



# Stakeholders Meeting Training for Housing Counselors

The audio is available only through the conference call.

**Please call: (800) 700-7784**

**Participant Access Code: 368551**

to join the conference call portion of the webinar.

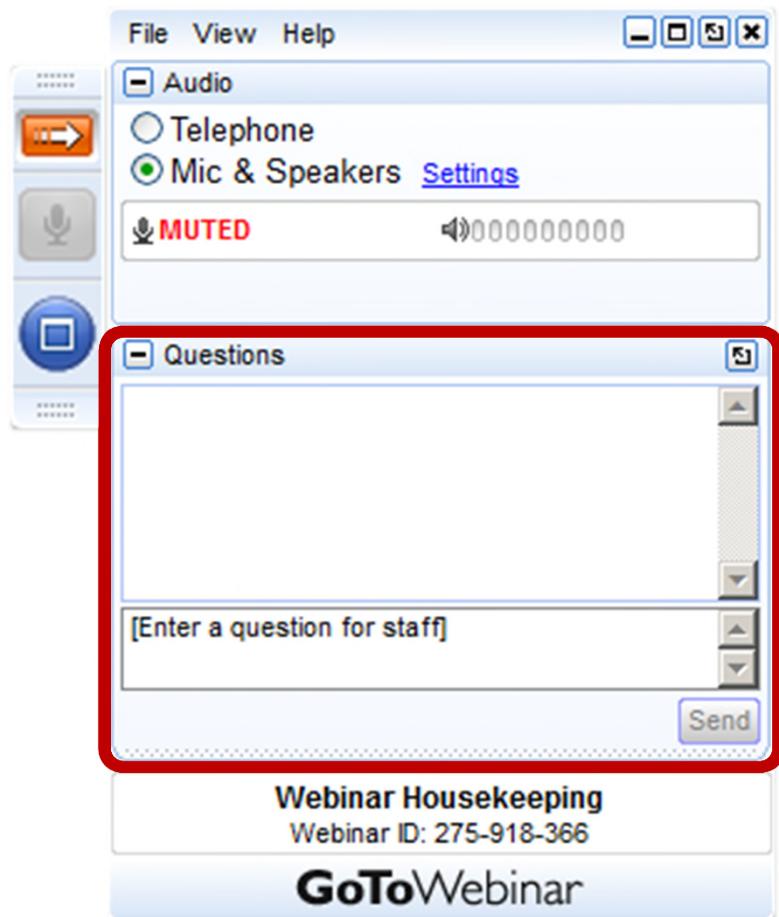
# Webinar Logistics

- This webinar is being recorded for archiving purposes only
- The audio along with the PowerPoint will be available at [www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling) under “Training Webinar Archives”
- All attendee lines will muted during part of the training and open for discussion portions
- There will be several polling questions

# Webinar Logistics

- There will be important discussion questions. The operator will give you instructions. You will not have to give your name and/or agency to participate in the discussions
- Your feedback is critical to the success of our stakeholders meetings!

# Other Ways to Submit Comments



## Your Participation

Please submit your text comments using the Questions Panel. We will read them during the webinar.

You can also send questions and comments to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov) with **webinar topic is subject line.**

**Note:** The audio and presentation will be available on OHC's website. Information will be sent out via OHC's LISTSERV

# Please Mute Your Phones if You are not Planning to Speak

- During the discussions, all the phones may be unmuted by the operator.
- We can hear background conversations, cell phone rings and beeps, etc.
- It is critical that you mute your phone during these discussions if you are not speaking.
  - Most phones have a Mute function so use it.
  - \*6 will also mute and unmute your phone.
- Unmuted phones are a distraction to the discussion.
- Please be courteous to others on the call.

