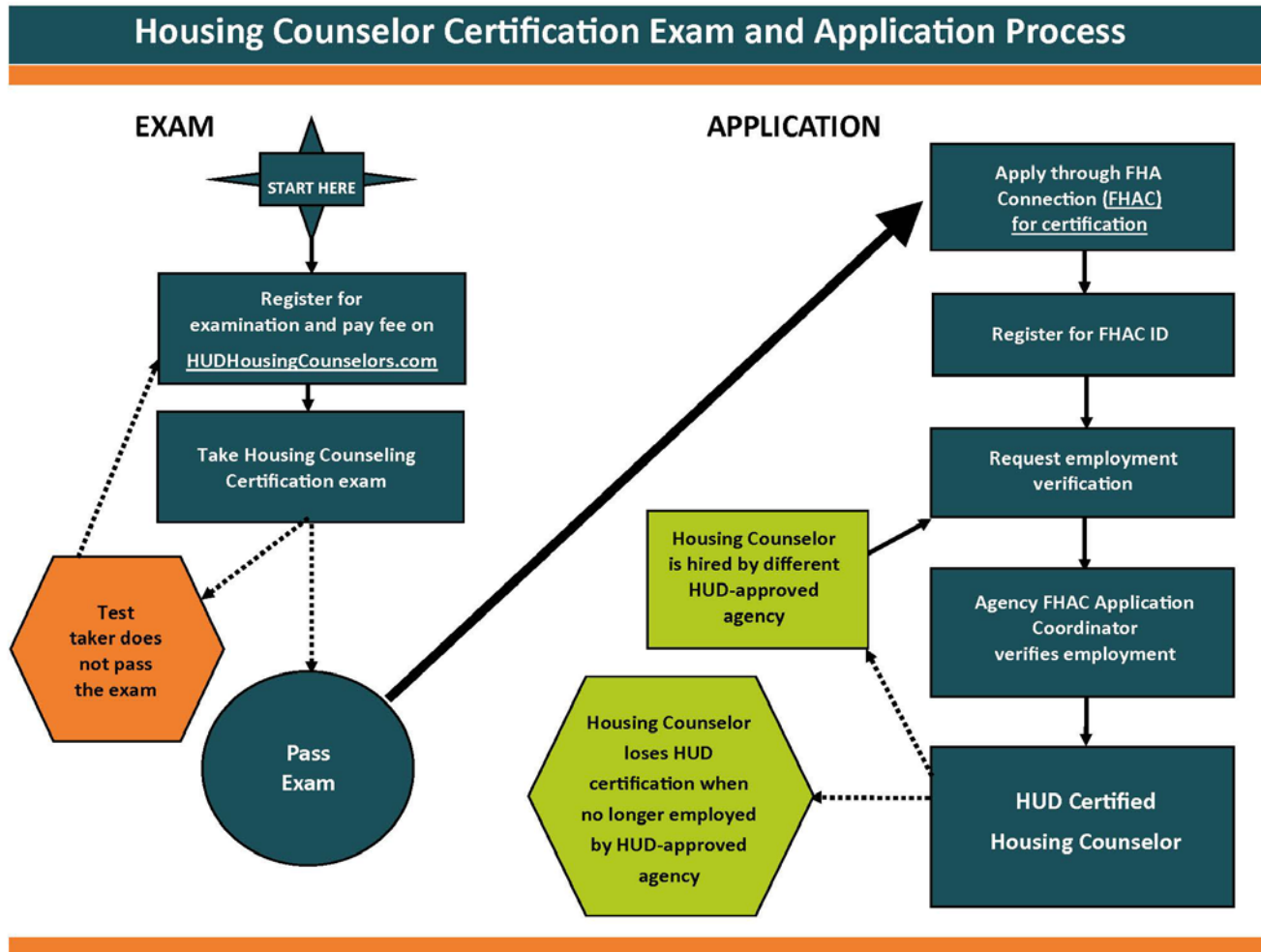
- Participating housing counselor agency
- Agency considering applying to participate in HUD's housing counseling program
- Non-profit housing partners
- For-profit housing partners

# HUD Certified Housing Counselor Eligibility Requirements

# HUD Certified Housing Counselor Eligibility Requirements

- A HUD Certified Housing Counselor must provide housing counseling if required by or provided in connection with a HUD program
- An eligible HUD Certified Housing Counselor must:
  - Have passed the HUD certification examination, and
  - Work for a HUD participating housing counseling agency

