



OFFICE OF  
HOUSING COUNSELING  
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# Housing Counseling Certification Updates and the Homeownership Counseling/Home Inspection Requirements

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**May 14, 2018**

# Webinar Logistics



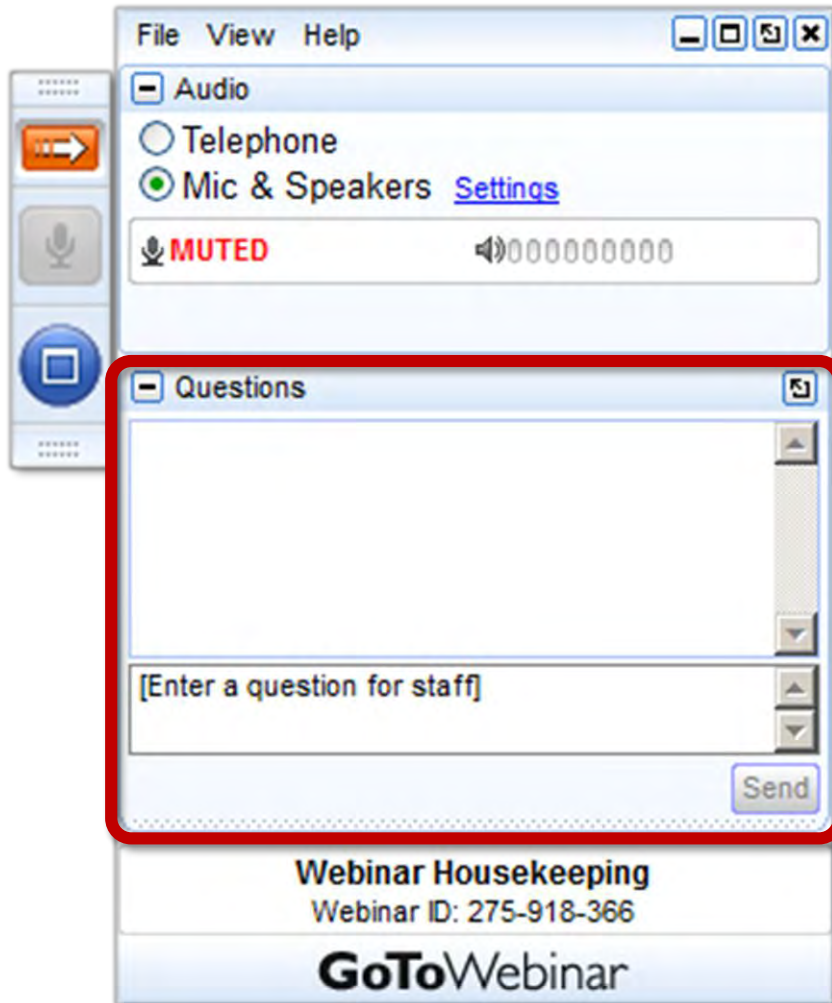
- Audio is being recorded. The playback number along with any presentation, handouts and a transcript will be available on OCB's SharePoint "Training (External and internal)" – "Internal Training Archives FY17" page
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- Within 24-48 hours, you will receive a "Thank You" email that says "this is YOUR CERTIFICATE OF TRAINING". Keep it for your records.

# Questions & Comments



- There will be Q&A periods.
  - The operator will give you instructions on how to ask questions or make your comments.
  - If unmuted during Q&A, please do not use a speaker phone

# Other Ways to Ask Questions



- Please submit your text questions and comments using the Questions panel during the webinar.
- Please send any feedback on the webinar to Ginger at [Virginia.f.Holman@hud.gov](mailto:Virginia.f.Holman@hud.gov)

# Please Mute Your Phones During Discussions



- During the discussions, all the phones may be unmuted by the operator.
- It is critical that you mute your phone during these discussions.
  - Most phones have a mute function.
  - \*6 Will also mute and unmute your phone.

