



OFFICE OF  
HOUSING COUNSELING

# Housing Counseling Program Certification Final Rule: HUD Exchange Resources

Audio is only available by  
conference call

Please call: **1-800-260-0718**

Participant Access Code: **465162**

to join the conference call portion of the webinar

**May 23, 2019**

# Webinar Logistics



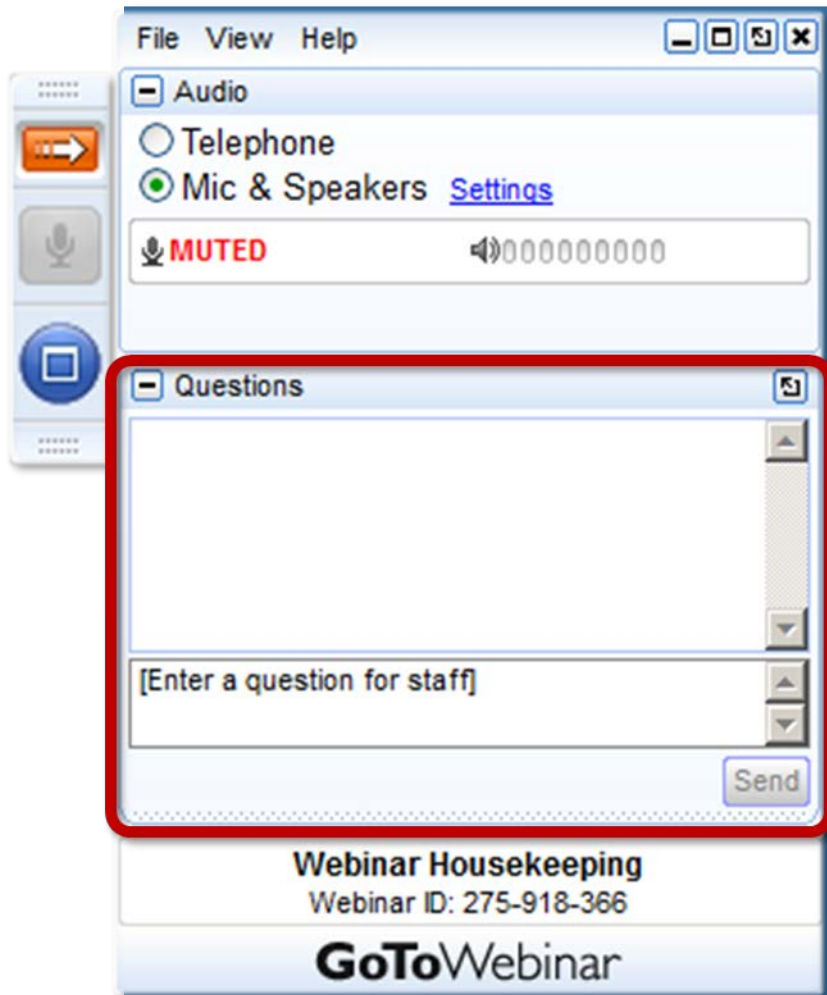
- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at [www.hudexchange.info/programs/housing-counseling/webinars/](http://www.hudexchange.info/programs/housing-counseling/webinars/)
- The webinar will be posted in 7-10 days.
- The Training Digest on HUD Exchange will be updated when the webinar is posted.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Just click on document name to download.

# Questions & Comments



- There may be Polling Questions. Please respond to them.
- There may be Q&A periods.
  - With questions taken over the phone.
  - If so, the operator will give you instructions on how to ask questions or make your comments.

# Other Ways to Ask Questions

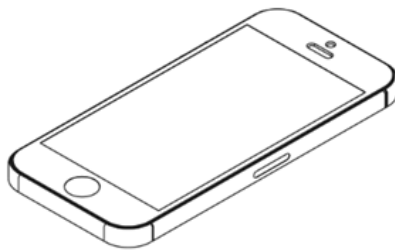


- Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.
- You can also send questions and comments to *housing.counseling@hud.gov* with the webinar topic in the subject line.

# Feedback and Polling

- There will be Questions Provided in Mentimeter throughout this presentation. When prompted by the icon to the right, please respond to questions at [www.menti.com](http://www.menti.com) using your computer or smart phone.

Time for  
Mentimeter!



1

Grab your phone

[www.menti.com](http://www.menti.com)

2

Go to [www.menti.com](http://www.menti.com)



3

Enter the code and vote!

# Please Mute Your Phones During Discussions



- There may be an open discussion period.
  - All the phones may be unmuted by the operator for the discussion.
  - If so, mute your phone during these discussions until you want to make a comment.