# HUD Certified Housing Counselor Eligibility Requirements (cont.)



# HUD Certified Housing Counselor Application Overview and Process

# HUD Certified Housing Counselor Application Overview and Process

Go to the HUD Certified Housing Counselor Application page:

<https://entp.hud.gov/idapp/html/f17counselor-application.cfm>

**HUD Certified Housing Counselor Application** **Help Links ?**

**\* Personal Information \***

**Counselor Type:**

Select Counsel Type ▼

**Legal Name:**

**First Name:**

HECM

Certified


**Last Name:**

**Suffix:**

Select Suffix ▼

**Social Security Number:**

**Date of Birth:**



**Gender:**

Select Gender ▼

**Ethnicity:**

Select Ethnicity ▼

**Race(s):**

**American Indian:** ☐

**Asian:** ☐

**Black:** ☐

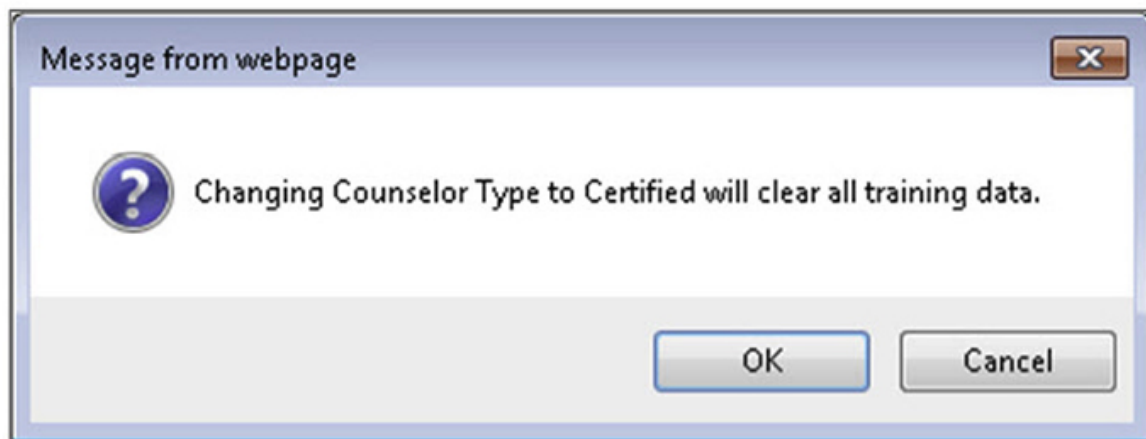
**Native Hawaiian:** ☐

**White:** ☐

Select *Certified* from the drop-down box

# HUD Certified Housing Counselor Application Overview and Process (cont.)

- Upon selecting *Certified* from the **Counselor Type** drop-down box, a pop-up message displays.
- Click **OK** to clear the message and continue the application process.





# HUD Certified Housing Counselor Application Overview and Process (cont.)

Complete the HUD  
Certified Housing  
Counselor  
Application page.

**HUD Certified Housing Counselor Application**Help Links ?

**\* Personal Information \***  
Counselor Type:   
Legal Name:  

First Name:	Middle Initial:	Last Name:	Suffix:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select Suffix"/>

  
Social Security Number:  
--

**\* Contact Information \***  
Mailing Address:  

Business Name:	<input type="text"/>
Street Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text" value="Select State"/>
Zip Code:	<input type="text"/>

  
Phone/E-mail Information:  

Phone Number:	<input type="text" value="( ) -"/>	Fax Number:	<input type="text" value="( ) -"/>
E-mail Address:	<input type="text"/>		
Confirm E-mail:	<input type="text"/>		

Original application's employment information entered by applicant:  

Agency HCS ID:	<input type="text"/>	Hired Date:	<input type="text"/> /	<input type="text"/> /	<input type="text"/>
----------------	----------------------	-------------	------------------------	------------------------	----------------------

**\* Certified Counselor Information \***  
Counselor's Exam ID:

Enter the 5-digit agency ID issued to your employer (*first digit is an 8 or 9*) and your hire date

Enter the 10 **character Counselor ID** provided on your profile page at: [hudhousingcounselors.com](http://hudhousingcounselors.com)



# HUD Certified Housing Counselor Application Overview and Process (cont.)

**HUD Certified Housing Counselor Application Results**

Help Links ?