**PRESENTERS:**  
**Lorraine Griscavage-Frisbee**  
**William Mckee**  
**Rebecca Maclean**  
**Kim Jakeway**  
**Sharon Maclean**  
**Kym Torres**  
**Robin Penick**

# Learning Objectives

- Understanding Homeownership Counseling and Home Inspection Requirements
- Explain how you can revise your agency Housing Counseling Work Plan to incorporate these requirements
- Housing Counselor Certification Updates and Reminders

# Agenda

- Training Overview and Final Rule
- Homeownership Counseling and Home Inspection Review
- Agency Housing Counseling Work plan Revisions and the Performance Review Process
- Tips for Revising the agency work plan
- Home Inspection Materials requirements
- FAQs on Homeownership Counseling/Home Inspection Materials
- Housing Counselor Certification and FHAC Application Coordinator



# The Final Rule for Housing Counseling Certification

- Rule was published December 14, 2016 and effective January 13, 2017
- Homeownership Counseling and Home Inspection requirements effective January 13, 2017
- Certification Examination Launched August 1, 2017
- All housing counseling required under or provided in connection with covered HUD programs must be provided by a HUD-certified housing counselor August 1, 2020.

# Homeownership Counseling and Home Inspection

**William McKee**

# Homeownership Counseling Requirement

## § 214.300 Counseling services.

- (7) All participating **agencies** that provide **homeownership counseling**, shall **address the entire process of homeownership**

# What is “Homeownership Counseling”?

**Homeownership counseling is housing counseling that covers:**

- the decision to purchase a home,
- the selection and purchase of a home,
- issues arising during or affecting the period of ownership of a home (including financing, refinancing, default, and foreclosure, and other financial decisions),
- and the sale or other disposition of a home.

# Examples of “Homeownership Counseling”

Based on the definition for homeownership counseling, the requirements for homeownership counseling topics will apply to:

- ✓ Pre-Purchase
- ✓ Post-Purchase Non-Default
- ✓ Mortgage Default
- ✓ HECM/Reverse Mortgage

# Which topics must be covered?

- The **agency** must be prepared to address all the homeownership topics
- Which topics must be covered for a specific client?
  - Those topics that are **relevant** to each **client's individual needs and circumstances** or
  - If the **client has requested information** on a homeownership topic

# How can the topics be covered

- The agency may provide group education classes that cover those topics that the client could attend
- The counselor may provide the client:
  - handouts
  - links to relevant online information
  - on-line training
  - other reference materials to the client that cover the homeownership process topic
- The agency's website may provide information or links to information on the homeownership topics

## How can an Agency Demonstrate that the Entire Process of Homeownership is Covered?

- The **Housing Counseling Work Plan** must specify how the agency is prepared to cover the entire process of Homeownership.



## How can an Agency Document that the Home Inspection Materials were provided?

- The **Housing Counseling Work Plan** must specify when Home Inspection Materials are provided to the client.
- The individual client files do not need to be documented.

# Home Inspection Materials Requirement

## § 214.300 Counseling services.

“(9) As part of the homeownership counseling **process**, participating agencies shall provide clients with such materials as HUD may require regarding the availability and importance of obtaining an independent home inspection.”

Note: “**Process**” can include group education classes as well as one-on-one housing counseling

# When must clients be provided home inspection materials?

- A client is receiving pre-purchase/home buying counseling
- A client is attending a homebuyer education workshop
- When the purchase of a home is relevant to the client for other types of homeownership counseling (e.g. post-purchase non-default, mortgage default, and HECM)

# **Revised Work Plan Implementation – May 1<sup>st</sup>**

**Rebecca Maclean**

# Implementation of Changes

## *New requirements began May 1, 2018*

- HUD will begin discussing housing counselor certification and FHA Connection Application Coordinator requirements during performance reviews or technical assistance sessions
- Agencies will be asked for updated housing counseling work plans that address homeownership counseling and home inspection materials during scheduled performance reviews

