

**HUD Office of Housing Counseling**

**HECM Updates, Client Budget, and Resource Identity Tool  
(CBRIT) Demonstration**

**Tuesday, May 24, 2022**

Clair Weatherby: Good morning and good afternoon. And welcome to the HUD Office of Housing Counseling's webinar today, HECM updates, Client Budget and Resource Identity Tool. My name is Clair Weatherby and I'm a housing counseling specialist with ICF. And I will be starting us off today.

As you know, we're using the Zoom platform. And each of you is joining us in listen only mode. If you need help overcoming any technical difficulties, please use the chat box as shown here on the slide to communicate with us. If you send your message to the host, we will be able to get your issue sorted out.

At the end of the presentation we'll have time for questions on the content you'll hear today. So at that point, and as you think of questions along the way, please submit those via the question and answer box. If you use the question and answer box, that allows us to record your questions and provide you with answers. So again, you can feel free to submit those any time during the presentation, and then we will try to get to them at the end.

The materials for this session, which will include this PowerPoint as well as a quick start guide for the CBRIT tool, are already posted on the HUD Exchange. And my colleague Olivia is going to drop a link in the chat box for you to access them. In about 7 to 10 business days we'll also have additional materials such as a recording and a transcript of this session at that same link. And to find those materials you can also visit the page seen here and sort by topic or date to find this webinar.

In particular for this audience of HECM roster counselors, I know that the webinar certificate is particularly important. So your attendance will be marked if you registered for this session. And you can download the webinar certificate from the HUD Exchange. In order to do that, after the webinar you'll go to the HUD Exchange page listed here and find your learning transcript section. You then select the print certificate button to get your certificate.

As a special note for this HECM webinar, we want to remind you that HECM certified roster counselors must complete continuing education units or CEUs every two years. And fortunately this webinar counts as a CEU. So you can take the certificate that you print from the HUD Exchange website, which I just described on the last slide, and upload it to the FHA Connection to receive your credit. As always, additional approved HECM courses and links to other HUD housing counseling training providers are available on the HUD Exchange as well at the link here.

For trainings on all topics related to housing counseling, you can also always visit the training digest on HUD Exchange, which is updated weekly with housing counseling related webinars from HUD and its partners. You can also subscribe to the training digest as an email. Or you might wish to bookmark the link to make sure that you don't miss out on any of that content.

Before we jump into the presentation, we're also going to do a bit of polling using Mentimeter to see who's in the audience today. So to that end, please go to menti.com either from a separate browser or from your smartphone. And once you're there, you can type in the code that you see

at the top of the screen, which is 1459374. Or you can click the link that Olivia has dropped in the chat. And once you're there, hit the heart to let us know you're there. I see people are already doing that which is great.

It seems like we have a good critical mass. So let's go to the questions. The first thing that we wanted to know is what is your role? Are you a HECM roster counselor? Are you a regular HUD certified counselor? Do you play another role? We want to know who we're with this afternoon.

So it looks like as expected we have a great group of HECM counselors. And then also some non-HECM counselors, which is great. Because as you know we opened this presentation to all HUD certified counselors, since any certified counselor will have access to the client budget and resource identity tool. So this is really great to see. Thank you for your replies.

And we also want to know whether you've tried the CBRIT tool yet. Maybe this will be your first time hearing about it. Maybe you're already experienced with it. So it'd be great to know that. And it looks like we're about two thirds no, one third yes. So either way you're all in the right place because we'll have the live demonstration from IBIS who actually developed the tool. So you'll get a chance to understand better how it works and get an orientation.

I think we can jump into the presentation at this point. So I'd like to hand it off to Jerrold Mayer, the director of the Office of Outreach and Capacity Building at the HUD Office of Housing Counseling.

Jerrold Mayer: Thank you, Clair. And welcome to all the HUD certified housing counselors and others who are joining us for HECM updates, Client Budget and Resource Identity Tool, CBRIT demonstration. Why don't we move to our agenda slide.

And today we're going to give you some HECM updates from HUD. We'll demonstrate the CBRIT tool for you. And then we'll do some Q&A so you can ask questions of our presenters. And we'll show you some resources that you can utilize to counsel HECM clients. Next slide please.

Our presenters today are Clair Weatherby of ICF. And ICF is HUD's technical assistance provider. Tracy Badua, she is a supervisor in the Office of Policy and Grants Administration, and is our HECM team leader. And then finally, Jerry Wagner, who's the president of IBIS. And they have a long history of providing HECM software for housing counseling. CBRIT is a new IBIS HECM counselor tool that replaces the financial interview tool, or the FIT, or the previous benefits checkup tool, the BCU.