☒ **SUCCESS**

CERTIFIED COUNSELOR APPLICATION SUCCESSFULLY COMPLETED

Message received upon successfully processing the page

Certified Housing Counselor application accepted on: 08/15/2016

\* Personal Information \*

**Counselor Type:**  
Certified

**Legal Name:**

**First Name:** JEANNIE

**Middle Initial:** T

**Last Name:** SWEENIE

**Suffix:** Not Entered

**Social Security Number:**  
111-22-3333

\* Contact Information \*

**Mailing Address:**

**Business Name:** GOTHAM COUNSELING SERVICES INC

**Street Address:** 123 FIRST STREET

**City:** GOTHAM

**State:** New York

**Zip Code:** 22198

**Phone/E-mail Information:**

**Phone Number:** (800) 555-1234

**Fax Number:** (800) 555-4321

**E-mail Address:** js@hsgcnsig.org

**Confirm E-mail:** js@hsgcnsig.org

**Original application's employment information entered by applicant:**

**Agency HCS ID:** 89999

**Agency Name:** GOTHAM COUNSELING SERVICES INC

**Hired Date:** 04/04/2013

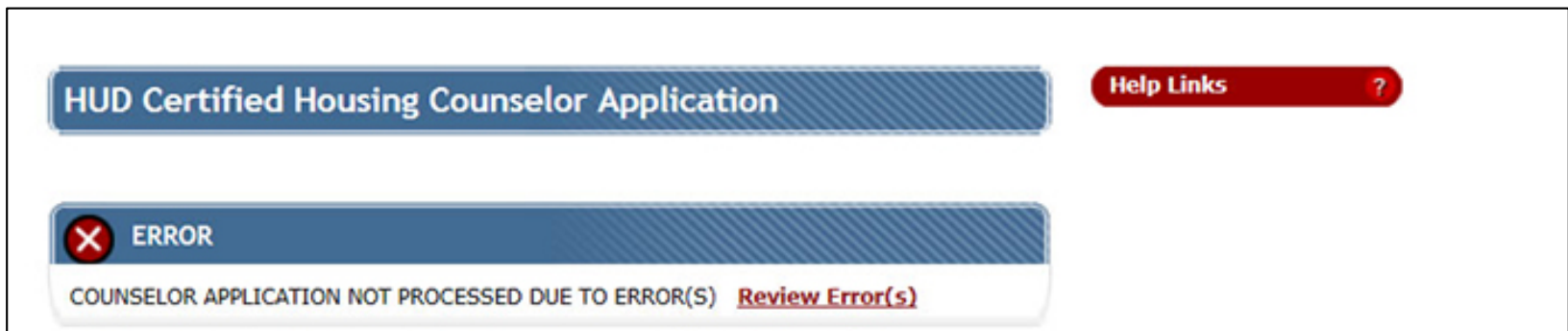
\* Certified Counselor Information \*

**Counselor's Exam ID:** 1234567890

A counselor is not officially placed in the certified counselor database until the agency's Application Coordinator successfully validates the counselor's employment in the FHAC.

# HUD Certified Housing Counselor Application Overview and Process (cont.)

- If your application is not successful, an error message will appear. A list of errors is provided.
- Make any corrections as needed and process the application again.
- If unable to resolve an error:
  - Send an e-mail to the **FHA Connection Single Family Help** desk at: [sfadmin@hud.gov](mailto:sfadmin@hud.gov)
  - Send an e-mail to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov) with *Application Error for Certified Counselor* in the subject line for assistance, or



# FHA Connection User ID

# FHAC User ID

- All HUD Certified Housing Counselors must establish an FHAC User ID.
- If applying as a **HUD Certified Counselor**:
  - Complete the HUD Certified Counselor application first, ***then*** apply for an FHAC User ID after notifying your agency's Application Coordinator.
  - If the counselor is already a HECM counselor, the FHAC User ID issued as a HECM counselor is used for certified counseling as well.
- If applying ***only as an Agency FHAC Application Coordinator***, just apply for an FHAC User ID.
- If applying to be **both an Application Coordinator *and* counselor**, you must complete the HUD Certified Counselor application first and then apply for an FHAC User ID.

# Requesting an FHAC User ID

- From the FHAC Welcome page (<https://entp.hud.gov/clas/index.cfm>), select **Registering a New User**.
- The **Registering to Use the FHA Connection** page displays. Then, select **Housing Counseling**.
- Or, go directly to the **Housing Counselor Registration** page at: [https://entp.hud.gov/idapp/html/hecm\\_cnsl\\_reg.cfm](https://entp.hud.gov/idapp/html/hecm_cnsl_reg.cfm)

**FHA Connection**

Home Main Menu ID Maintenance E-mail Us Contact Us Sign Off

**Welcome**

The FHA Connection provides FHA-approved lenders and business partners with direct, secure, online access to computer systems of the U.S. Department of Housing and Urban Development (HUD).