# Welcome

**Lorraine Griscavage-Frisbee**

Deputy Director

The Office of Outreach and Capacity Building

Office of Housing Counseling (OHC)

U.S. Department of Housing and Urban Development

# Presenters and Q and A

- **Presenters**
  - **Robin Penick**, HUD OHC, Office of Outreach and Capacity Building
  - **Sharon Maclean**, HUD OHC, Office of the Deputy Assistant Secretary
  - **Rachael Laurilliard**, ICF, TA Provider
- **Q and A – Jane Charida and Virginia Holman**, HUD OHC, Office of Outreach and Capacity Building



# Agenda

- Final Rule and Exam
- Application Process
- Other Covered Programs, Tracking Progress, Success Stories, and FAQs

# Housing Counseling Certification

## Housing Counselor Certification

### Final Rule and Exam

#### Everything You Need to Know about Certification

The Housing Counseling Certification Program is a voluntary program that allows HUD housing counseling agencies to demonstrate their commitment to providing quality housing counseling services to HUD program participants.

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

- Step 1** The agency must be a HUD approved housing counseling agency.
- Step 2** The agency must have a HUD approved housing counseling program.
- Step 3** The agency must have a HUD approved housing counseling staff.
- Step 4** The agency must have a HUD approved housing counseling exam.

**Other HUD Program Participants**

**Related Websites**

**Notices and Press Releases**

**Frequently Asked Questions**

This page covers everything you need to know about the certification final rule and the examination process, including key resources for HUD Certified Housing Counselors.

### Apply for Certification

#### HUD Certified Housing Counselor Application Process

The HUD Certified Housing Counselor Application Process is a voluntary program that allows HUD housing counseling agencies to demonstrate their commitment to providing quality housing counseling services to HUD program participants.

**Find By Topic**

- Agency Requirements
- HUD Approved Housing Counseling Program
- HUD Approved Housing Counseling Staff
- HUD Approved Housing Counseling Exam

**Counselor Eligibility Requirements**

**Housing Counselor Certification Exam and Application Process**

**HUD Approved Housing Counseling Program**

**HUD Approved Housing Counseling Staff**

**HUD Approved Housing Counseling Exam**

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

### HUD Programs Covered

#### HUD Programs Covered by the Housing Counseling Certification Final Rule

The HUD Certified Housing Counselor Application Process is a voluntary program that allows HUD housing counseling agencies to demonstrate their commitment to providing quality housing counseling services to HUD program participants.

**Is your organization providing housing counseling?**

**What is housing counseling?**

**Which HUD Programs are covered by the Housing Counseling Final Rule?**

The final rule standardizes housing counseling requirements over all HUD programs. Read this page to figure out if your HUD program is covered by the final rule and review your options for complying.

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

### Tracking Progress

#### HUD Certified Counselor Progress: Meeting Our Goal



To meet HUD's new requirements by the final compliance date, HUD is tracking the progress of HUD certification in every agency. This page provides a tracking graphic and information about agencies that have already met their goal.

### Success Stories

#### Certification Success Stories and Best Practices

The HUD Certified Counselor Progress: Meeting Our Goal graphic shows the progress of HUD housing counseling agencies in meeting the HUD Certified Counselor goal.

**Success Stories**

**Timeline: Becomes a HUD Certified Counselor in 8+ Months**

As agencies work to get their counselors certified, they have developed best practices, compiled lessons learned, and shared their stories with HUD.

### FAQs

#### Housing Counseling FAQs

The HUD Certified Counselor Progress: Meeting Our Goal graphic shows the progress of HUD housing counseling agencies in meeting the HUD Certified Counselor goal.

**What is an Intermediary or Multistate Organization's responsibility for monitoring its branches for compliance with housing counseling certification?**

**When can a new counselor begin providing housing counseling for an agency approved to participate in HUD's Housing Counseling Program?**

**What is an Intermediary or State Housing Planning Agency's (IHPA) responsibility for compliance with housing counseling certification when an agency applies to them to participate in HUD's Housing Counseling Program as their Affiliate or Subgrantee?**

The Office of Housing Counseling has published almost 200 Frequently Asked Questions (FAQs) on a wide range of topics related to HUD Certification.

Time for  
Mentimeter!



