



**HUD Office of Housing Counseling 2021
Community Conference**

August 9-12, 2021



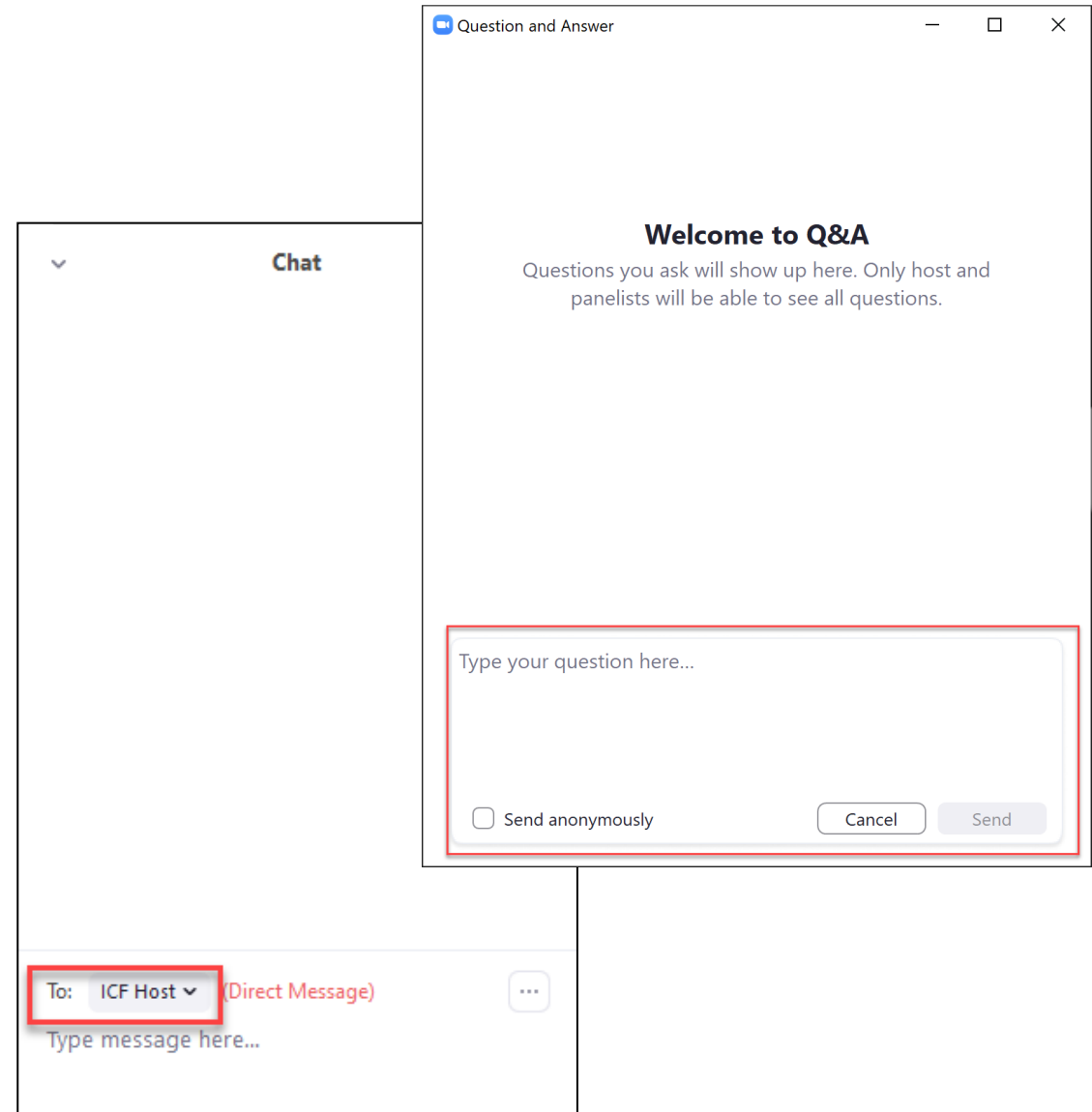
Addressing the Unique Requirements of the HECM Product

Wednesday, August 11th, 2021

2:00-3:00 PM EDT

Questions?