**Sign on**

[Forgot Your Password?](#)  
[Forgot Your User ID?](#)

**Warning!** This computer system, including all related equipment, networks, and network devices (specifically including Internet access) contains data belonging to the U.S. Government, and is provided for authorized U.S. Government use only. Access requires the use of an authorized user account number and password, which is sensitive and must never be shared with anyone at any time. Doing so increases the risk of access by an unauthorized person posing as you. Authorized personnel will treat information about HUD computing resources (i.e., system names

**Getting Started**

About This Site  
Registering a New User  
Hours of Operation  
Contact Us

**References**

Frequently Asked Questions  
Quick Start Guide  
FHA Connection Guide

## Registering to Use the FHA Connection

An FHA Connection user ID and password are required to log on to the FHA Connection. To obtain an ID, an applicant must register according to the procedures defined for the user type. Refer to the table below.

Type of User	Description
Housing Counselors and Counseling Agency Application Coordinators	Registration for secure Internet use of the <b>Housing Counseling</b> functions is available to participating counselors and their agencies.

Use this link (located at the bottom of the **Registering to Use the FHA Connection** page)

# Requesting an FHAC User ID (cont.)

Complete the  
**Housing  
Counselor  
Registration**  
page

**Housing Counselor Registration**[Help Links](#) ?

**Warning!** Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information.

Are you registering as a member of the Housing Counselor Database? ☐ Yes

Are you registering as an FHA Connection Application Coordinator for the housing counseling agency that employs you? ☐ Yes

If yes, please enter your agency ID:

First Name:

Middle Initial:

Last Name:

Social Security Number:  -  -

Telephone Number:  -  -

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com

E-mail Address:

Re-enter E-mail Address for Verification:

Choose a Password.

- You will enter your password each time you use this service. Your password must be 8 characters in length and have at least one uppercase letter, one number, and one special character. **Important: At your first sign on to the FHA Connection, you will need to enter the password you record on this registration form EXACTLY as you typed it, e.g., with upper and lower case letters, etc.**

Password:

Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Click Yes to apply for an FHAC User ID as a counselor

Click Yes here and enter the agency ID if you are applying as an **Application Coordinator** for your agency

Remember the password entered as it will be needed once you receive your FHAC User ID

Once the page is complete, click **Send** to process the page and submit your application for an FHAC User ID

## Requesting an FHAC User ID (cont.)

- Once the application for an FHAC User ID is successfully submitted, an e-mail is sent informing the counselor/coordinator an ID was issued
- A separate *letter* is sent to the counselor with the FHAC User ID
- For an Application Coordinator, a *letter* with the user's FHAC User ID is mailed to the counseling agency's Chief Executive Officer



# FHAC User ID vs. eLOCCS

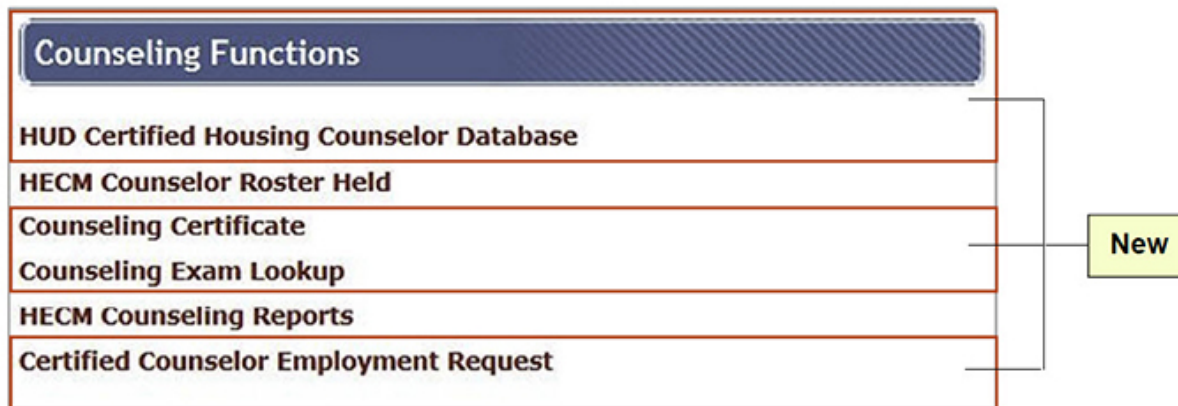
- An agency *cannot* have the same person registered in eLOCCS and FHA Connection
- Agencies must identify a separate person for each system (eLOCCS and FHA Connection)