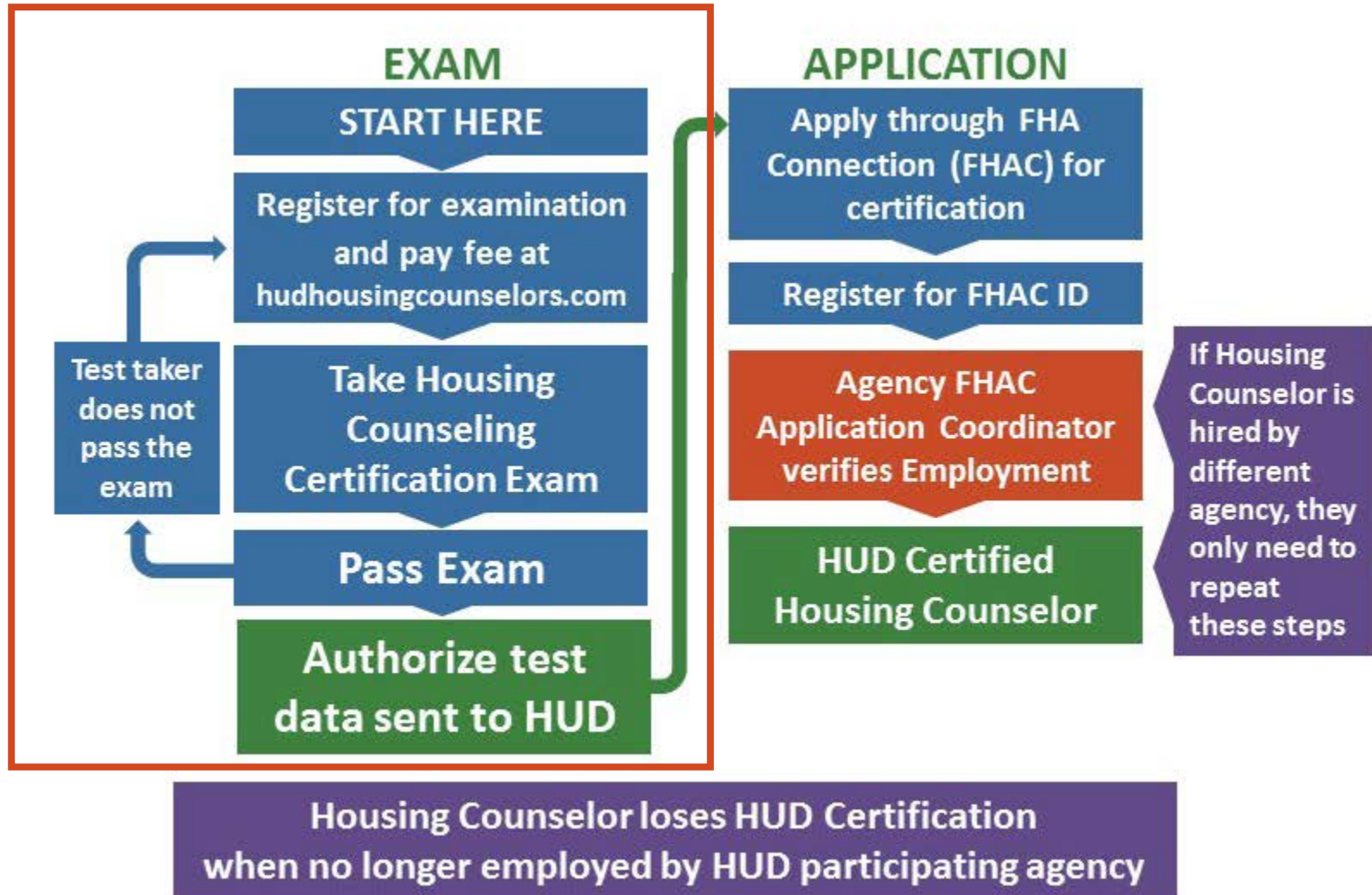
# Final Rule and Exam



# Final Rule for Housing Counseling Certification

- The final rule standardizes the definition of housing counseling
- A HUD Certified Housing Counselor is a housing counselor who has passed the HUD certification examination **and** works for a HUD-approved housing counseling agency
- Effective August 1, 2020

# Housing Counselor Certification Exam Process



# Counselor Certification Exam: Topic Areas

Six Major Topics of Testing:

**Financial management**

**Property maintenance**

**Responsibilities of homeownership and tenancy**

**Fair housing laws and requirements**

**Housing affordability**

**Avoiding eviction and foreclosure**

# Counselor Certification Exam Tips

- Counselors only have to pass the exam once
- HUD strongly recommends taking training and making use of the practice exam. The exam, study guide, and practice exam are available in English and Spanish.
- FAQs on the HUD Exchange updated often
- If taking the exam online, test your equipment prior to scheduling the exam
- Create an account on [www.hudhousingcounselors.com](http://www.hudhousingcounselors.com). The Test Taker Guide and the System Requirements Guide for online testing are located there (separate from HUD Exchange).
- Access to virtual pen and paper screen
- Review options
  - Online proctored exams (\$60)
  - Onsite proctored exams at a test center (\$100)



# Final Rule and Exam Webpage

<https://www.hudexchange.info/programs/housing-counseling/certification/final-rule-exam/>