# Implementation of Changes

## *New requirements began May 1, 2018*

- HUD POCs will evaluate and approve updated work plans
- HUD's New Application Team will communicate homeownership and home inspection requirements to new applicants as part of the Application Advisor role
- Training will be recorded and posted on the HUD Exchange

# Updated Housing Counseling Work Plans

- The **Updated Housing Counseling Work Plan** must specify:
  - how the agency is prepared to cover the entire process of Homeownership, and
  - when Home Inspection Materials are provided to the client

# Updated Housing Counseling Work Plans

- Applies to agencies currently participating in HUD's Housing Counseling Program and new applicants
- Recommend agencies update work plans sooner as opposed to later
- HUD will request updated work plans:
  - as part of the Performance Review appointment letter, and/or
  - during the entrance conference and added as an observation in your Performance Review report



# Updated Housing Counseling Work Plans

*During review, HUD will consider:*

1. Does the agency work plan cover all components of homeownership counseling?
  - the decision to purchase a home
  - the selection and purchase of a home
  - issues arising during or affecting the period of ownership of a home (including financing, refinancing, default, and foreclosure, and other financial decisions)
  - the sale or other disposition of a home

# Updated Housing Counseling Work Plans

## *During review, HUD will consider:*

2. Does the agency describe how the information is conveyed to client?
  - Individual sessions
  - Group education
  - Weblinks
  - Handouts
  - Action plans
3. Does the agency's workplan address covering homeownership topics, including
  - Those topics that are **relevant** to each **client's individual needs and circumstances** or
  - If the **client has requested information** on a homeownership topic
4. Does the agency explain how and when the home inspection materials would be distributed?

# Home Inspection Materials Compliance

- Applies to all homeownership clients regardless of funding source
- Applies when the purchase of a home is discussed as part of the homeownership counseling process such as:
  - Pre-purchase/home buying counseling
  - Attending a homebuyer education workshop
  - A client is receiving any other type of Homeownership Counseling and the option to purchase a home is discussed

# Home Inspection Materials Compliance

- Agencies are **not** required to include copies of home inspection documents in individual client files when home inspection materials are provided as part of one-on-one housing counseling

# Summary

- Explain how the process of homeownership counseling will be covered with clients (ie. identify how the four topics will be covered)
- When will home inspection materials be provided to clients?
- Use phrasing “relevant to the client”
- More tips will be covered later under FAQs

# **Application for Approval as a Housing Counseling Agency HUD-9900**

**Kim Jakeway**

# New HUD-9900

- HUD published a new HUD-9900 – Application for Approval as a Housing Counseling Agency in April 2018
- Available on HUDclips and HUDEXchange
- Streamlined to fillable PFD
- Housing Counseling Eligibility Tool
- Application Advisor
- Network Eligibility Assessment Tool

# Form HUD-9900

## Section D-Housing Counseling Work Plan

**IMPORTANT:** When Revising your Work Plan:

- New requirements under Work Plan.

### D. HOUSING COUNSELING WORK PLAN

**Nonprofit Entities and Government Entities** (Entity type 1-16) must provide all the following:

1. Provide a Housing Counseling Work Plan that includes the following components in accordance with HUD Handbook 7610.1 for approval.
2. National/Regional Intermediaries, MSO and SHFA (Entity type 2, 3, 8, 11, 12, 13, 14, & 15)  
Agencies that provide direct housing counseling services must address all items below in their work plan. Intermediaries/MSO and State Housing Finance Agencies (SHFA) may provide a brief summary for items a-l and attach individual work plans of their affiliates and sub-grantees/sub-recipients.
  - a. Target Community
  - b. Housing Needs and Problems
  - c. Affirmatively Furthering Fair Housing
  - d. Description of Services, for each service checked within the "Type of Housing Counseling Services" section and include a list of zip codes where the agency, branches, sub-grantees/sub-recipients or affiliates provide these services
  - e. Homeownership Counseling and Home Inspection
  - f. Impact and Scope of One-on-One Counseling Services
  - g. Formats for Delivery of Services
  - h. Client Follow-up
  - i. Fee Structure
  - j. Non-English or Limited English Proficiency
  - k. Marketing and Outreach
  - l. Supervisory Monitoring/Quality Control Plan