# Brief Survey

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



# Lorraine Griscavage-Frisbee

Deputy Director

Office of Housing Counseling,  
Office of Outreach and Capacity Building

# Stakeholder Meeting Purpose

- Provide the opportunity for communication and interaction
- Evaluate stakeholder input on program policy and procedures
- Share best practices and challenges
- Provide your feedback to OHC leadership to help with regulation, policy development, budget, training, program evaluation and oversight

# Sources of Training for Housing Counselors

- HUD training webinars and **HUDHousingCounselors** on-line training
- HUD training NOFA grantees – Neighborworks, National Community Reinvestment Coalition (NCRC), National Counsel of La Raza (NCLR)
- Parent entity/Intermediary sponsored training for network
- Local, State, National Housing Coalitions
- Other Sources

# Agenda

- OHC training and outreach during FY2015
  - ✓ OHC staff developed
  - ✓ Booth Management
  - ✓ ICF, Inc.
  - ✓ *The Bridge* monthly newsletter
  - ✓ [www.hudhousingcounselors.com](http://www.hudhousingcounselors.com)
- Training Grantees – NW, NCLR, and NCRC
- Future Training
  - Topics, Toolkits, and On-line training

# Session Guideline

**In order to retain the integrity of the rule making process, we cannot discuss Housing Counselor certification examination or final rule.**

**Due to privacy issues, we cannot solicit comments on HUDHousingCounselors.com at this time.**

**Please use the Feedback link on the site to submit comments electronically.**

# FY2015 Training Statistics

During this last Fiscal Year the Office of Housing Counseling provided 40 webinars reaching out to over 6,500 housing counselors.

A record number for OHC!

# Polling Question #1

During the last 12 months please estimate the number of hours you spent attending formal training activities. Do not include on-the-job training.

- a. 8 hours or less
- b. 9 -20 hours
- c. 21-40 hours
- d. 41-80 hours
- e. More than 80 hours

# Polling Question #2

What types of training did you participate in?  
Select all that apply.

- a. OHC webinars
- b. HUDHousingCounselors.com
- c. NW, NCRC, or NCLR training
- d. Training sponsored by your parent organization
- e. Other sources such coalitions, FHLBB, or locally sponsored training

# OHC Based Training

## Four Main Sources:

- OHC Staff as primary trainers
- Booth Management – financially related topics
- ICF – Intermediary/State Housing Finance Agency related training
- Other HUD Offices or other entities

# Discussion Questions

**Feedback on OHC training conducted by OHC staff (NOFA, grantee, 9902, 9910, Delivery of Housing Counseling Services, etc.)**

- What training have you participated in?
- Do you view archived OHC webinars?

**Comments about topics covered by OHC**

- What did you find helpful?
- What can HUD improve?

# Booth Management Webinars

- Booth Management conducted multiple training sessions on financial topics.
  - ✓ Omni circular
  - ✓ Financial Statements
  - ✓ Grant administration
- Booth Management also provided one-on-one individualized training and technical assistance to agencies

# OHC/Booth Management Webinars

Feedback on OHC/Booth webinars:

- What topics were most helpful? Can you provide examples of how it helped you?
- How can this training be improved?

Technical Assistance:

- Did you receive 1-1 assistance or an action plan and did you find the assistance useful?

# OHC/ICF Training

OHC partnered with ICF to provide network oversight training including network monitoring and Quality Control Plan.

- What topics were most helpful? Can you provide examples of how it helped you?
- How can this training be improved?

# Polling Question #3

What segments of *The Bridge* monthly newsletter are your favorite sections? Check all that apply.

- a) Agency Articles
- b) Sarah Gerecke comments
- c) Champion of Services
- d) Resources Page
- e) Inquiring Minds Segment

# *The Bridge Monthly Newsletter*

- What suggestions do you have for future issues/topics?
- What suggestions do you have for the Inquiring Minds segment?
- What other types of information would you like to see in *The Bridge*?