## Everything You Need to Know about Certification

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

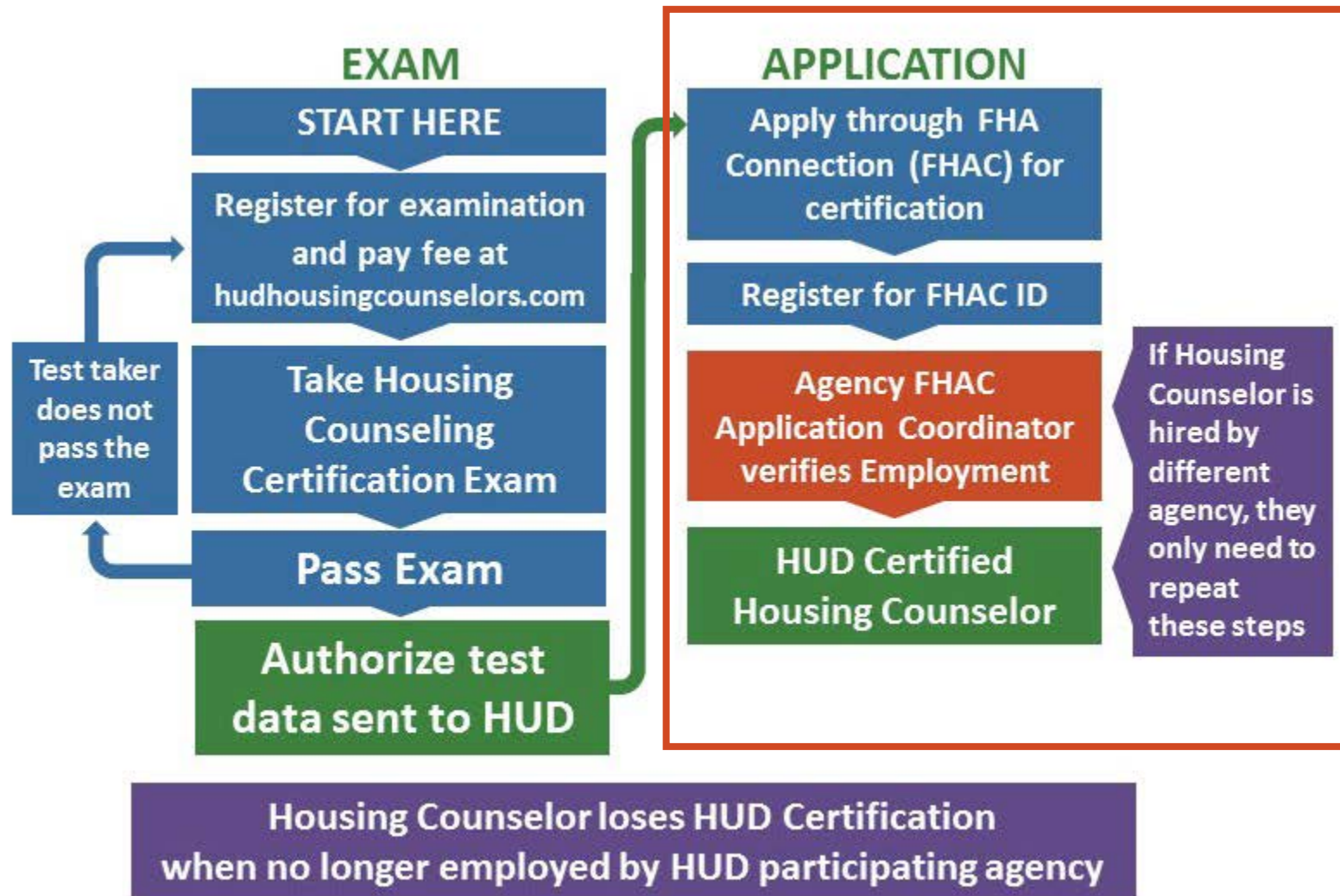
Time for  
Mentimeter!





# Application Process

# Housing Counselor Certification Exam Process



# Counselors: You Passed the Exam!

## Now what?

Congratulations! You achieved a passing score on the HUD Housing Counselor Certification written examination.

To continue the process to become certified, you must take the following steps:

1. Sign in to your account on [www.HUDHousingCounselors.com](http://www.HUDHousingCounselors.com) to provide additional information and **authorize the transfer your testing results to FHA Connection**. Note that you will receive a Counselor Exam ID during this step.
2. Begin your HUD Certified Housing Counselor Application in FHA Connection. You will need to **enter your Counselor Exam ID** that you received in the previous step.

# Counselors: Instructions Overview




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

## HUD Certified Housing Counselor Application Process

After passing the HUD Certified housing counselor examination and transferring the exam results to the FHA Connection (FHAC), Counselors must apply for certification in the FHA Connection and have their employment verified by the agency FHA Connection application coordinator. Every agency must designate at least one person to serve as the agency application coordinator. This page provides detailed instructions and accompanying screenshots for Housing Counselors and Agency FHA Connection application coordinators.

You may apply as a HUD certified housing counselor, as an agency application coordinator, or as both. Each of these roles require different actions to be taken within FHA Connection.