Now CBRIT provides budgeting, and identifies resources, and a lot of great features for the client in this new software. You can find it on the IBIS website. And there will be links throughout this presentation. You're going to get a PDF version of this presentation that you can click on to access the new CBRIT tool. And because you're going to get a copy of the presentation, you don't have to take notes or anything like that. You can just work with that PDF version and click on whatever you need to visit.

So now without any further delay, I'll turn the mic back over to Clair who will take you through the rest of today's HECM presentation.

Clair Weatherby: Thanks very much. So what we are going to start with is some updates on data trends in the HECM world. First we have some great insights from recent 9902 data. In comparing fiscal year 2020 to fiscal year 2021, we saw an increase in the number of one on one reverse mortgage counseling cases from about 70,000 to about 84,000, which is an increase of about 20 percent over just that one year.

This may not come as a surprise to you if you've seen this increase in yourselves and your client numbers. But I think it's really exciting to see in the hard data, all of the great work that you all are doing. We also have on the HUD Exchange 9902 data displays page, which Olivia is dropping into the chat, that allows you to dig into this a little bit more if you're curious. You can sort it by state, by service type, and client demographics. So we wanted to provide that resource to you.

And as you may be aware, updates to the 9902 quarterly reporting form will also allow your agencies to capture data specifically about resolving or preventing reverse mortgage delinquency or default. This new data field will allow us as an industry to better understand what types of services are being provided to clients with reverse mortgages. And in the future we'll be able to get even more granular and better celebrate the work that you're already doing with your clients.

To complement the 9902 data, we also included a bit of information here from the Federal Housing Administration. This table shows a comparison in the number of HECM loan endorsements or HECM loan originations from fiscal year 2020 to 2021. In that time period we saw an 18 percent increase, which as you can see mirrors the increase in actual counseling cases, and hopefully gives you a sense of how your work fits into the national picture.

We can see from both of these data points that across the country more and more clients are getting educated on HECM products to enable them to make informed choices for the future. And you all are key to that. Now I'm going to turn it over to Tracy from the Office of Policy and Grant Administration to deliver some additional updates and important information regarding HECM counseling.

Tracy Badua: Thank you, Clair. I wanted to highlight some HECM market trends for you all. If you can kind of look at this table that is off to the left side, it kind of shows the proportion of HECM for purchase, that's the green up at top, the traditional HECM loan, and that's the orange part in the middle, as well as HECM refinance, which is the blue below. And as you can see, as a proportion of all HECM activity, refinances nearly doubled from fiscal year 2020 to fiscal year 2021.

Now this follows the same trend as forward mortgage refinance. But an important thing for us to keep in mind is that although refinances were high last year, interest rates are going up again, so this may change. But we just wanted to kind of give you a snapshot of the kinds of HECM products we're kind of seeing. The next slide please.

And then for HECM claim trends, so this slide shows the number of foreclosure and deed in lieu claims that HECM servicers made in fiscal year 2022 so far. So this gives us a sense of what the need may be for HECM default counseling, because both foreclosure, and deed in lieu, and short sale claims are only filed after the foreclosure process is complete.

So as you can see here, overall those foreclosure, and deed in lieu, and short sales numbers are low as compared to fiscal year '21, likely due to Covid relief that allowed servicers to hold off on filing claims. So again, I'm sure a lot of the counselors know of some of the foreclosure moratorium around the country. So that was something that kind of affected these claims numbers as well.

So again, the need for HECM default counseling may be on the rise, as monthly foreclosure and deed in lieu numbers are rising. And again that may be tied to the fact that in some localities these foreclosure moratoriums are over.

And one thing we did want to remind folks is that any HUD certified housing counselor may assist borrowers facing default on a HECM loan. So you're not required to be a HECM roster counselor for the default piece of it. Remember that HECM roster counselors play a very important role on the origination side and have lots of key requirements they have to meet to be able to provide guidance on the origination of a HECM loan.

But for the default side, we do allow any HUD certified housing counselor to provide assistance with that. And we do want to refer you to the HUD housing counseling guidelines for home equity conversion mortgage borrowers with delinquent property charges sheet that we have on HUD Exchange for guidance and resources on this topic. It covers everything from things you could be looking for in client intake, to what kind of communications you should be having with a servicer and with a client.

So that's some guidance that if you are a HECM roster counselor or not, but interested in providing counseling to borrowers facing default on a HECM loan, or facing due and payable some property charges issues. We do suggest you check out that five or six pager that's on the HUD Exchange.