### Parent Agency Oversight Activities:

**National/Regional Intermediaries, MSO and SHFA Oversight Activities** (Entity type 2, 3, 8, 11, 12, 13, 14, & 15)

All applicants seeking approval as an Intermediary Organization (National Intermediary or Regional Intermediary), MSO or SHFA, as indicated within the Type of HUD-Approved Organization on page 2, must provide the following:

1. Provide the parent agency's policy and procedures on oversight activities pertaining to their branch(s), sub-grantees/sub-recipient(s) and/or affiliates.
2. Provide a Quality Control Plan for network management that addresses the following policy and procedures:
  - a. Providing training and technical assistance,
  - b. Performing oversight and monitoring,
  - c. Monitoring financial performance, including issuing or administering the use of pass-through funding,
  - d. Performing accounting of administrative costs,
  - e. Ensuring compliance with federal regulations, including 24 CFR 214, the HUD Handbook 7610.1, applicable grant agreement, OMB Circulars A-110 and A-133, and other federal guidelines.
3. Intermediaries/MSO/SHFA with branch offices, sub-grantees/sub-recipients or affiliates must include each office HUD ID Number(s) (if applicable), branch telephone numbers, physical addresses and housing counseling program staff names and positions.
4. Information on Developing a Housing Counseling Agency Work Plan and a sample copy is available at:

<https://www.hudexchange.info/resource/5189/oversight-agency-toolkit-quality-control/>

<https://www.hudexchange.info/resources/documents/Developing-Housing-Counseling-Work-Plan-HUD-Approval.pdf>



# System Generated HCS Emails

You do not need to re-apply to become HUD approved if you receive this type of below system generated HCS email.

- Contact your HUD POC.

-----Original Message-----

From: [hcs@hud.gov](mailto:hcs@hud.gov) [<mailto:hcs@hud.gov>]

Sent: Monday, April 30, 2018 7:00 PM

To: [REDACTED] Rivera, Rhonda J <[Rhonda.J.Rivera@hud.gov](mailto:Rhonda.J.Rivera@hud.gov)>

Subject: HUD Housing Counseling System Agency Status Notification [REDACTED]

The status of [REDACTED] has been changed to Terminated (Disapproved) for the reason of System-Status Expired (Status changed due to previous expired date).

If you have any questions contact the Agency HUD POC: Rhonda Rivera (Phone: 714-955-0813 / Email: [rhonda.j.rivera@hud.gov](mailto:rhonda.j.rivera@hud.gov)).

Note: This email was sent from a notification-only email address that cannot accept incoming e-mail. Please do not reply to this message.

# **Home Inspection Materials Requirements and Oversight Agency Responsibilities**

**Sharon Maclean**

# Home Inspection Materials Requirements

- As part of the homeownership counseling process, participating agencies shall provide clients with such materials as HUD may require regarding the availability and importance of obtaining an independent home inspection.
- “Homeownership counseling process” can include group education classes as well as individualized housing counseling.

# Home Inspection Materials Requirements

Two publications are available in English and Spanish to provide guidance regarding the home inspection process:

- [“For Your Protection Get a Home Inspection”](#), (form HUD-92564) (*English version*) and
- [“Ten Important Questions to Ask A Home Inspector”](#) (*English version*) and
- [“Para Su Protección: Manda A Hacer Una Inspección De La Casa”](#) (*Spanish version*) and
- [“Diaz Preguntas Importantes Para su Inspector de Vivienda”](#) (*Spanish version*)

Publications are posted on the Office of Housing Counseling’s HUD Exchange website and can also be found by searching by the title or form number.