- Participants are in listen only mode
- Chat
 - Submit any technical issues via the Chat box
 - Send the message to the Host
- Q&A
 - Submit any content related questions via the Q&A box
 - Send to Host, Presenter and Panelists



Whova

- Explore the **professional profiles** of event speakers and attendees
- Send **in-app messages** and **exchange contact info**
- **Network and find attendees** with common affiliations, educations, shared networks, and social profiles
- Receive **update notifications** from organizers
- Access the **event agenda**

Web App Link: https://whova.com/portal/webapp/oohco_202108/

Invitation Code: OHCCConf2021



Presenters

Facilitators

- John Olmstead, Senior Housing Program Office, Office of Policy and Grant Administration, HUD's Office of Housing Counseling
- Sid Alvarado, Lead Housing Counseling Specialist, ICF, TA Provider

Presenters:

- Kathy L. Conley, Housing Specialist, Greenpath
- Steve Irwin, President, National Reverse Mortgage Lenders Association (NRMLA)
- Kasey Watson, Program Director of HECM Servicing, HUD
- Buz Zeman, Executive Director, Housing Options Provided for the Elderly (HOPE)

Agenda

- HECM Origination v. Default Housing Counseling
- Servicing update
- Discussion with National Reverse Mortgage Lenders Association (NRMLA) and HUD Intermediaries delivering HECM housing counseling agencies
- Q and A


HECM Origination Counseling

- Assists seniors through the process of determining if they are qualified for and obtaining a loan
- Counselors cover required topics including eligibility, loan amounts and loan limits, and future repayments
- HECM Origination Counselors must be certified, registered within FHA Connection, and are required to maintain education on a bi-annual basis

HECM Default Counseling

- Assists seniors who are at risk of defaulting on HECM loans
- Although monthly payments on reverse mortgages are not required, there is still a risk of default if the borrower fails to pay real estate taxes, homeowner association fees, or local assessments (e.g., sewer); maintain hazard insurance; or remain in the property as the principal residence
- **Default Counselors are *not required* to be HECM roster counselors**

HECM HUD Exchange Resources

 HUD EXCHANGE

My HUD Exchange Programs Resources Trainings Program Support Grantees News

HECM Origination Counseling assists seniors through the process of determining if they are qualified for and obtaining a loan. Counselors cover a number of required topics including eligibility, loan amounts and loan limits, and future repayments. HECM Origination Counselors must be certified, registered within FHA Connection, and are required to maintain education on a bi-annual basis.

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Origination Counseling

This page provides guidance on HECM Origination Counseling, including already existing HECM guidance from HUD.



Default Counseling

This page provides **new guidance** on HECM Default Counseling recently released by HUD.