# HUD Certified Housing Counselor Responsibilities

# HUD Certified Housing Counselor Responsibilities: Employment Request

1. Log on to the FHA Connection and navigate to Counseling Functions:
  - Single Family FHA
  - Single Family Origination
  - Counseling Functions



2. Select **Certified Counselor Employment Request** on the *Counseling Functions* menu.
3. The **Certified Counselor Employment Request** page displays.

# HUD Certified Housing Counselor Responsibilities: Employment Request (cont.)

**Certified Counselor Employment Request** Help Links ?

**New Employment Validation Requests**

Enter up to 5 new agency IDs. If you need to remove an agency request, check the box to the right of the agency. Click the Send Button when you are ready to submit your changes.

89997      Enter 5-digit ID of housing counseling agency. A pop-up box appears with name of agency (or agency not found)

**Awaiting Employment Validation**

Agency ID	Agency Name	Employment Requested Date	Remove Agency Request
89999	GOTHAM COUNSELING SERVICES INC 123 FIRST STREET GOTHAM NY 21998-0000	August 15, 2016	<input type="checkbox"/>

Agency information awaiting validation

**Currently Employed**

**Previously Employed**

Click **Send** to process Click **OK** if agency is correct; if not, click **Cancel**

Message from webpage

? You have selected:  
WE'RE HERE FOR YOU LLC

Click "OK" to use, "Cancel" to try again.

# HUD Certified Housing Counselor Responsibilities: Update and Maintain Personal Information

**HUD Certified Housing Counselor Database Update/Renewal** [Help Links](#) ?

Counselor added to Counselor Database on: 04/14/2015

**\* Personal Information \***

Counselor ID: XYZ123

Counselor Type:  
Certified

Legal Name:

First Name: CHARLES	Middle Initial: C	Last Name: CHARMING	Suffix: Select Suffix ▼
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Social Security Number:  
555-66-7777

**\* Contact Information \***

Mailing Address:

Business Name: CHARISMA HOUSING SOLUTION	Street Address: 77 MAIN STREET	City: CHARMSVILLE	State: New Jersey ▼	Zip Code: 07999
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Phone/E-mail Information:

Phone Number: (800) 123 -4567	Fax Number: (800) 123 -5678
E-mail Address: ccharming@chcensig.org	Confirm E-mail: 

You must enter and confirm e-mail address each time an update is made

Active status counselors on the HUD Certified Housing Counselor Database maintain their own information on the FHAC:

- Log onto the FHAC and navigate to Counseling Functions
- Select **HUD Certified Housing Counselor Database**, the **Update/Renewal** page displays

# HUD Certified Housing Counselor Responsibilities: Update and Maintain Personal Information (cont.)

If the counselor's employment was validated, the **Agency ID** is a link to the **HUD Certified Housing Counselor Certificate**.


* Certified Counselor Information *		
Agency not yet validated		
Agency ID / View Cert	Agency Name	Counselor Validation Start Date
89997	WE'RE HERE FOR YOU LLC	09/06/2016 (Requested)
<u>89999</u>	GOTHAM COUNSELING SERVICES INC	08/18/2016

Agency not yet validated

[View Certified Agency Validation History](#)

Link to the **Certified Counselor Agency Validation History** pop-up page with the current and prior employment validation records for the counselor

Validated agency has a link to the HUD Certified Housing Counselor certificate for the agency/counselor

 <b>FHA Connection</b>				
Certified Counselor Agency Validation History				
Counselor Name: SWEENIE, JEANNIE T				
Agency ID / View Cert	Agency Name	Counselor Type	Counselor Validation	
			Start Date	End Date
89997	WE'RE HERE FOR YOU LLC 99 THIRD ST HEREFORD, TX 88888-0000	Certified (Requested)	Not on file	Not on file
<u>89999</u>	GOTHAM COUNSELING SERVICES INC 123 FIRST ST GOTHAM, NY 22198-0000	Certified	08/18/2016	n/a
89993	CHARISMA HOUSING SOLUTIONS 77 MAIN ST CHARMSVILLE, NJ 07999-0000	Certified	04/13/2016	07/29/2016
<div>Close Print</div>				

# Sample Certificate

Once a certified counselor's employment is validated, the certificate can be printed and/or downloaded.