# Home Inspection Materials Requirements

- Agencies are not required to include copies of home inspection materials in the client files, but
- They should develop a process to document receipt of these materials by the client, for example, including a note in the client file.
- Quality control / supervisory monitoring

# Home Inspection Materials Requirements

- Agencies that offer homeownership counseling services are encouraged to review and update their workplan to explain how the process of homeownership counseling will be covered with clients and when home inspection materials will be provided to clients.
- Updated work plans for homeownership counseling/home inspections are due at the time of performance reviews.

# Oversight

Intermediaries and State Housing Finance Agencies are responsible for ensuring:

- Work plans of agencies in their network that provide homeownership counseling address the requirement that they provide basic information about all of the homeownership topics and describe when home inspection materials will be provided.
- HUD recommends oversight agencies include these as an element of their quality control plan.

# Frequently Asked Questions

Kym Torres



**Q: How can Participating Agencies document that Homeownership Counseling clients were provided home inspection materials?**

**A:** A Participating Agency's work plan must describe when in the Homeownership Counseling process the client will receive home inspection materials and how the agency will document compliance with this requirement. Agencies are not required to include copies of home inspection documents in individual client files when home inspection materials are provided as part of one-on-one housing counseling.

# FAQS

**Q: For a client receiving pre-purchase counseling, must the agency address issues arising post-purchase including, but not limited to financing, refinancing, default, foreclosure, and other financial concerns, and the sale or other disposition of the property?**

**A:** Yes. Pre-purchase counseling is a type of Homeownership Counseling and the agency must address all of the other homeownership topics.

For every client that is receiving pre-purchasing counseling, the agency must address issues arising during or affecting the period of ownership of a home (including financing, refinancing, default, and foreclosure, and other financial decisions) and the sale or other disposition of a home, are relevant to the potential needs of the client so that the client may be prepared and understand issues that might arise during their ownership period. It is also important that clients are aware of issues related to refinancing, default, and foreclosure so they understand their options should there be financial problems that arise during their period of homeownership.

# FAQS

**Q: If a Participating Agency provides one type of one-on-one Homeownership Counseling (e.g., default counseling) is the Participating Agency now required to provide one-on-one Housing Counseling to address all of the types of Homeownership Counseling?**

**A:** A Participating Agency is not required to provide one-on-one counseling to address all of the types of Homeownership Counseling. However, the Participating Agency still must be prepared to cover the components of Homeownership Counseling that are relevant to each client's individual needs and circumstances. The agency's Housing Counseling Work Plan must specify how the agency addresses the requirement that the agency must cover the entire process of homeownership for clients that receive Homeownership Counseling.

# FAQS

To See More FAQS Visit:

<https://www.hudexchange.info/housing-counseling/faqs/>

Resources and assistance to support HUD's community partners

**HUD EXCHANGE**  
Secretary Ben Carson

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Home > Programs > Housing Counseling > Housing Counseling FAQs

## Housing Counseling FAQs

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Filters

FAQ Keyword Search:

homeownership x

Topics:

- Certification Final Rule
- ▾ Financial Management
  - Reimbursements
- ▾ HECM Counseling
  - HECM Counseling Fees
  - HECM Counseling Requirements
- ▾ Program Requirements
  - Conflict of Interest
  - Counseling Delivery
  - Housing Counseling Agency Approval

FAQs

Viewing 20 of 29 FAQs

Keywords: homeownership

### How can Participating Agencies document that Homeownership Counseling clients were provided home inspection materials?

Date Published: August 2017

A Participating Agency's work plan must describe when in the Homeownership Counseling process the client will receive home inspection materials and how the agency will document compliance with this requirement. Agencies are not required to include copies of home inspection documents in individual client files when home inspection ...

### In the list of HUD programs affected by the Final Rule on housing counselor certification, the Family Self-Sufficiency (FSS) Program is listed as a "HUD Program where housing counseling is funded under the HUD program," and it is also listed as a "HUD program where housing counseling referrals are made by a grantee or Subgrantee ...