This page has 3 different sets of instructions. Click on the buttons below to refresh the page at the start of each instruction set:

HUD Certified Housing Counselors 	FHAC Application Coordinators 	Public Search 
<p>Prior to applying for certification in FHA Connection (FHAC):</p> <ul style="list-style-type: none"><li>Take the exam through <a href="#">HUDhousingcounselors.com</a>.</li><li>Once you pass the exam, transfer your exam results to the FHA connection. (Double check that your information is accurate, e.g. email and SSN.)</li></ul> <p>Sections labeled 1-5 under "Find by Topic" below are for <b>counselors seeking certification</b> in FHA Connection:</p> <ol style="list-style-type: none"><li>Apply for certification in the FHA connection.</li><li>Obtain a User ID on FHA connection. (You must complete your application in FHA connection prior to applying for a User ID.)</li><li>Request validation for multiple employers through the FHA connection after receiving your User ID. (<b>Note:</b> Skip if you only work for <b>one agency</b>)</li><li>Print your HUD Certified Housing Counselor Certificate.</li><li>Update and maintain your personal information in FHA connection as needed.</li></ol>	<p>There is one section under "Find by Topic" below that applies to application coordinators. The purpose of the FHAC Application Coordinator is to certify the counselor's employment at the agency and to manage the data regarding the counselor's employment status in the future. Application coordinators must:</p> <ol style="list-style-type: none"><li>Apply for a User ID in FHA Connection</li><li>Validate counselors' employment as needed</li></ol>	<p>The final section under "Find by Topic" below covers nation-wide public search functions on HUD.gov for HUD certified housing counselors or agencies.</p> <p>Once counselors have become HUD-certified via FHA Connection, the public can search on HUD.gov for both HUD certified housing counselors counseling agencies nation-wide.</p>

Look for the green button to download the instructions and read as a PDF:

[Download Instructions](#)

# Counselors: Application Instructions

## Find By Topic

### Counselor Eligibility Requirements

1. Apply for Certification
2. Obtain an FHAC User ID
3. Request Validation for More Than One Employer
4. Print Counselor Certificate
5. Update and Maintain Personal Information

### FHAC Application Coordinator Instructions

### Public Search Functions on HUD.gov



## Apply for Certification

Please read these notes in their entirety before taking any action.

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

### Beginning your application in FHA Connection:

1. Go to the [HUD Certified Housing Counselor Application](#) page and change the **Counselor Type** to *Certified*. A pop-up warning message appears advising the user that any HECM training data will be cleared. Click **OK** to clear the message.

The screenshot displays the 'FHA Connection' website interface. At the top, there's a navigation bar with links like Home, Main Menu, ID Maintenance, E-mail Us, Contact Us, and Sign Off. Below this, a breadcrumb trail shows 'FHA Connection > Counseling Functions > HUD Certified Housing Counselor Application'. The main heading is 'HUD Certified Housing Counselor Application' with a 'Help Links' button. The form section is titled '\* Personal Information \*'. It contains several input fields: 'Counselor Type' (a dropdown menu currently showing 'HECM'), 'Legal Name' (with a 'Select Counsel Type' prompt), 'First Name' (with 'HECM' entered), 'Middle Initial', 'Last Name', 'Suffix' (with a 'Select Suffix' dropdown), 'Social Security Number', 'Date of Birth', and 'Race(s)' (with checkboxes for American Indian, Asian, Black, Native Hawaiian, and White). A yellow callout box points to the 'Counselor Type' dropdown, saying 'Select Certified for Counselor Type'. Overlaid on the bottom right is a 'Message from webpage' pop-up box with a question mark icon, containing the text 'Changing Counselor Type to Certified will clear all training data.' and 'Click OK to close the pop-up warning'. The 'OK' button in this pop-up is highlighted with a red box.

# Application Coordinators: FHA Connection

- Every agency requires an FHA Connection Application Coordinator
  - Verifies employment of counselors who pass exam
  - Multiple Application Coordinators must be used if also counselors
    - Counselors cannot self-verify their own employment status or HECM Roster in FHA Connection
- 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:  
<https://www.hudexchange.info/trainings/courses/housing-counseling-webinar-role-of-fha-connection-coordinator/>



# Application Coordinators: Instructions Overview




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

## HUD Certified Housing Counselor Application Process

After passing the HUD Certified housing counselor examination and transferring the exam results to the FHA Connection (FHAC), Counselors must apply for certification in the FHA Connection and have their employment verified by the agency FHA Connection application coordinator. Every agency must designate at least one person to serve as the agency application coordinator. This page provides detailed instructions and accompanying screenshots for Housing Counselors and Agency FHA Connection application coordinators.

You may apply as a HUD certified housing counselor, as an application coordinator, or as both. Each of these roles require different actions to be taken within FHA Connection.

