



OFFICE OF
HOUSING COUNSELING
LET'S MAKE HOME HAPPEN

FHA Connection Application Coordinators

Audio is available only by conference call.

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

Participant Access Code: **433896**

December 11, 2017

Webinar Logistics



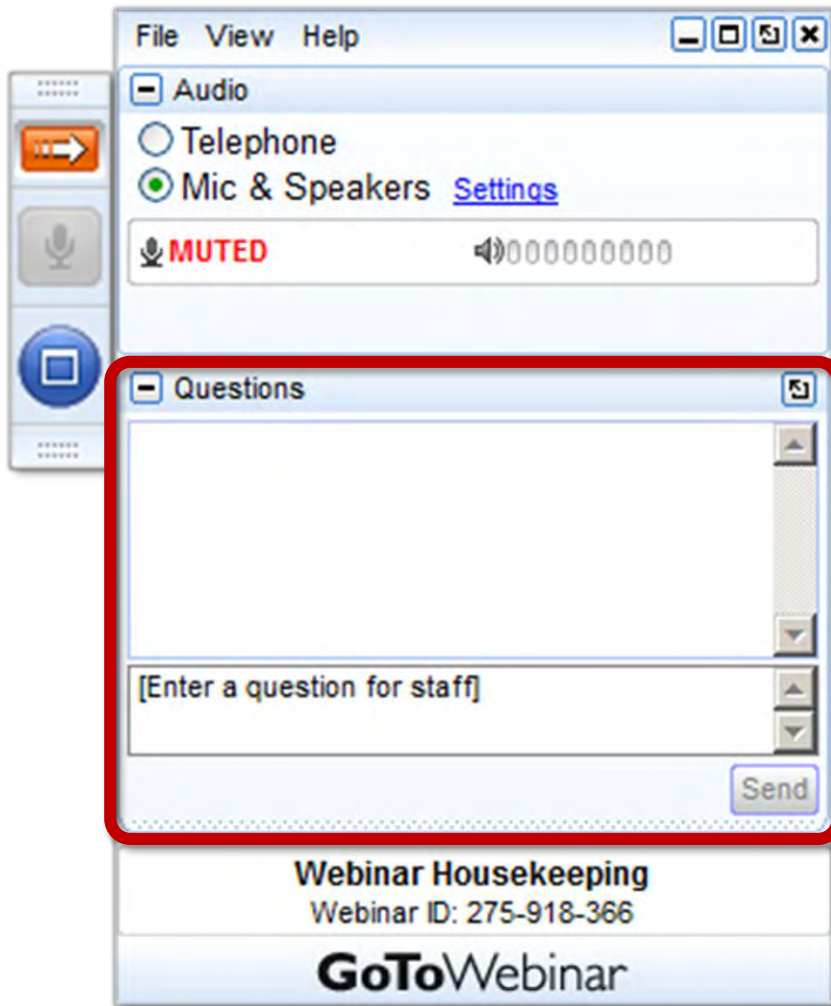
- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at www.hudexchange.info/programs/housing-counseling/webinars/
- An OHC LISTSERV will be sent out when the Archives are posted. Posting will usually be within 7-10 days.
- Attendee lines will muted during presentation.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Click on document name to download.

Please Mute Your Phones During Discussions



- There may be Q&A periods, as well as discussions opportunities.
 - 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
- 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.

Ways to Ask Questions



- Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.
- Email: housing.counseling@hud.gov
With “FHA Connection Application Coordinators” in the subject line

Brief Survey



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

Certificate of Training



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

Thank you for attending our XX hour Webinar on XX. We hope you enjoyed our event. This is your CERTIFICATE OF TRAINING. Please print out and save this email for your records. Please send your questions, comments and feedback to: housing.counseling@hud.gov.