The Agency ID is clicked to display the agency's certificate for the certified counselor.



The image shows a sample HUD Certified Housing Counselor Certificate. It features the HUD logo on the left, which consists of a circular emblem with the text "U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT" and a stylized building. To the right of the logo, the title "HUD CERTIFIED HOUSING COUNSELOR" is printed in large, bold, blue capital letters. Below the title, the text reads: "This Certificate is issued by the U.S. Department of Housing and Urban Development to JOHN SMITH of ACME HOME SERVICES for meeting the criteria for this certification." The name "JOHN SMITH" and the agency "ACME HOME SERVICES" are in red. Below this, it states: "This Certificate is valid only for the above named Housing Counselor while employed by the named Housing Counseling Agency, and while such Agency remains a HUD approved Housing Counseling Agency." The issuance details are: "Date Issued: June 8, 2017" and "Agency HCS ID: 82345 Housing Counselor ID: L12ABC". The signature of Jerrold H. Mayer is shown, followed by his title "Jerrold H. Mayer, Director Office of Outreach and Capacity Building". At the bottom, there is a disclaimer: "The purpose of this Certificate is to identify the above named individual as being approved and certified by HUD to provide counseling pursuant to Section 106 of the Housing and Urban Development (HUD) Act of 1968 and other pertinent regulations and requirements. The approval and certification of a counselor does not create or imply a warranty or endorsement by HUD of the Counselor or the HUD Participating Agency which employs the Counselor, nor does the approval and certification of a Counselor represent a warranty of any counseling provided by the Counselor or the Participating Agency which employs the Counselor. Approval and Certification means only that the Counselor has met the qualifications and conditions prescribed by HUD." and a warning: "Warning: Misuse of this Certificate may subject users to Criminal penalties under 18 U.S.C. 709 or other civil or administrative action."

**HUD CERTIFIED  
HOUSING COUNSELOR**

This Certificate is issued by the U.S. Department of Housing and Urban Development to

**JOHN SMITH**  
of  
**ACME HOME SERVICES**

for meeting the criteria for this certification.

This Certificate is valid only for the above named Housing Counselor while employed by the named Housing Counseling Agency, and while such Agency remains a HUD approved Housing Counseling Agency.

Date Issued: June 8, 2017 Agency HCS ID: 82345  
Housing Counselor ID: L12ABC

*Jerrold H. Mayer*  
Jerrold H. Mayer, Director  
Office of Outreach and Capacity Building

The purpose of this Certificate is to identify the above named individual as being approved and certified by HUD to provide counseling pursuant to Section 106 of the Housing and Urban Development (HUD) Act of 1968 and other pertinent regulations and requirements. The approval and certification of a counselor does not create or imply a warranty or endorsement by HUD of the Counselor or the HUD Participating Agency which employs the Counselor, nor does the approval and certification of a Counselor represent a warranty of any counseling provided by the Counselor or the Participating Agency which employs the Counselor. Approval and Certification means only that the Counselor has met the qualifications and conditions prescribed by HUD.

Warning: Misuse of this Certificate may subject users to Criminal penalties under 18 U.S.C. 709 or other civil or administrative action.