This page has 3 different sets of instructions. Click on the icons below to refresh the page at the start of each instruction set:

HUD Certified Housing Counselors 	FHAC Application Coordinators 	Public Search 
<p>Prior to applying for certification in FHA Connection (FHAC):</p> <ul style="list-style-type: none"><li>Take the exam through <a href="http://HUDhousingcounselors.com">HUDhousingcounselors.com</a>.</li><li>Once you pass the exam, transfer your exam results to the FHA connection. (Double check that your information is accurate, e.g. email and SSN.)</li></ul> <p>Sections labeled 1-5 under "Find by Topic" below are for <b>counselors seeking certification</b> in FHA Connection:</p> <ol style="list-style-type: none"><li>Apply for certification in the FHA connection.</li><li>Obtain a User ID on FHA connection. (You must complete your application in FHA connection prior to applying for a User ID.)</li><li>Request validation for multiple employers through the FHA connection after receiving your User ID. (<b>Note:</b> Skip if you only work for <b>one agency</b>)</li><li>Print your HUD Certified Housing Counselor Certificate.</li><li>Update and maintain your personal information in FHA connection as needed.</li></ol>	<p>There is one section under "Find by Topic" below that applies to application coordinators. The purpose of the FHAC Application Coordinator is to certify the counselor's employment at the agency and to manage the data regarding the counselor's employment status in the future. Application coordinators must:</p> <ol style="list-style-type: none"><li>Apply for a User ID in FHA Connection</li><li>Validate counselors' employment as needed</li></ol>	<p>The final section under "Find by Topic" below covers nation-wide public search functions on HUD.gov for HUD certified housing counselors or agencies.</p> <p>Once counselors have become HUD-certified via FHA Connection, the public can search on HUD.gov for both HUD certified housing counselors counseling agencies nation-wide.</p>

Look for the green button to download the instructions and read as a PDF:

[Download Instructions](#)

# Application Coordinators: FHA Connection Process

## Find By Topic

### Counselor Eligibility Requirements

#### 1. Apply for Certification

#### 2. Obtain an FHAC User ID

#### 3. Request Validation for More Than One Employer

#### 4. Print Counselor Certificate

#### 5. Update and Maintain Personal Information

### FHAC Application Coordinator Instructions

### Public Search Functions on HUD.gov



## FHAC Application Coordinator Instructions

The purpose of the FHAC Application Coordinator is to certify the counselor's employment at the agency and to manage the data regarding the counselor's employment status in the future.

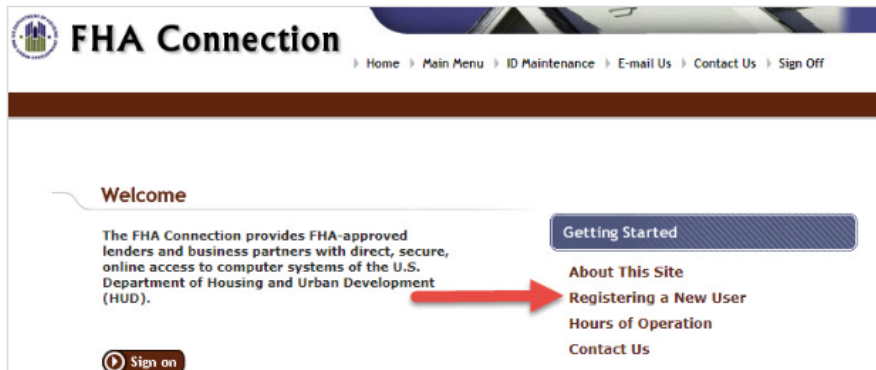
- HUD-approved housing counseling agencies must designate at least one individual to act as FHAC Application Coordinator.
- An agency can have a maximum of 4 FHAC Application Coordinators and at least 2 are recommended.
- If you are already a HECM coordinator, you do not have to apply again to be an FHAC application coordinator.
- The coordinator cannot certify their own employment.
- Intermediary Coordinators may perform the coordinator functions for their affiliates. Intermediaries may also obtain an FHAC ID simply to view their affiliates or if they want to validate and/or terminate counselors from their network.

The coordinator cannot be the same person currently registered in the Line of Credit Control System (LOCCS) or the Web Access Security Subsystem (WASS, Secure System), nor can the coordinator currently act as the FHA lender coordinator for the agency.

First, you must register for a User ID in FHA Connection (FHAC) as the FHAC Application Coordinator for your agency.

### Requesting an FHAC User ID:

1. From the FHAC Welcome page (<https://entp.hud.gov/clas/index.cfm>) select Registering a New User.





# Demonstration: Application Process Webpage

<https://www.hudexchange.info/programs/housing-counseling/certification/fhac-application/>




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

## HUD Certified Housing Counselor Application Process

After passing the HUD Certified housing counselor examination and transferring the exam results to the FHA Connection (FHAC), Counselors must apply for certification in the FHA Connection and have their employment verified by the agency FHA Connection application coordinator. Every agency must designate at least one person to serve as the agency application coordinator. This page provides detailed instructions and accompanying screenshots for Housing Counselors and Agency FHA Connection application coordinators.

You may apply as a HUD certified housing counselor, as an application coordinator, or as both. Each of these roles require different actions to be taken within FHA Connection.