Introduction

Lorraine Griscavage-Frisbee
Deputy Director
Office of Outreach and Capacity Building

Agenda



- Overview of FHA Connection and the Role of the FHA Connection Application Coordinator
- Registering for an FHA Connection User ID
- FHA Connection Coordinator Responsibilities for HUD Certified Counselors
- FHA Connection Coordinator Responsibilities for HECM Counselors

Overview of FHA Connection and the Role of the FHAC Application Coordinator

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 FHA Connection Application Coordinator has a role in both processes

Eligible applicants



An eligible HUD Certified Housing Counselor must:

- Have passed the HUD certification examination, and
- **Work for a HUD participating housing counseling agency**

An eligible HECM Roster Counselor must:

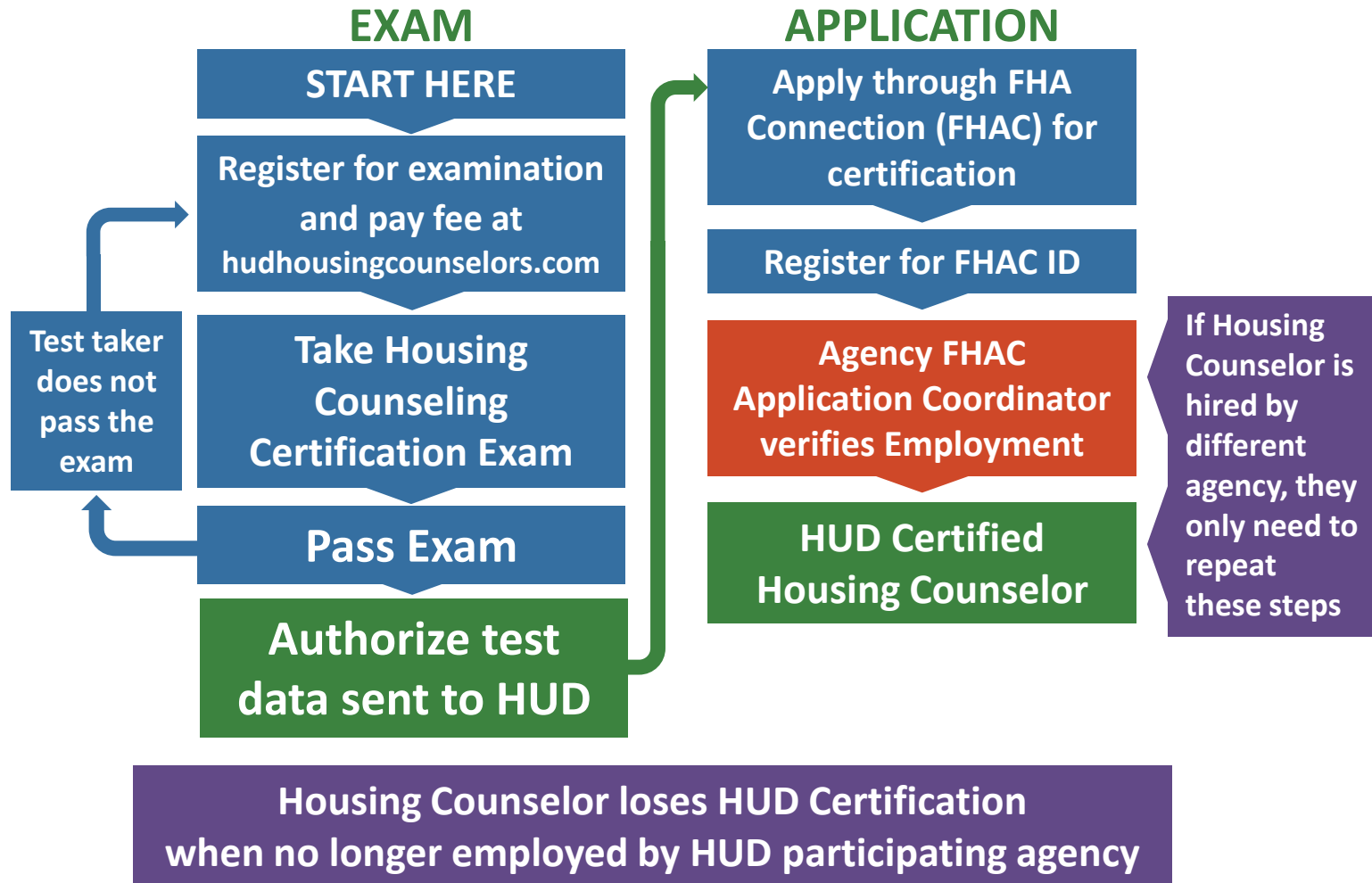
- Have passed the National HECM Counseling Exam.
 - HECM Housing Counselors will also be required to pass the HUD Certification Exam beginning August 1, 2020.
- Have successfully completed at least one training course related to HECM counseling within the past two years
- NOT be listed on the General Services Administration's Excluded Parties List System (EPLS), HUD's Limited Denial of Participation List (LDP), or HUD's Credit Alert Interactive Voice Response System (CAIVRS)
- **Be employed by a HUD participating housing counseling agency**