Next I want to talk about the Client Budget and Resource Identity Tool, or CBRIT as we're going to kind of call it throughout today's presentation because it is a little bit of a mouthful. So a quick introduction to CBRIT. This did go live in March 2022. And it replaces the previous financial interview tool, FIT, and previous benefits checkup, so BCU. You'll see those acronyms kind of used throughout here. And it provides both budgeting and a resource identity function to find non-HECM resources the client may be eligible for.

And we do want to note that CBRIT also meets our HUD housing counseling handbook requirements for creating a HECM client budget. And this creating of a client budget is required for counseling on HECM origination. So you can continue to use CBRIT to meet this requirement.

And for folks who were aware of the HUD housing waiver that was put in place I believe last year, there is a waiver regarding the financial interview tool. Because our -- we did sunset use of that tool, so you can continue to use whatever alternatives until we issue guidance via a housing notice on the required use of further tools.

And then I want to -- actually I'll cover this one as well. So for CBRIT access, HECM roster counselors should access CBRIT through the existing HECM loan comparison and underwriting tool. And CBRIT can be used by any HUD certified counselor in HECM default counseling. You don't need to be a HECM roster counselor to use it. Clair did mention this earlier.

And CBRIT is free to use for all HUD certified counselors. And that's a key point I want to highlight here. This is something that to meet these regulatory requirements, to assess financials, and create a budget, this is a free tool for you to use.

And I now want to turn it over to Jerry Wagner, the president of IBIS Software Corporation. And he's going to preview some of the CBRIT tool capabilities for you.

Jerry Wagner: Hello there. This is Jerry Wagner calling. Can you see me okay? I guess so. So this is what we used to call IBIS RMA, is now called HLCUT, HECM Loan Comparison Underwriting Tool. And we're going to just log in, as you usually do.

And here's an important thing for -- many agencies use intake counselors, or intake people that feed information to counselors. And you need to assign your clients to a roster agency counselor. So for example, we'll take this person here. And this thing's in my way up here. Get a client. And we'll click assign user.

And then you click here, it'll show you all the people in your organization. And so we're going to assign West Hill to Steve Longwell. And that's done. Now some of you agencies have had mergers. And people in IBIS are under two different names. You got to get all your people under one name.

For example, credit.org still has a couple people using Springboard. And so we can help you do that if you don't know how. So let's open a client. Okay, well anyway, most of you are familiar with this navigation page in IBIS. This is a CBRIT tool. And information will pass in, see over here on the right, information that passes in from IBIS RMA or HLCUT.

And then generally you start off with the client interview. And you ask people questions. How long do you plan to stay in your home? You say 10 years, okay. You say five years or two years, it gives you a blurb to read. And as most of you know, HECMs are front loaded in the cost. And each of these questions we have here, when you click it, it shows the responses you can make in blue.

And let's go through the thing. You can all read the questions. Have you considered selling your home? Da, da, da, da, da. If they say that, then you can say, although you may save money by selling and moving, there are cost and lifestyle issues involved, etc.

So we're going through an interview. And you just ask them questions and then click the links, or the buttons. And then be careful of people trying to sell annuities, etc. Do you have a non-borrower spouse, then read this blurb to them. Additional household members. Financial support. You need to have somebody [inaudible] keep your person papers, stuff like that.

Now these questions here, number 12 and 13, you rate your home's physical condition. If the person enters a five or less, you get a whole list of estimated costs for improvements. So here we guess \$10,000. You can enter anything you want here, you look through the list. And the same thing there's a drop down on how fit is your home for senior living. And if you put a five or less, it shows all the different things that you might need to add to make your life easier. And then enter cost.

And then your marital status, single, it's just single. But if you're recently divorced or widowed, you might let the people know that things are going to be different as you're living in your home. Your health affects HECM -- you don't want to have a HECM for a short time, as you know, because of the front end cost. But it's okay if you need it for medical expenses, things like that. And you are all experienced counselors, you can explain this to people well.

And then you can say you're not a licensed physician or health practitioner. But we got a whole bunch of questions here, if the person that you're talking to seems to have different things wrong, you click here, then it shows you you fall down a lot, how's your mental health. And this is purely optional, this stuff here.

And then up here on the right side of your screen, top right here, can you see my mouse, it's a save button. Click save pretty often. And then once you're done with the interview, you can either say the person looks like they got troubles or they're okay. If they look like they might have a difficult time, you could explain to them what a LESA is. That is a life expectancy set aside.

And generally it's a lender option. Lenders either require it or don't require it. But even if they don't require it, it might be a good idea. And then you can click the print button. It builds a PDF. And the PDF just contains the answers to the things that you made check boxes on.