Date Published: June 2017

FSS as a HUD Program where housing counseling is funded under the HUD Program: The FSS NOFA allows FSS Coordinators to provide homeownership counseling to FSS participants. If an FSS Coordinator provides homeownership counseling with FSS funds, the FSS Coordinator must be a HUD certified housing counselor working for an agency approved to...

### The Housing Trust Fund (HTF) is listed in the certification rule as a "HUD Program where Housing Counseling is required by statute, regulation, Notice of Funding Availability, or otherwise required by HUD" and it is also listed in the certification rule as a "HUD Program where housing counseling is funded under the HUD program....

# **Counselor Certification**

**Robin Penick**

# Certification Requirements Final Rule HUD Exchange page

## [Housing Counseling: Certification Requirements Final Rule](#)

[Home](#) > [Programs](#) > [Housing Counseling](#) > Housing Counseling: Certification Requirements Final Rule

## Housing Counseling: Certification Requirements Final Rule

The Housing Counseling Certification Requirements Final Rule implements statutory requirements that housing counseling required under or provided in connection with all HUD programs must be provided by HUD Certified Housing Counselors by August 1, 2020.

### How Do I Become a HUD Certified Housing Counselor?

#### Step 1

The counselor **prepares** for the exam:

- Takes trainings by [HUD's training partners](#).
- Browses HUD OHC [certification webinars](#).
- Takes practice exams and trainings on [HUDHousingCounselors.com](#).

#### Step 2

The counselor **registers** for the exam and pays the fee on [HUDHousingCounselors.com](#).

#### Step 3

The counselor **passes** the exam and transfers results to FHA Connection.

#### Step 4

The counselor **applies** through [FHA Connection](#) for certification. The agency **identifies** the FHAC Application Coordinator and verifies counselor employment.

Sign up for the [Housing Counseling Mailing List](#) to be notified when each resource becomes available.

### Other HUD Program Participants

[List of programs covered by the Final Rule](#)

[HUD Housing Counseling Agency Approval Process](#)

### Related Websites

[HUDHousingCounselors.com Training and Testing Website](#)

[FHA Connection](#)