HUD Certification and HECM Roster Comparison

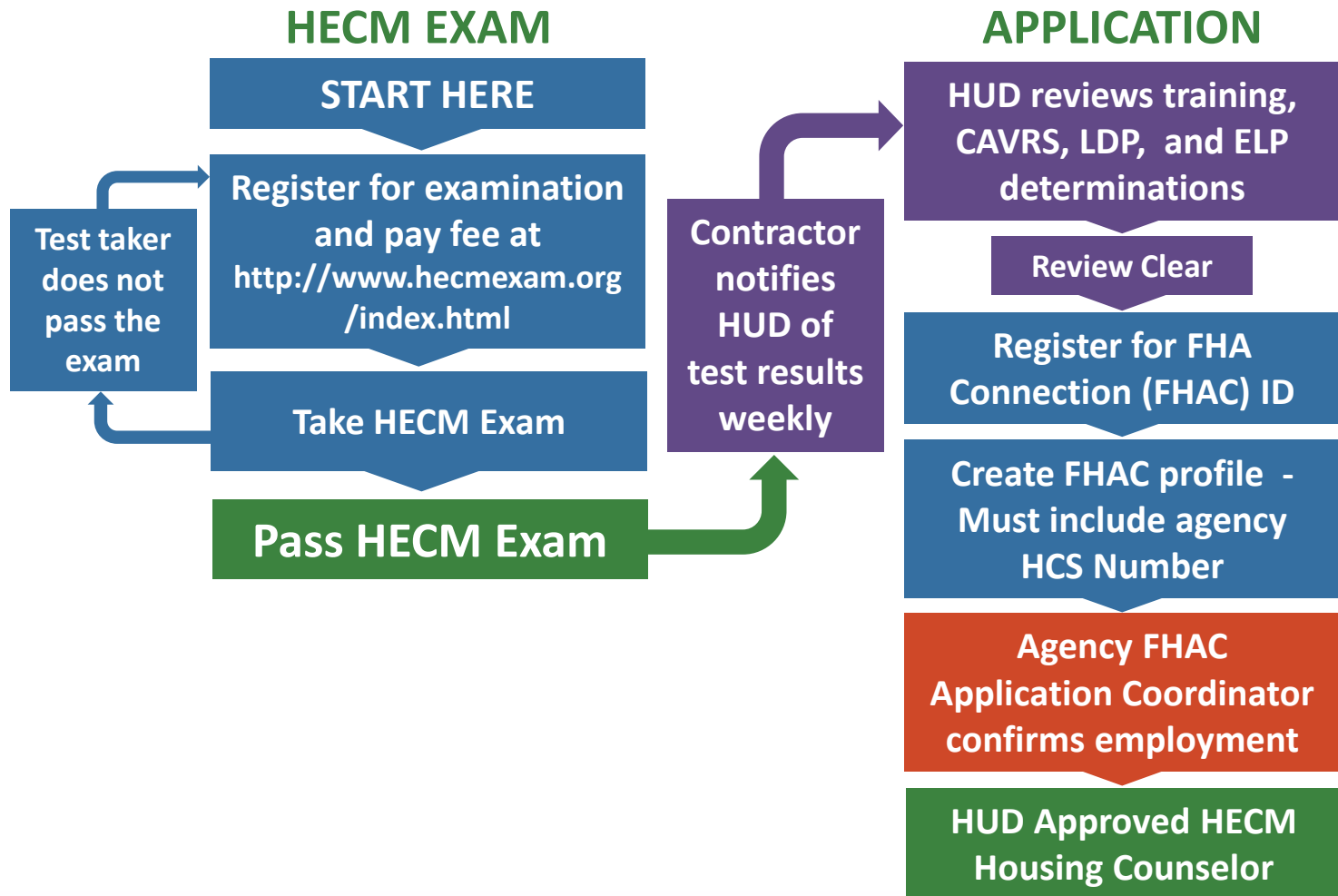


	HUD Certified Housing Counselor	HECM Roster Counselor
Examination Required	Pass one time only	Pass every 3 years
Training Required	None	Classes required for initial roster and continuing education
Verification of employment with HUD participating agency	Yes through FHA Connection	Yes through FHA Connection
Expiration Date	None	Every 3 years
Transferrable	Yes when employment verified by new employing agency	Yes when employment verified by new employing agency
CAIVRS, LDP and EPLS Check	No	Yes
Agency FHAC Application Coordinator Required	Yes	Yes
Correcting Client Counseling Certificates	NA	Yes - HECM