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

Kasey Watson

Program Director of HECM Servicing
HUD

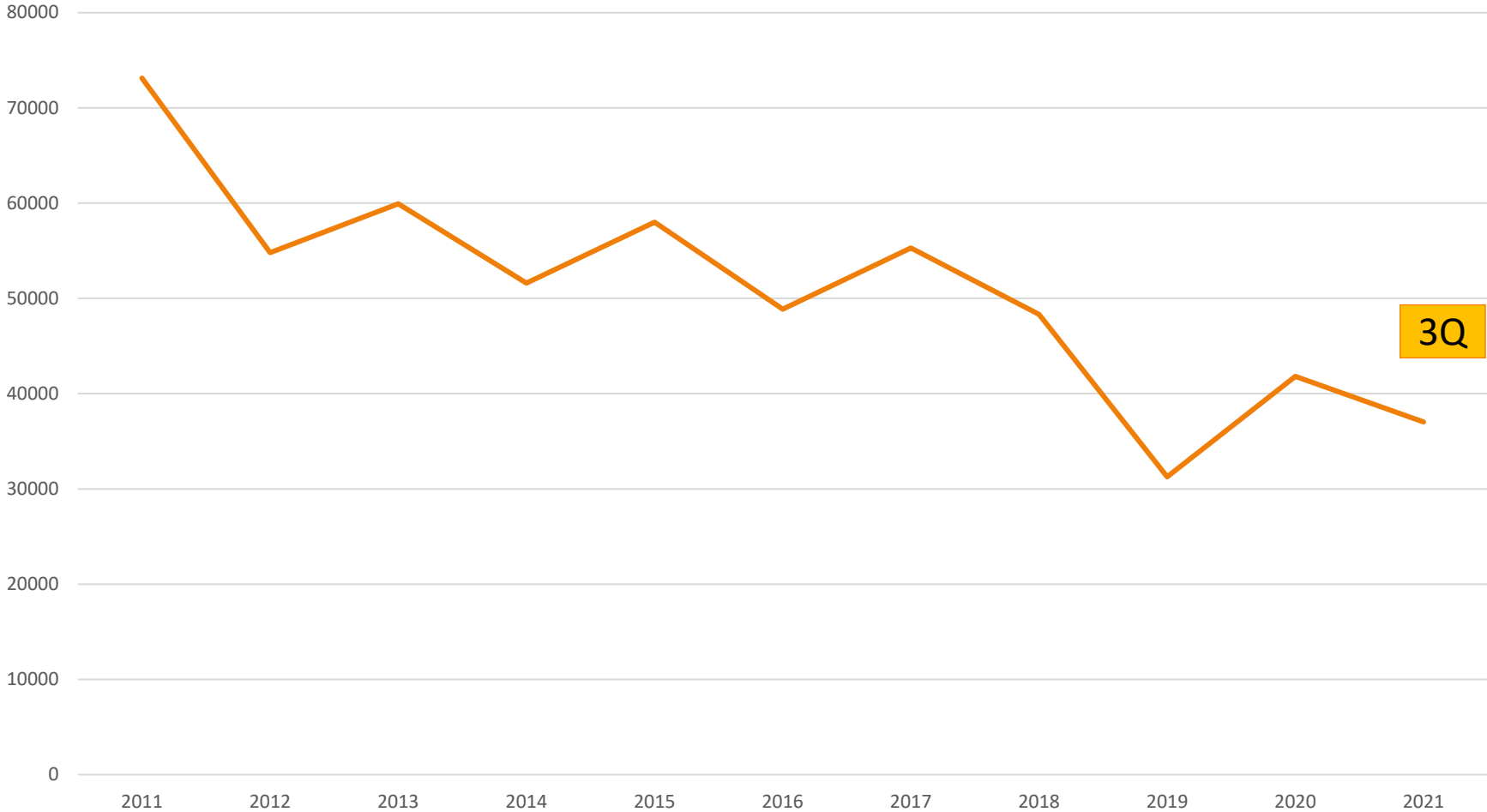
FY21 Servicing Priorities

HECM Servicing Priorities

- COVID-19 Recovery
- Updated Non-Borrowing Spouse Policy
- HECM Section of *Single-Family Housing Policy Handbook 4000.1*
- Procurement of Secretary-Held HECM Servicing contractor
- LIBOR Transition
- System Updates