# FHAC Application Coordinator Responsibilities

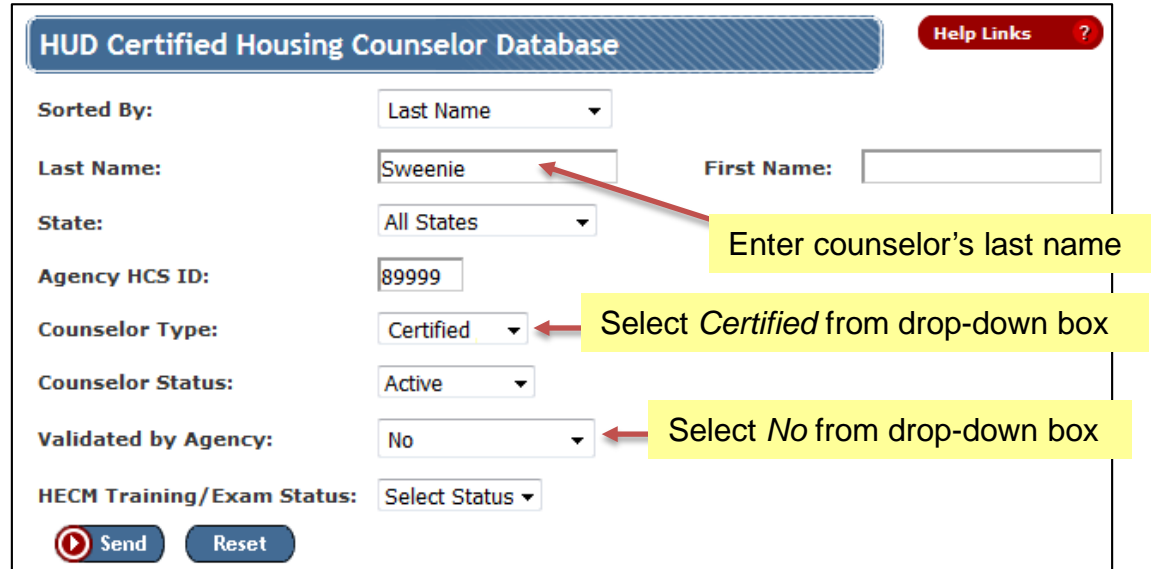
# FHAC Application Coordinator Responsibilities

- Role of Application Coordinators:
  - Verify the counselor's employment at the agency
  - Manage the data regarding the counselor's employment status
- HUD-participating agencies must designate at least one employee to act as an Application Coordinator. Requirements include:
  - In a supervisory or management role at the agency (if possible),
  - **Maximum of four Application Coordinators (at least two are recommended)**
  - The coordinator **cannot** be the same person accessing eLOCCS
- Coordinators must register in the FHAC



# FHAC Application Coordinator Responsibilities (cont.)

To validate a counselor's employment:

1. Log into the FHAC
2. Navigate to **HUD Certified Housing Counselor Database**  
(Single Family FHA > Single Family Origination > Counseling Functions > HUD Certified Housing Counselor Database)
3. Enter the counselor's last name, select **Certified** for **Counselor Type**, and select **No** for **Validated by Agency**.
4. Then, click the **Send** button.



The screenshot shows the 'HUD Certified Housing Counselor Database' form. It includes a 'Help Links' button in the top right. The form fields are: 'Sorted By' (Last Name), 'Last Name' (Sweenie), 'First Name' (empty), 'State' (All States), 'Agency HCS ID' (89999), 'Counselor Type' (Certified), 'Counselor Status' (Active), 'Validated by Agency' (No), and 'HECM Training/Exam Status' (Select Status). There are 'Send' and 'Reset' buttons at the bottom. Annotations with red arrows point to the 'Last Name' field (labeled 'Enter counselor's last name'), the 'Counselor Type' dropdown (labeled 'Select Certified from drop-down box'), and the 'Validated by Agency' dropdown (labeled 'Select No from drop-down box').

HUD Certified Housing Counselor Database		Help Links ?
Sorted By:	Last Name	
Last Name:	Sweenie	First Name:
State:	All States	
Agency HCS ID:	89999	
Counselor Type:	Certified	
Counselor Status:	Active	
Validated by Agency:	No	
HECM Training/Exam Status:	Select Status	
 		

# FHAC Application Coordinator Responsibilities (cont.)

HUD Certified Housing Counselor Database - Coordinator Help Links ?

Counselor added to Counselor Database on: 08/15/2016

**\* Personal Information \***

Counselor ID: ABC123

Counselor Type:  
Certified

Legal Name:

First Name: JEANNIE	Middle Initial: T	Last Name: SWEENIE	Suffix: Not Entered
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Social Security Number:  
N/A

**\* Contact Information \***

Mailing Address:

Business Name:	GOTHAM COUNSELING SERVICES INC		
Street Address:	123 FIRST STREET		
City:	GOTHAM	State:	New York
		Zip Code:	22198

Phone/E-mail Information:

Phone Number:	(800) 555-1234	Fax Number:	(800) 555-4321
E-mail Address:	js@hsgcnsig.org		
Confirm E-mail:	js@hsgcnsig.org		

Original application's employment information entered by applicant:

Agency Name: GOTHAM COUNSELING SERVICES INC Hired Date: 04/04/2013

**\* Certified Counselor Information \***

Agency ID	Agency Name	Counselor Validation
89999	GOTHAM COUNSELING SERVICES INC	<input type="checkbox"/> I certify that the individual is employed by this Housing Counseling Agency and that all information entered on this screen is correct to my knowledge