And then there's a whole neat thing here where all this stuff is instantly converted into Spanish. And I got this thing in the way. There. Boom. Everything's in Spanish and it prints out Spanish and all that. And then this PDF that we had open, you could email it. And right now we got it set that it goes to yourself. Because you're going to have like three different emails coming out of CBRIT. Go back to English. And let's look at the budget.

And the budget is designed to be either used in a broad brush aspect or -- I'll show you. Let's put in some figures here. Then down here you see there's two sides to it, current situation and with the new HECM. And so we could say here, well, I'm still working. And I'm making 20,400 a year. When you put any number in a box in either side, it calculates the other one. Social security, I get 1,400. So it populates the annual for you. Interest, say \$200 a month. And it populates it for you. Then it shows the totals of your income.

Taxes, let's say you pay 2,400 and say 480 to the state. And over here, these boxes are still blank. You have to type them in. Because if the person takes a standard deduction, paying off the original mortgage is not going to make a difference. But if they're deducting the interest on a Schedule A, you're going to have to say, well, my taxes are going to go up a little because they're not going to have that deduction anymore. But we'll just pretend this person's on a standard deduction.

And then mortgage payments, let's say they're \$700 a month. And home insurance is 480 a year. People think about things different ways, either monthly or annually. So that's why we have this capability of going back and forth. And this person here has a -- you see over here in the HECM side is blank because you no longer have mortgage payments. And I didn't mean to type that in there. They don't got a home equity loan. Say their property taxes are 480 a year.

See it goes away here. It's gone. And then the way this works, here's home expenses. You can go all this detail, you know, sewer, personal alert system. Or you can enter a number in this box up here which is your total home expenses for a month. Put in 500. All these boxes here disappear because you're just using a broad band.

For your car, let's say my insurance is \$720 a year. I spend \$50 a month on gas. And these boxes remain. But then if you want to say here cable and TV, I'm spending \$100 a month. These boxes again disappear. So you can go through the budget two ways. You can go through very detailed or item by item. Say 1,000 a month for general sustenance. Entertainment, I don't -- I'm cheap, so I put \$100 there.

When you get done with the whole budget, which is easy to use, and at the end it shows you a recap. Right now this person has \$450 a month surplus left over. With the HECM, they'll have almost \$1,200, a \$740 gain. And you go up here and you can click the show totals button, and you see here the -- just the summaries of all the different things that you put in. This is the recap.

And again, if you click print, you get a budget that you can email to the person just by clicking that button there. So yeah, and then you click the Spanish button, and the whole budget converts to Spanish. We'll go back to English. We'll be sure and click save.

Then we're going to go to the resources. And what the resources do is shows the two closest area agencies on aging, and how far they are from you over here, 26 miles to this one, 93 miles to this one. So I guess you're not going to drive there. Then it shows you the state agency. And all the local services. And all these are hot links. Let me close that one.

And this thing here, we have national resources. And we ended up at the bottom of that. And we start off by showing federal poverty guidelines because many of the resources are dependent on your income. If your income is too high, you can't take that benefit. And we have an example here, a person -- a married couple, and the threshold of the benefit is 150 percent, it'd be 150 percent of 18,000, which is 27,000. So if you make more than 27,000, you don't get that benefit.

And then we talk about social security. And here's an interesting tip. One of the founders of IBIS is a senior actuary. And it actually works out that with social security, men should start at age 62.



They shouldn't wait till normal retirement age at 66 or 67. That's because if you wait, you're giving up that income for five or six or seven years. And if you die before 17 or 18 years are up, you're not going to make as much money. You're better off taking social security early. Women should wait.

And then you know all this stuff, that reverse mortgage may make you ineligible for SSI. And then here's an important tip, which is that when you go on Medicare, you should immediately take Part D if you're going to take prescriptions. Because if you don't, it costs you a lot more, 20 percent more if you start a year later. And so these are all different national resources. I won't bore you with them.

And so this -- all this could be seen in Spanish as well as English. We'll go back to English. And when you print this, it first shows you all the local and state benefits. And these are all hot links in them. And then the nationals are at the bottom. And then again you can email this to somebody. Yeah. And so the email went. And it'll come in with your client's name on it and the date.

And that's about it. Quick and easy. So you can take it back, Clair.

Clair Weatherby: Jerry, if you would keep your screen for just a minute, I think it would be great if you could demonstrate also how would a HECM default counselor, so a non-HECM roster counselor, log into the tool.

Jerry Wagner: They can go in directly.

Clair Weatherby: So I guess that's what this slide describes. Maybe you could speak to that.