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# **Other Covered Programs, Tracking Progress, Success Stories, and FAQs**

# Programs Covered by the Final Rule

Required under or provided in connection with any program administered by HUD means:

1. Housing Counseling is required by HUD
2. Housing Counseling that is funded under a HUD program
3. Housing Counseling that is required by a grantee or sub-grantee of a HUD program as a condition of receiving assistance
4. Client served by a HUD program is referred to housing counseling

# Options for Affected Agencies

- Apply for HUD approval
- Join a HUD-approved intermediary or state housing finance agency network
- Partner with an existing HUD Housing Counseling Agency to deliver housing counseling
- Modify the program in order to become compliant
- Stop delivering housing counseling services before the Final Compliance Date of August 1, 2020

# Programs Covered by the Final Rule Page

<https://www.hudexchange.info/programs/housing-counseling/certification/covered-programs/>

## HUD Programs Covered by the Housing Counseling Certification Final Rule

The Final Rule implements the requirement that as of **August 1, 2020, the final compliance date**, all housing counseling required under or provided in connection with HUD programs, as defined in CFR § 5.111 (b), must be provided by HUD certified housing counselors that must work for agencies approved to participate in HUD's Housing Counseling Program.

There are many benefits to HUD's Housing Counseling Program. Research consistently shows that counseled consumers have better outcomes (improving credit scores, avoiding foreclosure, increasing monthly savings) compared to similar consumers who are not counseled.

Looking for more background information about the Final Rule, resources for passing the certification exam, and how to begin the certification process? View [Everything You Need to Know about Certification](#).

### Is your organization providing housing counseling?

Many HUD-funded organizations are delivering housing counseling around the country. Organizations need to determine which of the services being delivered are considered housing counseling, and which are not.

**What is housing counseling (CFR § 5.100)?** Housing Counseling is independent, expert advice customized to the needs of the consumer to address the consumer's housing barriers and to help achieve their housing goals. It must include the following elements: intake, client budget, financial and housing affordability analysis, a client action plan, and a reasonable effort to follow-up with client.

#### What is not housing counseling?

- Services that provide only housing information, or placement or referral services
- Routine administrative activities (e.g., program eligibility determinations, intake, case management)
- Case management that provides housing services as incidental to a larger case management and does not fund housing counseling

#### Is my program covered?

Read the following sections in order:



1. Determine if your organization is providing housing counseling.



2. Read about your program to determine if it may or may not be covered by the final rule.



3. Review your options if your program is not covered by the final rule.



4. Access more information and resources.

### Office of Community Planning and Development (CPD) Programs

Community Development Block Grant (CDBG)

Community Development Block Grant Disaster Recovery (CDBG-DR)

Continuum of Care (CoC)

Emergency Solutions Grants (ESG)

HOME Investment Partnerships

Housing Opportunities for Persons With AIDS (HOPWA)

Housing Trust Fund (HTF)

Neighborhood Stabilization Program (NSP)

Rural Housing Stability Assistance

### FHA Single Family Mortgage Insurance Program

Home Equity Conversion Mortgage (HECM)

### Public and Indian Housing (PIH) Programs

Conversion of Distressed Public Housing to Tenant-Based Assistance

Displacement Due to Demolition and Disposition of Public Housing

Family Self-Sufficiency (FSS)

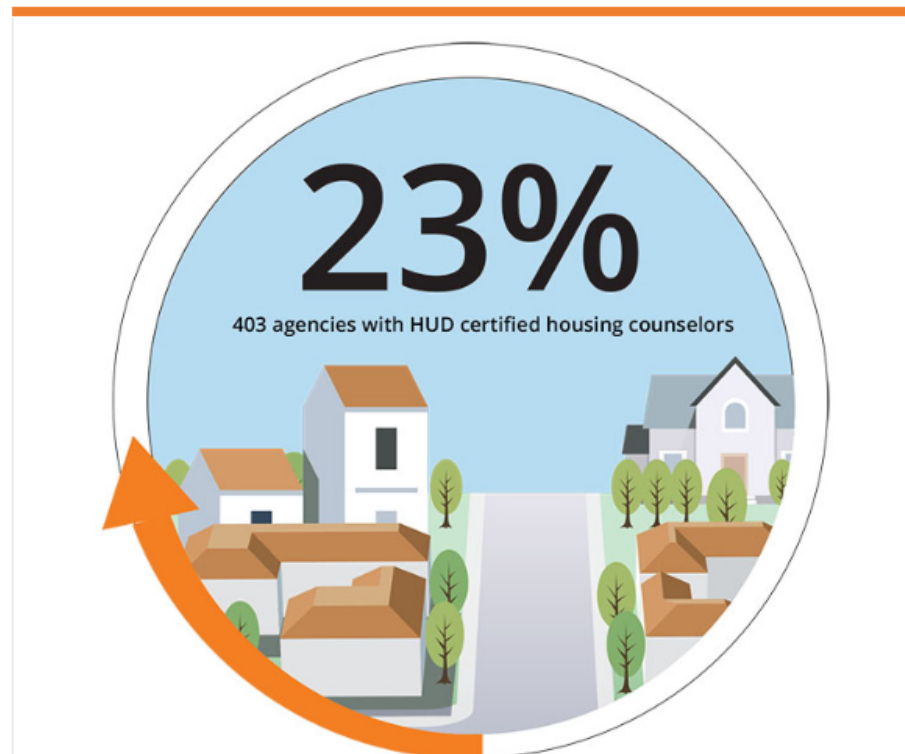
# Meeting Our Goal Webpage

<https://www.hudexchange.info/programs/housing-counseling/certification/goal/>

## HUD Certified Counselor Progress: Meeting Our Goal

The **Final Rule** implements the requirement that as of **August 1, 2020, the final compliance date**, all housing counseling required under or provided in connection with HUD programs, as defined in CFR § 5.111 (b), must be provided by HUD certified housing counselors that must work for agencies approved to participate in HUD's Housing Counseling Program.