# HUD's Training Grantees

**Judy Ayers-Britton**

**Management Analyst**

**Office of Outreach and Capacity Building**

# HUD Housing Counseling Training Grants

- Awarded yearly by HUD depending on Congressional appropriations; FY15 HUD awarded a total of \$2 million to NeighborWorks, National Council of LaRaza, and National Community Reinvestment Coalition
- Supports training activities designed to improve and standardize the quality of counseling provided by housing counselors
- Training offered through week long training institutes in major metropolitan areas, place-based training, interactive webinars, and on-line

# Polling Question #4

**Have you participated in NeighborWorks, National Community Reinvestment Coalition (NCRC), or National Counsel of La Raza training within the last year?**

**Check all that apply.**

- a) Week-long major training event
- b) Place-based training
- c) On-line training or webinar
- d) Check if you received a scholarship
- e) Did not participate in any HUD grantee training last 12 months

# Discussion Questions

## Feedback on Training with HUD grantees

- What training have you participated in?
- Did you seek any certifications?
- What information did you find helpful?
- How did the trainer evaluate your learning?
- Were you able to use the information when counseling clients?

# Discussion Questions

- What types of scholarship(s) did you receive?
- Were you denied a scholarship?
- Do you have a preference for large events such as a NW National Training Institute or smaller place-based training? Why?
- What types of classes would you like the grantees to offer in the future?

# Polling Question #5

**Please identify other entities that have offered training that you participated in during the last 12 months. Select all that apply:**

- Other Government Entities such as US Treasury or Consumer Financial Protection Board
- State Housing Finance Agency sponsored training
- Coalition sponsored training
- For-Profit (such as a lending or real estate group)
- Did not participate in any such trainings last 12 months

# Discussion Questions

## Feedback on Training from Other Entities

- Provide examples of topics offered by these other entities.
- How did you find out about these other trainings?
- Would you find it helpful if OHC posts training information about other government or non-profit training?
- Any best practices you can share with OHC to help us improve our training?



# Planning Ahead – FY2016 Training

Jane Charida

Housing Specialist

Office of Outreach and Capacity Building

# Polling Question # 6

Select housing counseling topics you would like to receive training on in the next 12 months.

Check all that apply.

- a) Recordkeeping/Delivery of Counseling Services
- b) Conflict of Interest/Charging Fees
- c) Grant Management
- d) Financial Management
- e) Reporting including 9902 and Housing Counseling System (HCS)

# Discussion Question

- What housing counseling topics would you want OHC to train on in the next 12 months?
- Is there need for more HECM training?
- Rental Counseling?
- HUD Handbook 7610.1?
- Grant administration?

# Discussion Questions

**What other topics would you want training on in the next 12 months from OHC or other offices at HUD?**

- FHA
- Fair Housing and Equal Opportunity
- Public Housing/Section 8
- Community Development Programs
- Data sources
- Privacy issues
- Technology
- Marketing and Outreach

# Discussion Questions

## **OHC has facilitated training from other Government Entities**

- In the past OHC has facilitated training from other entities such as Consumer Financial Protection Board and the Internal Revenue Service.
- Are there any training topics you are interested in with other Government Entities?



# **Planning Ahead – FY2016 Housing Counseling Program Toolkits**

**Robin Penick**

**Housing Specialist**

**Office of Outreach and Capacity  
Building**

# On-line Training

- HUD is in the process of developing self-paced on-line training with ICF.
- Topics under consideration include
  - HUD Housing Counseling Program Administration
  - Approval Process
  - Monitoring and Performance Reviews

# On-line Training

- Would you take an on-line HUD OHC training course?
- What features would you like to see available such as certificates, progress monitoring, training completed, etc.
- What topics would you like HUD OHC to offer on-line?

# Toolkits

OHC is also working with ICF to develop toolkits.

- First set will assist intermediary/SHFAs with networking
- Will also revise existing toolkits currently posted

# Toolkits

- What topics do you suggest would you suggest for toolkits?
- What kinds of best practices information would you like to see in a toolkit?
- Would you be interested in sharing your best practice?

# Conclusion

**Lorraine Griscavage-Frisbee**

Deputy Director

Office of Housing Counseling,  
Office of Outreach and Capacity Building

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV, go to [www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling)

Questions or comments:

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