### Notices and Press Releases

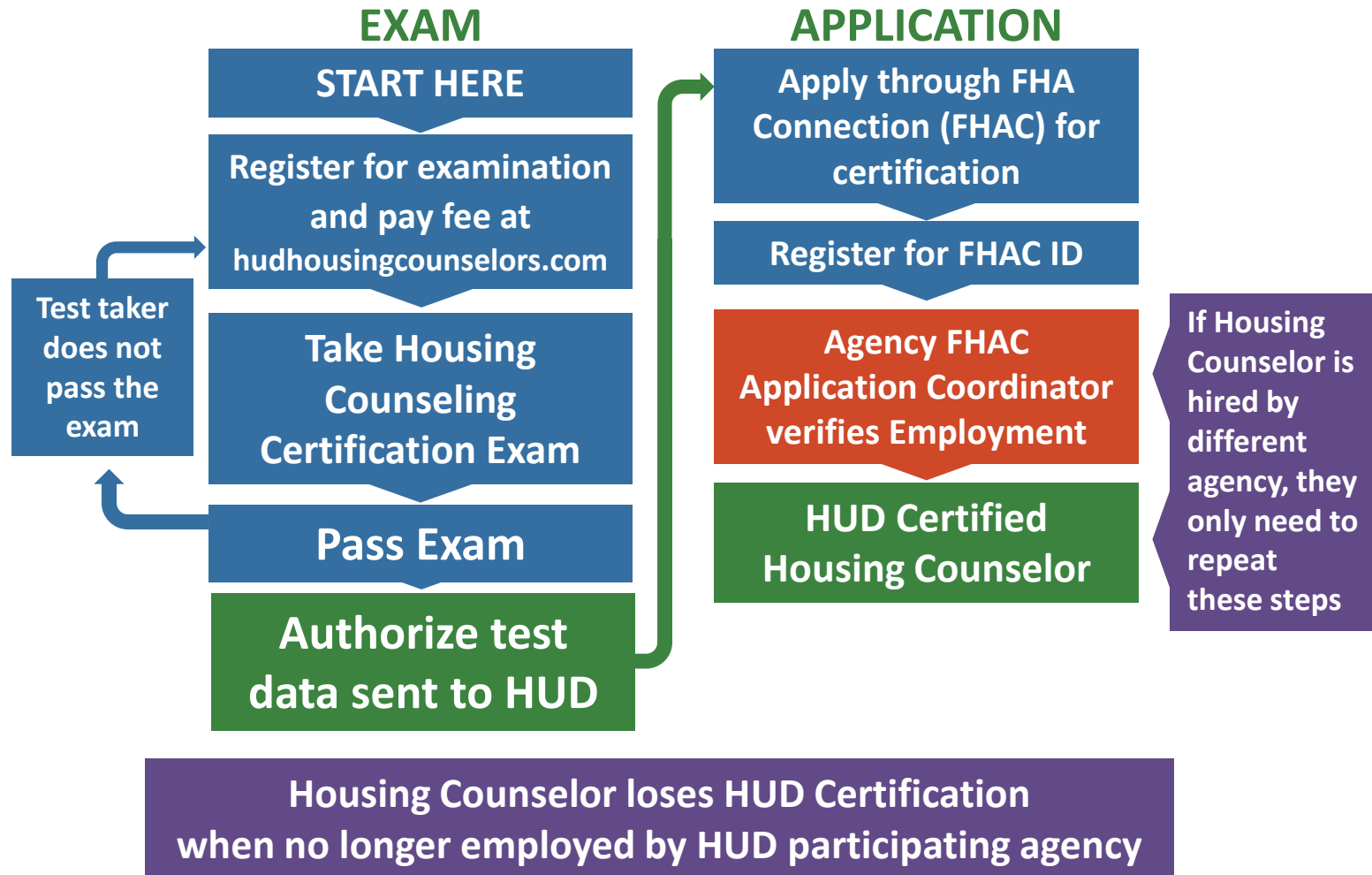
[Press Release](#)

[Federal Register Notice](#)

[Federal Register Notice: Housing Counseling Certification Examination Availability](#)

### Frequently Asked Questions

# Housing Counselor Certification Exam and Application Process



# HUDHousingCounselors.com

[SIGN UP](#) [SIGN IN](#) [SUPPORT](#)

- Create account
- Download Study guide
- Schedule exam
- Transfer exam results



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# Know Before You GO!

## HUD Housing Counselor Certification Exam Checklist



### Preparing for the Certification Exam

- Create an account on [www.hudhousingcounselors.com](http://www.hudhousingcounselors.com)
- Online proctored exam costs \$60 and an in-person proctored exam costs \$100
- Check your system requirements for online proctoring
- Before scheduling your exam, test equipment compatibility, which includes checks for webcam, microphone, and internet speed
- Review the Test Taker Guide and the System Requirements Guide for online testing

### Registering and Scheduling an Examination

- Exam registration, cancellations, and changes are handled through your [www.HUDHousingCounselors.com](http://www.HUDHousingCounselors.com) account
- Avoid no show fees!
- For both online and onsite exams, the Exam Status Center provides access to exam details and allows you to reschedule, cancel or change the mode of delivery of your exam
- Online proctored exams - check your system requirements; test the exam calculator; review the Test Taker Guide for key information
- Onsite proctored exams at a test center - search for a testing center location for in-person appointments

### Taking the Exam

- Prior to exam launch, you should have already downloaded the Sentinel software and completed your Biometrics enrollment
- No books, papers, or other reference materials are allowed
- No use of paper or writing utensils during the exam
- No electronic devices of any kind are allowed
- Kryterion will administer the exam only on the scheduled date and time
- Candidates will have access to an online calculator during exam

Visit: <https://www.hudexchange.info/housing-counseling/faqs/> For additional information