Housing Counselor Certification Exam and Application Process



HECM Exam and Application Process



FHAC Application Coordinator Role



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

Requesting an FHA Connection User ID

Kym Torres
Office of Oversight and Accountability

Designating an FHAC Application Coordinator



- Select an individual who will serve as the FHAC Application Coordinator
 - If this individual also serves as a counselor, a second FHAC Application Coordinator is needed to verify employment. An Application Coordinator cannot self-certify his/her employment
- If agencies access eLOCCS for grant draws agencies must identify a separate person for eLOCCS. An agency cannot have the same person registered in eLOCCS and FHA Connection

Existing FHA Connection User IDs



- With the addition of certified counselors it may be wise to add an additional FHAC Application Coordinator
- Those agencies providing HECM counseling already have an FHA Connection Application Coordinator
- Make sure FHAC Application Coordinators ID are active
- Intermediary Coordinators can perform the coordinator functions for sub-agencies and affiliates

Requesting an FHAC User ID



FHAC Welcome page <https://entp.hud.gov/clas/index.cfm>

The screenshot shows the 'FHA Connection' website. At the top, there is a navigation bar with links: Home, Main Menu, ID Maintenance, E-mail Us, Contact Us, and Sign Off. Below the navigation bar is a red horizontal bar. The main content area has a 'Welcome' section with a description of the site's purpose. To the right of the welcome section is a 'Getting Started' box containing links for 'About This Site', 'Registering a New User', 'Hours of Operation', and 'Contact Us'. Below the 'Getting Started' box is a 'References' box with links for 'Frequently Asked Questions', 'Quick Start Guide', and 'FHA Connection Guide'. A blue arrow points from a text box labeled 'select Registering a New User.' to the 'Registering a New User' link in the 'Getting Started' box. On the left side of the main content area, there is a 'Sign on' button and links for 'Forgot Your Password?' and 'Forgot Your User ID?'.

Welcome

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

Sign on

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

Getting Started

- [About This Site](#)
- [Registering a New User](#)
- [Hours of Operation](#)
- [Contact Us](#)

References

- [Frequently Asked Questions](#)
- [Quick Start Guide](#)
- [FHA Connection Guide](#)

select Registering a New User.

Requesting an FHAC User ID (cont.)



- The **Registering to Use the FHA Connection** page displays.

Registering to Use the FHA Connection

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

Type of User	Description
<ul style="list-style-type: none">FHA-approved Lender (Single Family or Multifamily)Service BureauONAP-approved Lender	<p>The organization must designate an employee to act as an Application Coordinator. For Single Family Housing and Office of Native American Programs (ONAP) lenders, a maximum of four Application Coordinators are allowed. For Multifamily Housing lenders, a maximum of two Application Coordinators are allowed. Application Coordinators maintain the FHA Connection user IDs for the entire organization (besides using the FHA Connection applications for which they are authorized). If the request for an Application Coordinator ID is approved, a notification letter disclosing the ID is mailed within 7 to 10 days to the organization's home office mailing address, to the attention of the organization's chief executive officer (CEO). Upon final approval by the CEO, the FHA Connection user ID is provided to the Application Coordinator.</p> <ul style="list-style-type: none">Prior to applying for an Application Coordinator ID, the applicant should verify the mailing address HUD has on record for the organization to avoid possible mailing delays.An Application Coordinator applicant is required to complete the Application Coordinator Registration form to obtain an FHA Connection user ID.Once the Application Coordinator receives an ID, other employees of the organization (Standard Users) can request FHA Connection user IDs for themselves by completing the Standard User Registration form. <p>Application forms are processed overnight. An e-mail message is sent to the e-mail address provided on the applicant's form notifying the applicant if an FHA Connection user ID was issued. If an ID was not issued, an explanation is provided.</p> <p>The application Coordinator obtains the ID issued for the Standard User by accessing FHA Connection ID Administration through the FHA Connection ID Administration page. The Application Coordinator must be the Standard User the moment the ID is processed.</p>
Housing Counselors and Counseling Agency Application Coordinators	Registration for secure Internet use of the Housing Counseling functions is available to participating counselors and their agencies.