Jerry Wagner: I could try here. I'll do it real quick. Open up Google. In fact, I'll send you guys a note that you can see all this stuff here. Well we went in direct because I didn't log out. That's not fair.

Clair Weatherby: If you just want to -- we have the slide up if you want to just speak [inaudible]

Jerry Wagner: See here, you have to get a login from us. If you're a non-HECM roster counselor, just contact IBIS. On our start page is a email and a 800 number. And we'll help you get a login. In fact, if you -- just go to CBRITool.com. And click sign up here. And there you put in your company, HUD. The FHA connection ID, generally they begin with an M. Name, address, phone number, login ID that you want to use. And submit it to us. And then we'll send you back a password. How's that? CBRITool with one T. Anything else?

Clair Weatherby: That was great. Thank you very much. So next we're just going to do another brief poll. So return to Mentimeter for a few minutes. And if you can pull that back up, either using menti.com or the link from before. We just want to know how do you feel now that you have a bit more information? Are you confident, ready to go? You feel like you have a basic understanding? Or you still have questions?

Looks like we have a lot of folks in the ready to go and basic understanding category, which is really great. And if you still have questions, we are about to go to question and answer. So hopefully we can get those answered. Great. Thanks for your responses.

And then we also want to know what HECM related topics would you like to see for future training and tools? If you have ideas, either prompted by this presentation or topics that haven't been covered recently, you could go ahead and type those in and we'll record those.

Looks like folks are suggesting trainings on HECM default, issues with underwriters and investors, HECM for purchase. A lot of great ideas here. So I'll let that run in the background. Please feel free to continue to submit your ideas. We're going to record all of them and use them for future planning.

So at this point we can turn to the question and answer. I see a lot of great questions already in here. And I also wanted to point out that my colleague from ICF, Sid Alvarado, is also on the line to help sort through these and get all of these answered.

So let's see, I think that we have maybe some categories of questions. And we could start with maybe Tracy, you might know the answer. So we have a question about -- from Claudio. We currently use our own agency's client management system to create the budget. Are we required to use the CBRIT budget?

Tracy Badua: I can answer that. So as mentioned on one of the previous slides, when we sunset the use of the financial interview tool, the FIT, we did issue a housing waiver which would have waived the use of requiring a specific tool. You just had to meet -- continue to meet our regulatory, statutory requirements for creating a budget, and analyzing the finances, and so forth.

So as of right now because we have not rescinded that waiver or issued guidance requiring a certain tool yet via housing notice, that waiver is still in play. You can continue to use the software as long as you're meeting our requirements for budget and finances, and what you need to do in your counseling session with your client.

Clair Weatherby: Great. And I think we had another similar question.

Jerry Wagner: The answer to that one is no. If it's your own client, they're your client.

Clair Weatherby: Thank you. Yes. Thank you, Jerry. And then I think we have additionally a question about is this required to be completed on all clients or only if they are under AMI or disabled? Are you able to speak to that, Tracy, as well?

Tracy Badua: Yeah. So I believe our handbook does go into detail about the HECM protocol for HUD handbook. And when I say HUD handbook, I'm referring to handbook 7610.1, which is our HUD housing counseling handbook. And there's a whole section in there towards the back, it's an appendix, the HECM protocol. And it goes into detail about who needs to be in the client session and what kind of activities you need to be performing for each counseling session.

So there is a requirement that you do assess their finances and create a budget, and kind of go through the different alternatives. For example, a reverse mortgage or a HECM is not for them. So please refer to the HECM protocol for details on that.

Clair Weatherby: Great. Thank you. Sid, are you seeing anything that you want to highlight from the Q&A box?

Sid Alvarado: Yeah. Looks like there's a question that came in a little bit earlier. And it's asking if there is going to be a paper version, so that -- that's made available so that clients can be given this ahead of time, to prepare when they come in for the counseling session. And it just notes that often this particular population cannot prepare or review their budget assets off the top of their head. And it's seeming like a paper version may be helpful. There's that question there.

Tracy Badua: I'll actually ask Jerry if you have information on that. If they have access to the CBRIT tool, or if they go ahead and log in, are they able to kind of print out a blank copy to send to the client ahead of time? Is that something they can do?

Jerry Wagner: Sure. They could just -- just all you got to do is just print the -- not make any entries in the budget and just print it. And it'll be all the empty boxes.

Tracy Badua: Great. And then so they would just -- that person would be able -- that client would be able to kind of fill in stuff ahead of time. And when they come in for their counseling session you can input it into the tool then.

Jerry Wagner: Sure.