# FHA Connection



- FHA Connection is the web-based platform that houses the database for HUD counselors
- Two certifications for counselors
  - HUD Certified Housing Counselor
  - HECM Roster Counselor
    - Effective August 1, 2020, HECM Roster counselors must also be HUD certified in FHA Connection
- The Agency FHA Connection Application Coordinator has a role in both processes

# Counselor Steps to Become Certified After Passing the Exam



- Authorize transfer of exam results and begin the application process in FHA Connection
- Submit an application in FHA Connection
- Request an FHA Connection User ID
- Notify agency FHAC application coordinator of your application

# Counselor Application



[Home](#) > [Programs](#) > [Housing Counseling](#) > HUD Certified Housing Counselor Application Process

## HUD Certified Housing Counselor Application Process

This page provides the application instructions through FHA Connection for HUD housing counseling Certification.

### Find By Topic

[HUD Certified Housing Counselor Eligibility Requirements](#)

[HUD Certified Housing Counselor Application Overview and Process](#)

[FHA Connection User ID](#)

[HUD Certified Housing Counselor Responsibilities](#)

### HUD Certified Housing Counselor Application Overview and Process

**Please read these instructions in their entirety before taking any action.**

1. Read the eligibility requirements.
2. Applications must be submitted online.
3. In addition to the application, your exam score must have been transferred and accepted into FHA Connection.
4. You must include a valid email address in your application.

<https://www.hudexchange.info/programs/housing-counseling/housing-counselor-certification-application/#hud-certified-housing-counselor-application-overview-and-process>

# Agency Steps in the Certification Process



- Employment must be verified in FHA Connection by the agency application coordinator
  - Agencies must designate an FHAC application coordinator to certify counselor's employment
  - Once a counselor's employment is verified by the housing counseling agency, the HUD certified housing counselor certificate can be printed and/or downloaded

# FHA Connection and Housing Counselor Certification



- Every agency requires an FHA Connection Application Coordinator
  - Verifies employment of counselors who pass exam
  - Counselors cannot self-verify their employment status
- Intermediaries also can act a agency coordinator for affiliates
  - Verifies employment of counselors who pass exam
  - Can view affiliates and counselors that have passed the exam

# Agency Public Search Function

[Home](#) • [Programs](#) • [Housing Counseling](#) > HUD Certified Housing Counselor Application Process

## HUD Certified Housing Counselor Application Process

This page provides the application instructions through FHA Connection for HUD housing counseling Certification.

### Find By Topic

[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](#)

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

Search for Counseling Agencies with HUD Certified Housing Counselors

On the [Counseling Agency search screen](#) under Counseling type select Certified. The result provides a list of active housing counseling agencies with a HUD certified housing counselor.

The screenshot shows the HUD.GOV website header with the U.S. Department of Housing and Urban Development logo and Secretary Ben Carson's name. Below the header is a search bar and a 'Search' button. The main content area is titled 'Counseling Agencies' and includes a welcome message. Below this is a search form with the following fields: 'Sorted By:' (set to 'Agency Name'), 'Agency Name:' (text input), 'City:' (text input), 'State:' (dropdown menu set to 'All States'), 'Zip Code:' (text input), and 'Counseling Type:' (dropdown menu set to 'Certified'). There are 'Send' and 'Reset' buttons at the bottom of the form. At the very bottom of the page, there is a footer with links for 'RECOVER.COV', 'About Us', 'Contact Us', 'Privacy Policy', 'Terms of Use', and 'Web Policies and Important Links'.



# Resources



- HUD webinar for the role and responsibility of the FHA Connection application coordinator was held on December 11, 2017
  - Training is archived and available on HUD Exchange
- [Housing Counselor Certification Application Process](https://www.hudexchange.info/programs/housing-counseling/housing-counselor-certification-application/)  
<https://www.hudexchange.info/programs/housing-counseling/housing-counselor-certification-application/>
- [HUDHousingCounselors.com Training and Testing Website](http://www.hudhousingcounselors.com/)  
<http://www.hudhousingcounselors.com/>





# Questions?