Scroll to the bottom

select Housing Counseling.

Requesting an FHAC User ID (cont.)



Housing Counselor Registration

Help Links



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

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

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

If yes, please enter your agency ID:

First Name:

Middle Initial:

Last Name:

Social Security Number: - -

Telephone Number: - -

Provide your e-mail address.

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

E-mail Address:

Re-enter E-mail Address for Verification:

Choose a Password.

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

Password:

Re-enter Password for Verification:

Mother's Maiden Name.

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

Mother's Maiden Name:



Send

Reset

Click Yes if applying for an FHAC User ID as a counselor

Enter HCS ID #

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

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

Requesting an FHAC User ID (cont.)



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

FHAC Application Coordinator Responsibilities for HUD Certified Counselors

**Robin Penick
Office of Outreach and Capacity Building**

FHAC Application Coordinator Responsibilities



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

Validate a Counselor's Employment



1. Log into the FHAC
2. Navigate to **HUD Certified Housing Counselor Database**
*Single Family FHA > Single Family Origination
> Counseling Functions > HUD Certified Housing
Counselor Database*
3. Enter the counselor's last name,
select *Certified* for **Counselor Type**, and
select *No* for **Validated by Agency**.
 - Leave the name blank to receive a list of all
counselors who have indicated they work for the agency.
4. Then, click the **Send** button.

HUD Certified Housing Counselor Database

Sorted By:

Last Name:

State:



Agency HCS ID:

Counselor Type:

Counselor Status:

Validated by Agency:


HECM Training/Exam Status:

 **Send**  **Reset**

Certified Counselor Application



HUD Certified Housing Counselor Database List

[Help Links](#) SUCCESS

HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database List as of 12/08/2017

(1 records were selected, 1 records displayed.)

Counselor Name	Counselor Address	Agency Name	Counselor Type	Counselor Validation Start Date	Counselor Validation End Date	HECM Exam Status	HECM Training Status	Termination Date
<u>SWEENTIE, JEANNIE T (ABC123)</u>	123 FIRST STREET GOTHAM, NY 22198	Not on file	Certified (Requested)	Not on file	Not on file	n/a	n/a	n/a



Click the counselor name

Validate a Counselor's Employment (cont.)



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

HUD Certified Housing Counselor Database - Coordinator Help Links ?

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

*** Personal Information ***

Counselor ID: ABC123

Counselor Type: Certified

Legal Name:

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

*** Contact Information ***

Mailing Address:

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

Phone/E-mail Information:

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

Original application's employment information entered by applicant:

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

*** Certified Counselor Information ***

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

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

Counselor's Exam ID: 1234567890

Send Reset New Request

Other FHAC Application Coordinator Responsibilities



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

Printing/Viewing Counselor Certificates



1. Log into the FHAC
2. Navigate to **HUD Certified Housing Counselor Database**
*Single Family FHA > Single Family Origination
> Counseling Functions > HUD Certified Housing
Counselor Database*
3. Enter the counselor's last name,
select *Certified* for **Counselor Type**, and
select *Yes* for **Validated by Agency**.
 - Leave the name blank to receive a list of all
counselors who have indicated they work for the agency.
4. Then, click the **Send** button.

HUD Certified Housing Counselor Database

Sorted By:

Last Name: First Name:

State:

Agency HCS ID:

Counselor Type:

Counselor Status:


Validated by Agency:

HECM Training/Exam Status:

Certified Housing Counselor Database



HUD Certified Housing Counselor Database List

[Help Links](#) **SUCCESS**

HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database List as of 12/06/2017

(1 records were selected, 1 records displayed.)

Counselor Name	Counselor Address	Agency Name	Counselor Type	Counselor Validation Start Date
SMITH, JOHN A (04MT33)	123 MAIN ST ANYTOWN, MI 480470000	FAIR HOUSING CONTACT SERVICE	Certified	12/06/2017

 Click the counselor name

Counselor Profile Page



Counselor ID: 04MT33
Counselor Type: HECH and Certified

*** Personal Information ***

Legal Name:	Middle Initial:	Last Name:	Suffix:
First Name: JOHN	A	SMITH	Not Entered
Social Security Number: N/A	Date of Birth: 04/06/1971	Gender: Female	Ethnicity: Not Latino/Hispanic
Race(s): White			

*** Contact Information ***

Mailing Address:

Business Name:	GREENPATH
Street Address:	123 MAIN ST

*** Certified Counselor Information ***

Agency ID / View Cert	Agency Name	Counselor Validation	
		Start Date	End Date
81234	FAIR HOUSING CONTACT SERVICE	12/06/2017	<input type="text"/> / <input type="text"/> / <input type="text"/>

[View Certified Agency Validation History](#)

Exam Pass Date: 01/01/1901
Counselor Exam ID: 111222

Certified exam administered by: BIXAL

 Send  Reset  New Request

The agency ID is a link to the HUD Certified Housing Counselor certificate for the counselor

Sample Certificate



- Agency Coordinator can print the certificate for counselors that work for that agency.
- Counselors can also print their own certificates.



**FHA Connection Coordinator
Responsibilities for HECM
Counselors
John Olmstead
Office of Oversight and Accountability**

Certifying HECM Counselors' Employment



- Go to [FHA Connection](#).
Single Family FHA>Single Family Origination>Counseling Functions>HUD Certified Housing Counselor Database
- Now you should see fields for name, state, roster status, and Validated by Agency.
- Enter the counselor's last name, counselor type (HECM) and select NO under Validated by agency, then click the Send button.
 - You don't need to change any of the other fields. You should now see the counselor's name or a list if there is more than one with that last name.
- Click the counselor's name to see their record.
- Down at the bottom is where you check a box to validate their employment. Click Send. That counselor's name will now appear on the HECM roster available to the public

Search Screen for HECM Roster



HUD Certified Housing Counselor Database [Help Links](#) ?

Sorted By:

Last Name ▾

Last Name:

Baker

First Name:

State:

All States ▾

Agency HCS ID:

12345

Counselor Type:

HECM ▾

Counselor Status:

Active ▾

Validated by Agency:

No ▾

HECM Training/Exam Status:

Both ▾

Send

Reset

Name

HECM

NO

HIT SEND

HECM Roster Certification



* HECM Counselor Information *

Agency ID	Agency Name	Counselor Validation
12345	HOUSING HELPERS FOR ALL	<input type="checkbox"/> I certify that the individual is employed by this Housing Counseling Agency and that all information entered on this screen is correct to my knowledge

Exam Pass Date: 04/14/2016

Exam Due Date: 04/14/2019

HECM exam administered by: PAVR Software Solutions

Check Certification Box

Search Results Screen



HUD Certified Housing Counselor Database List

[Help Links](#)**SUCCESS**

HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database List as of 11/30/2017

(3 records were selected, 3 records displayed.)

Counselor Name	Counselor Address	Agency Name	Counselor Type	Counselor Validation Start Date	Counselor Validation End Date	HECM Exam Status	HECM Training Status	Termination Date
<u>BAKER, CHRISTAN</u> (0ABCDE)	123 S. MAIN ST. STE. 123 TULSA, OK 741330000	Not on file	HECM	Not on file	Not on file	Not Expired	Not Expired	n/a
<u>BAKER, JOE</u> (L9ABCD)	456 MAPLE AVE. STE. A12 WHITE PLAINS, NY 106050000	Not on file	HECM	Not on file	Not on file	Not Expired	Not Expired	n/a
<u>BAKER, SAM</u> (12AB3C)	789 FIRST LN. MARQUETTE, MI 498550000	Not on file	HECM	Not on file	Not on file	Not Expired	Not Expired	n/a



Name should appear on list

Other Application Coordinator Functions



- Maintaining the employment records of counselors employed by the agency
- Maintaining the FHA Connection user IDs of counselors and other Application Coordinators employed by the agency
- Viewing Certificates of HECM Counseling, form HUD-92902 produced by counselors employed by the agency.
- Signing certificates for absent HECM counselors or terminated HECM counselors

Resources



HUD Certified Housing Counselor Application Process page

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

HECM Counseling Resources page

- <https://www.hudexchange.info/programs/housing-counseling/hecm/#roster-application-coordinator-responsibilities>

Certification Final Rule page

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

Counselor Training and Testing

- www.HUDhousingcounselors.com

Coordinator and Counselor Application in FHA Connection

- <https://entp.hud.gov/clas/reginfo.cfm>

Other OHC-sponsored webinars, online training, etc.

- www.hudexchange.info/housingcounseling

HECM Training and Testing

- <https://www.hudexchange.info/programs/housing-counseling/hecm/#biannual-continuing-education-requirements>