Tracy Badua: Perfect. Thank you.

Sid Alvarado: Okay. There's also another question. And it asks if there's an opportunity to tell the client if they will need set asides. Or are some of the prompts that were mentioned, is it something that you have to mention to them verbatim. Or is it just kind of some suggested language when they are going through the counseling session.

Tracy Badua: I'm not sure if Jerry's able to pull up that specific screen. I know it did, you know, we did mention that filling out the tool may suggest that you do want to cover set asides as an option. But I don't recall the exact language from that. I'm sorry. We can look more into that.

Sid Alvarado: And then there was a similar question where it didn't really focus on set asides. It was just asking if some of those prompts that were there, were there just prompts to speak throughout the counseling session. Or is it advised that they speak verbatim from some of those that came up.

Jerry Wagner: This is Jerry. I would say that, no, you just use your own common sense and just talk. Most counselors know all those answers already.

Tracy Badua: And I just want to remind folks again in the HECM protocol, we do have plenty of guidance about these set asides that folks are referring to. So when they would be used, what they would be used for, and so forth. So I don't think there's a requirement that you have to say word for word what's on the screen in front of you. Like Jerry said it's -- you can kind of use your knowledge as a HECM counselor and put things in terms that the client can understand.

Jerry Wagner: It's just a suggested script.

Sid Alvarado: Thank you Tracy and Jerry. There's another question. It's asking, do you have to completely fill out the budget. Or is it an opportunity where you can kind of skip over some things.

Jerry Wagner: Well as you saw, there's total buttons in every category. So you just enter in broad totals, income, home expenses, sustenance expenses, auto expenses like that. Just enter a big gross number and be quite brief. Or you can get detailed and go all the way down to how much does it cost to get your fingernails done each month.

Tracy Badua: Are there certain required fields? Or are they able to put zeroes for some of them and submit it to get a ballpark, Jerry?

Jerry Wagner: No. You can put anything in you want or leave it blank.

Tracy Badua: Okay. Great. So I think that was some of the questions of like if I don't have that information or for some reason they don't provide it, you can put zero for the purposes of your general calculations. And it should still let you submit it and calculate it.

Jerry Wagner: Yeah.

Sid Alvarado: Okay. There's another question that is asking from a file standpoint, are you required to PDF and save the results from CBRIT for your files? Or is just saving it on IBIS sufficient.

Tracy Badua: Jerry, did you want to speak to the -- any records that are kept --

Jerry Wagner: IBIS is going to retain the information. So if you open up that client again and go to CBRIT, all that stuff will still be there. We've been doing this for 13 years. And HLCUT, that is the old IBIS RMA, we have 1.3 million clients still in the system.

Sid Alvarado: Okay.

Tracy Badua: Now, and I do want to suggest that as a best practice, you know, the person asked the question, asked whether they should PDF it and include it in the client's file. I would suggest that as a best practice that you do that, just because for example if HUD is doing a performance review that will -- and is looking for documentation that you did complete the required budget and financial analysis and so forth required for HECMs, that is very easy for them to pull up and look at, and see that you did the work that you said you did.

As opposed to kind of going back and forth with you and trying to get -- you have to go back into CBRIT and print it out and do that whole thing. So as a best practice I would suggest it.

Sid Alvarado: Thank you, Tracy. I have someone who says that they do a lot of counseling by phone. And sometimes their clients are hesitant to disclose budget information over the phone. They want to know if counseling can go on without the budget.

Tracy Badua: The budget part -- and I'm sorry, can you repeat that question? Because the way that I heard it was that whether they needed to do a budget and a budget is required for HECM counseling. The financial analysis and the assessment of the different options, those are all required for HECM counseling.

Sid Alvarado: Okay. I think that's pretty much what was being asked.

Tracy Badua: Okay.

Sid Alvarado: Thank you, Tracy.

Tracy Badua: And one quick thing I did want to point out, and it might be covered in a later slide, but one of my colleagues did want to remind folks that if they have some specific questions relating to their cases or anything that they don't want to address here, we do -- they can refer those to [Housing.counseling@hud.gov](mailto:Housing.counseling@hud.gov), so that we can help provide you some more guidance there.

Sid Alvarado: Thank you. And I know we spoke on this a little bit, but just want to clarify it for everyone else. Someone is asking that if a client were to bring in their own income and expenses, and they've written this down on their own document, is this [inaudible] or they're asking does it have to be transferred into the CBRIT system. And is that mandatory.

Tracy Badua: So I will have to check the HECM protocol as to whether it is mandatory. I do believe that there are certain -- there are a number of tools that if they input that budget into CBRIT, it will essentially unlock those tools. It will give them all sorts of resources and everything in there.