To meet this important requirement, HUD is tracking the progress of HUD-approved housing counseling agencies with HUD certified housing counselors! Check out the graphics below to see how close we are to meeting our goal.



### April 2019 Highlights

Top 10 agencies with the most HUD-certified counselors:

- **New York:** 42 agencies
- **California:** 27 agencies
- **Virginia and Pennsylvania:** 21 agencies
- **Michigan:** 20 agencies
- **Florida and Illinois:** 18 agencies
- **Maryland and North Carolina:** 17 agencies
- **Massachusetts:** 16 agencies

Check out these states who increased the number of agencies with HUD-certified counselors in April 2019!

- **Michigan:** 3 agencies
- **Arizona, New York, and Pennsylvania:** 2 agencies

Kudos to **Kansas** for certifying its first counselors last month!

### Kudos

Congratulations to the **232\* agencies** who have identified application coordinators for their organization!

# Success Stories

<https://www.hudexchange.info/programs/housing-counseling/certification/success-stories/>

## Certification Success Stories and Best Practices



Agencies are well on their way to complying with HUD's Housing Counseling Certification Requirements final rule. As agencies work to get their counselors certified, they have developed best practices, compiled lessons learned, and shared their stories. The Office of Housing Counseling will continue adding success stories to this page as agencies go through the certification process.

### Success Stories

- [Timeline](#)
- [Value of Certification](#)
- [Best Practices from HUD](#)
- [Virginia Housing Development Authority](#)
- [HomeSource East Tennessee](#)
- [BALANCE](#)
- [Pennsylvania Housing Finance Agency \(PHFA\)](#)

### Sample Timeline: Become a HUD Certified Counselor in 8+ Months!

This sample timeline shows the process for a counselor to become HUD certified and the expected timeframe for each step. The timeline includes post-exam steps in the [FHA Connection](#), including applying for an FHAC User ID and having your employment verified.

Please note that this timeline is just a sample, and the timeframe for certification will vary based on several factors including the desired amount of study time for the counselor, how many times the counselor will take the exam to pass, and how long the organization takes to verify employment.





# Frequently Asked Questions (FAQs)

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

## Housing Counseling FAQs

Export (xls)

### Filters

#### FAQ Keyword Search:

#### Topics:

- ▾ Certification Final Rule
  - Additional Program Requirements
  - Agency Approval
  - Certification Exam and Training
  - Certification Rule - General
  - Certification Rule - Who Needs to Be Certified
  - Compliance with Certification Requirements

### FAQs

Viewing 20 of 404 FAQs

#### Are there limits on reimbursable expenses under the 2018 NOFA?

Date Published: August 2018

Yes. As a preliminary matter, all costs must be compliant with 2 CFR 200 Subpart E - Cost Principles. There are two categories of reimbursable costs: direct and indirect costs. Reimbursement for direct costs is governed by Section III(E) of the 2018 NOFA, which indicates that grant funds must be used for delivery of counseling and education ...

#### Are branches of Local Housing Counseling Agencies (LHCAs), sub-grantees, and affiliates subject to performance reviews?

Date Published: August 2018

No. HUD will directly review only branches of intermediaries and Multi-State Organizations (MSOs). Housing counseling program compliance of branches of LHCAs, sub-grantees, and affiliates, will be considered during performance reviews of the parent organizations.

#### Is there a fee involved with a SAM.gov registration and how do I register my organization?

Date Published: August 2018

No, there is no fee to register, or maintain your registration, in the System for Award Management (SAM). If you receive an email from a company claiming to represent SAM, be cautious. If you get an email from a company offering to help you register in SAM asking you to contact them and pay them money, be cautious. These messages are not from the ...

#### If an agency is placed on inactive status, then re-activated once

Time for  
Mentimeter!







**Time for  
Mentimeter!**



# Resources



- [www.HUDExchange.info/housingcounseling](http://www.HUDExchange.info/housingcounseling)
  - Certification webpages covered in this webinar
  - Press Release and Federal Register Notice
  - Information for applying to HUD's program
  - Subscription and Archive of **The Bridge** newsletter
  - Upcoming webinars and partner trainings
  - Toolkits and Program Models

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# Conclusion

**THANKS**  
for  
**ATTENDING**