Exam Pass Date: 07/19/2016 Certified exam administered by: BIXAL

Counselor's Exam ID: 1234567890

Send Reset New Request

1. Verify this is the counselor to be validated.
2. In the *Certified Counselor Information* section, check the box in the **Counselor Validation** section at the bottom of the page.
3. Click **Send** to process.
4. The counselor's record is now validated and the counselor is now HUD certified

Check the box to validate employment and click **Send** (at the bottom of the page) to process the page

# Other FHAC Application Coordinator Responsibilities within FHAC

- Maintaining employment status in FHAC of counselors employed by the agency
- Viewing/printing Housing Counselor Certificates of counselors employed by the agency

# Polling Question 2: Please indicate if you have already identified a FHAC Application Coordinator

- Yes
- No

# HUD Certified Housing Counselor or Agency Public Search Functions on HUD.gov

# Public Search Functions on HUD.gov



The screenshot shows the HUD.gov website interface. At the top, it displays the date "WEDNESDAY, JUNE 28, 2017" and the HUD logo. The main header includes "HUD.GOV", "U.S. Department of Housing and Urban Development", and "Secretary Ben Carson". There are links for "Site Map", "A-Z Index", and "Text" with font size options. A search bar is present with a "Search" button. Below the header, the section "Counseling Agencies" is highlighted. The text below reads: "Welcome to FHA's search for Counseling Agencies by location or name. You can search to find Counseling Agencies in various parts of the country. For example, if your search is for a list of all active Counseling Agencies in Washington, D.C., the important fields to fill would be the state and city fields. To search a smaller area, the zip code could be used. If you need help, take a look at our [help](#) screen or contact the [Single Family Administrator](#)." The search form includes fields for "Sorted By" (set to "Agency Name"), "Agency Name", "City", "State" (set to "All States"), "Zip Code", and "Counseling Type" (set to "Certified"). There are "Send" and "Reset" buttons at the bottom of the form.

The public can search for counseling agencies with certified counselors on HUD.gov information is available to the public beginning **August 1, 2017**

[https://entp.hud.gov/idapp/html/hecm\\_agency\\_look.cfm](https://entp.hud.gov/idapp/html/hecm_agency_look.cfm)



# Public Search Functions on HUD.gov (cont.)

THURSDAY, SEPTEMBER 15, 2016

HUD.GOV  
U.S. Department of Housing and Urban Development  
Secretary Ben Carson

HUD.gov

HUD Certified Housing Counselor Database

Counselor ID: ABC123

Enter the counselor's six-digit counselor ID

Send Reset

THURSDAY, SEPTEMBER 15, 2016

HUD.GOV  
U.S. Department of Housing and Urban Development  
Secretary Ben Carson

HUD.gov

HUD Certified Housing Counselor Database

Message: HUD CERTIFIED HOUSING COUNSELOR DATABASE SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database as of 09/15/2016  
(2 records were selected, 2 records displayed.)

First Name	Last Name	Agency ID	Agency Name
JEANNIE	SWEENIE	89997	WE'RE HERE FOR YOU LLC
JEANNIE	SWEENIE	89999	GOTHAM COUNSELING SERVICES INC

Search criteria:  
Sorted by: Agency ID  
Counselor ID: ABC123

Previous  
Previous]

Counselor information is available to the public beginning **August 1, 2017**. Use the **HUD Certified Housing Counselor Database** page (six-digit counselor ID is required).

<https://entp.hud.gov/idapp/html/counsel-srch.cfm>



# Resources

- HUD Certified Housing Counselor Application Process page
  - <https://hudexchange.info/programs/housing-counseling/housing-counselor-certification-application/>
- Certification Final Rule page
  - <https://www.hudexchange.info/programs/housing-counseling/certification/>
- Counselor Training and Testing
  - [www.HUDhousingcounselors.com](http://www.HUDhousingcounselors.com)
- Coordinator and Counselor Application in FHA Connection
  - <https://entp.hud.gov/clas/reginfo.cfm>
- Other OHC-sponsored webinars, online training, etc.
  - [www.hudexchange.info/housingcounseling](http://www.hudexchange.info/housingcounseling)

# Certificate of Training

- If you logged into the webinar, you will receive a “thank you for attending” email from GoToWebinar within 48 hours.
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[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov).

# Conclusion

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV.

[www.hudexchange.info/programs/housing-counseling/](http://www.hudexchange.info/programs/housing-counseling/)

Email questions or comments to:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

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