So as a best practice, I would suggest they go ahead and put that into the tool. Now the reason that I do want to go back to the HECM protocol to double check this for you, and if that person asking the question could email this question to [Housing.counseling@hud.gov](mailto:Housing.counseling@hud.gov) so we can circle back with them.

The reason I did want to check that is because we do have some regulatory requirements relating to using certain technology required by FHA. So I want to make sure that we're not missing any requirements that are required by our single family housing colleagues, for example.

Sid Alvarado: Okay. Thank you. There's the time frame of CBRIT, is there a time frame for [inaudible]

Tracy Badua: As I mentioned, this has been up and running since March 2022. But we do have that -- we do have that housing waiver in place for that FIT tool. We have that in place still. It's still in place, so you can use the systems that you're using right now.

And when we do issue a housing notice to provide further guidance on what tools you can and should use, we will make sure that we build in some lead time so that you -- it's not like you're suddenly out of compliance or you suddenly have to do X, Y, and Z. We're keeping in mind the requests for flexibility that folks have been communicating to us.

Sid Alvarado: Thank you, Tracy. [inaudible] some more questions. It looks like there's basically common themes [inaudible] that seems to be the top question here as far as is it required. And are all of the sections that are in the tool required to be answered. Those are pretty much the top two questions that are being answered.

Tracy Badua: And real quick, I do see one question in the chat about someone trying to print an empty budget and it doesn't show all the categories. I think -- and as I mentioned earlier, that's kind of the good part about using CBRIT is when you do click certain answers or input certain things. It kind of unlocks those different features.

And maybe -- thank you for noting that it doesn't show that right away when you print it. So maybe we can look into that kind of overall paper copy --

Jerry Wagner: This is Jerry talking --

Tracy Badua: Jerry, did you want to comment on that?

Jerry Wagner: Jerry -- yes. We'll make up a blank budget and post it. So it'll just be -- if you want to just print it out. Because right now it only prints the items that you got an entry in.

Tracy Badua: Okay. Got it. Thank you. It sounds like that would be helpful to a lot of folks who do want to send it ahead of time. Because I don't think any of us can rattle off our expenses right when somebody asks.

Sid Alvarado: Thank you for that. [inaudible] come in other languages in addition to Spanish.

Tracy Badua: I believe we're only doing Spanish and English at this time. But if again, if you have some suggestions, please send them to [Housing.counseling](mailto:Housing.counseling). I know that's something that we are keeping an eye on.

Sid Alvarado: Another question is, can you use your old IBIS login information for CBRIT?

Jerry Wagner: Yes. But you got to come in through IBIS.

Sid Alvarado: Okay.

Clair Weatherby: And I see another question related to access. Someone is asking if we can give our clients access to this to complete it on their own. And I think I can answer that. The answer is only counselors can access the system.

Sid Alvarado: There's a question asking, can individuals use [inaudible] spending plans to help with home ownership. So I think that kind of goes along with your answer maybe, Clair. If there is any elaboration on that, they want to know if you can use it to help [inaudible]

Clair Weatherby: Hmm. I think, yeah, it sounds like the question there is can you use it for purposes other than specifically HECM. Perhaps Tracy or Jerry have an answer there.

Tracy Badua: I'm unable to see that question. But I mean I do want to point out that CBRIT is software that is geared towards our home equity conversion mortgages. So we can't make any guarantees towards its accuracy or utility towards any other programs.

But I do know that it provides some good resources in terms of what other kind of local programs and so forth can be used or that the client may be eligible for. So it may be useful in that aspect. But yeah, we can't make any guarantees as to its use for any other purpose.

Sid Alvarado: And looks like --

Clair Weatherby: And also, I'm sorry, to your earlier point, this -- again the CBRIT tool is not only geared towards HECMs, but geared towards HECM -- towards counselors. So I would recommend that you know you keep your access to yourself as a counselor because it is possible that a client may misread something or -- we definitely use a lot of terms of our -- in the HECM world, as I'm sure all of the counselors know, that we have very specific ways of saying things.

And I think your role as a counselor is key in making sure that they understand everything, and obviously in terms that they can understand. Because we tend to use these terms in long winded language in our guidance.

Sid Alvarado: Okay. And it looks like there's a comment where someone says that they've tried to log into IBIS and they do not see CBRIT. And where could they [inaudible] could they contact someone to resolve this or provide --

Jerry Wagner: Well they have to have a client open first.

Sid Alvarado: Okay.

Clair Weatherby: And if they do need further technical assistance, what would be the best way to get in touch?

Jerry Wagner: Well phone IBIS at 800-566-5077. 800-566-5077.

Clair Weatherby: Great. Thank you. Olivia, yeah, I think we have that in the slides if folks need to reference.

Tracy Badua: I do believe that they mentioned an email as well. So I think that's something that you can access when you're trying to log in. There's an email address that you can reach out to.

Sid Alvarado: Okay. There's another question asking is there a way to get a single PDF in CBRIT that combines the client interview, budget, and resources tab information.

Tracy Badua: Yeah. I think that's -- it's related to the question earlier about being able to see everything all at once. I think Jerry and his team are going to work on that and provide that shortly. So thank you to Jerry for that.

Jerry Wagner: [inaudible] PDFs is a thrill.

Sid Alvarado: Looking to see if there are any that we didn't per se answer. Most of them had a common theme with --

Clair Weatherby: Here's one that someone is asking, in the interview tool do we only choose answers if the person says yes or if the person says no. It seems different for each question. I think maybe this is calling for us to speak a little bit to the fact that the -- depending on what answer you choose, the interview tool will give you some suggested text. Maybe Jerry, you could talk about that a little bit.

Jerry Wagner: You could ask whatever questions you want. You don't have to ask every one of them. It's to give the counselor a general understanding of the person's financial fitness, and help them judge if a HECM's a good option for them or not.

Clair Weatherby: Great. And I think that also answers this other question about in the client interview do we need to make a selection for each statement or question. So it sounds like the answer to that would be no.

Jerry Wagner: Only the ones that you ask will show up in the printouts.

Sid Alvarado: Any other questions you see, Clair?

Clair Weatherby: Let's see. I see a question here about it appears some of the interview tool questions have been updated recently. How are updates to the tool communicated, if at all?

Jerry Wagner: Well we're open to suggestions. Yeah, and we run them by HUD. And then also on the resource identity tool, if you see a dead link, let us know. Or if you have another suggestion of something to add, let us know.

Clair Weatherby: Okay. Great. I think, let's see, a lot of these questions are on a similar theme which we've answered. Here is one about CBRIT wants to know state and federal taxes withheld. Very few clients will have that information. Do all those fields need to be filled. And I think we've answered that as, no, you can put in the information that you have.



Jerry Wagner: Well a lot of people know their federal and state taxes on an annual basis. You know, I paid \$4,000 last year. They might know how much a month, but.

Clair Weatherby: Great. Yes. And let's see, does the program offer comparisons from FHA to non-FHA HECM product providers.

Jerry Wagner: Well in a regular IBIS HLCUT, that is the old IBIS RMA, there are two columns where you could put in proprietary products. It makes no difference to CBRIT though.

Clair Weatherby: Okay. Great. Are you seeing anything else, Sid, that seems like we should pull out and highlight?

Sid Alvarado: No. It looks like we pretty much answered the questions. Many of them, as you stated, had common themes. And it looks like we've pretty much answered those questions. There was a question about just some additional trainings. Would there be additional trainings or where can people find additional trainings perhaps on this particular topic or subject.

Clair Weatherby: Yes. So we will -- that is a great transition to our talking about the HECM resources that are available on the HUD Exchange. So we have a link here to our trainings, our HECM page. And you can -- there's information listed here about the general program. But there is also that training digest that I mentioned earlier, and information about training partner and other agency resources that come from a variety of sources, including training partners, CFPB, etc.

And we also have links to past and future trainings. I mentioned at the beginning that this training is being recorded. And we will post that to the HUD Exchange so that if you have colleagues who weren't able to make it today, they can still watch the training and even get a certificate. And so you can see those listed right there by topic. And then finally, the HUD Exchange HECM page also contains information generally about HECM roster counselor certification eligibility and how to use the FHA connections site.

So I think since we seem to have answered most of the questions, we can turn it to how to keep in touch, which Tracy had mentioned earlier. You can find us at the HUD Exchange. You can find the Office of Housing Counseling and the HUD HECM counseling website. And you can always email [Housing.counseling@hud.gov](mailto:Housing.counseling@hud.gov).

And we also have that phone number for IBIS Software on the slide that describes non-HECM counselor access. So if you have trouble accessing the website or it is -- you're having technical difficulties, you can contact them. And I believe if you go to the website there should also be an email for IBIS if you don't have time to make an actual phone call.

So on behalf of all of the presenters today and the Office of Housing Counseling, I want to thank you all for attending. We hope this session provided you with helpful information and guidance on the CBRIT tool and HECM counseling generally. And I hope you have a great rest of the day.

(END)