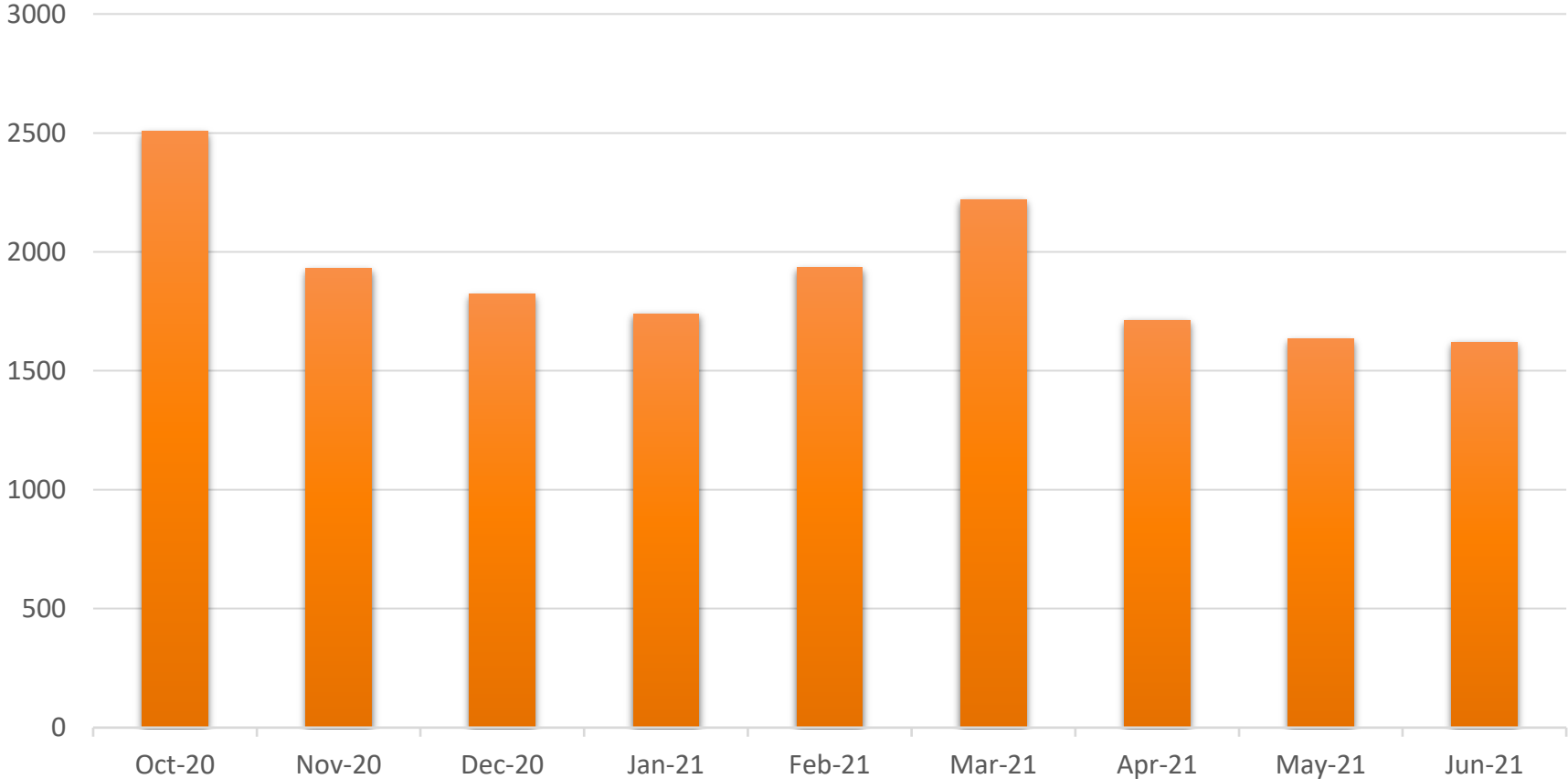
Key Statistics

HECM Endorsements – Volume



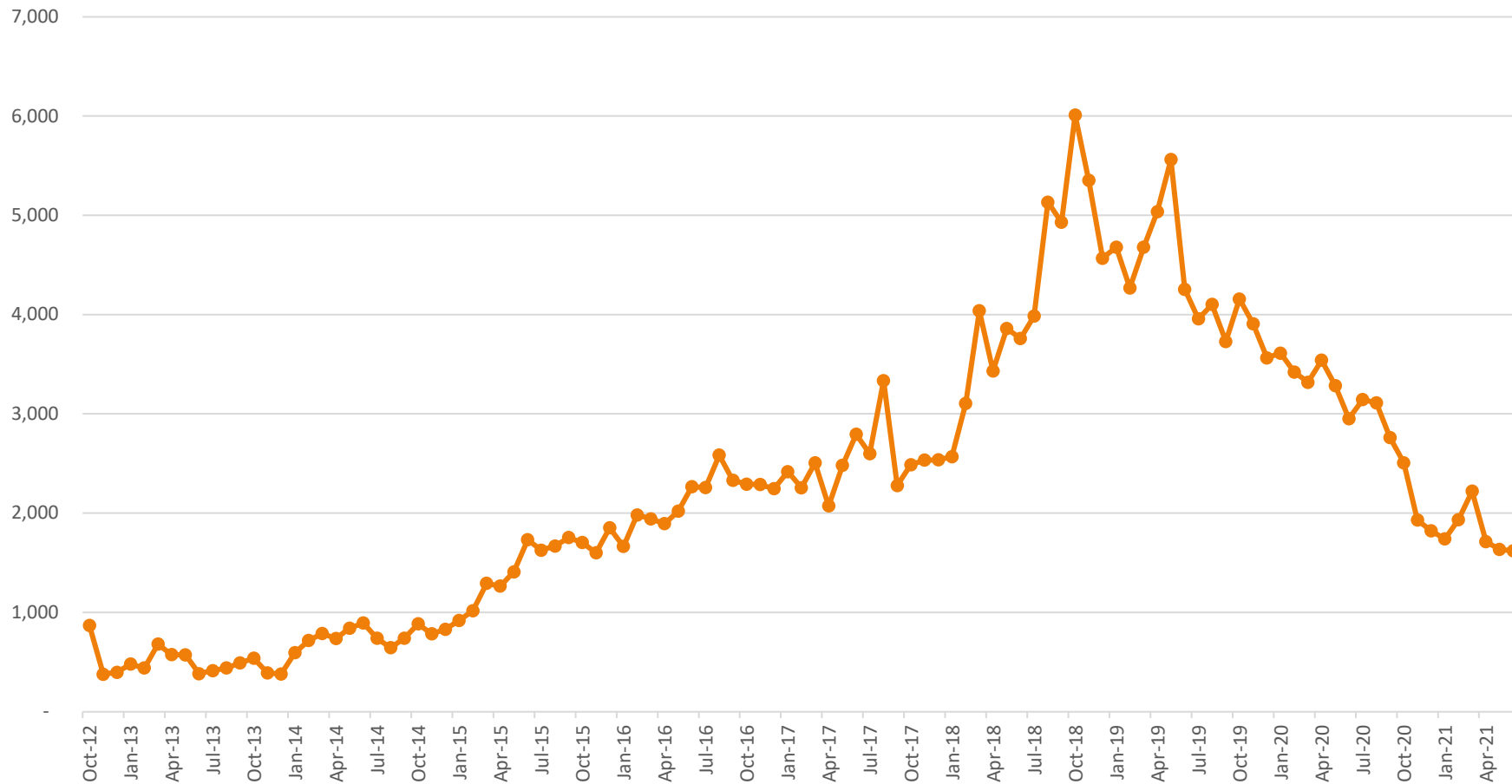
Key Assignment Statistics

Incoming Assignment Requests Fiscal Year 2021 Through Quarter 3



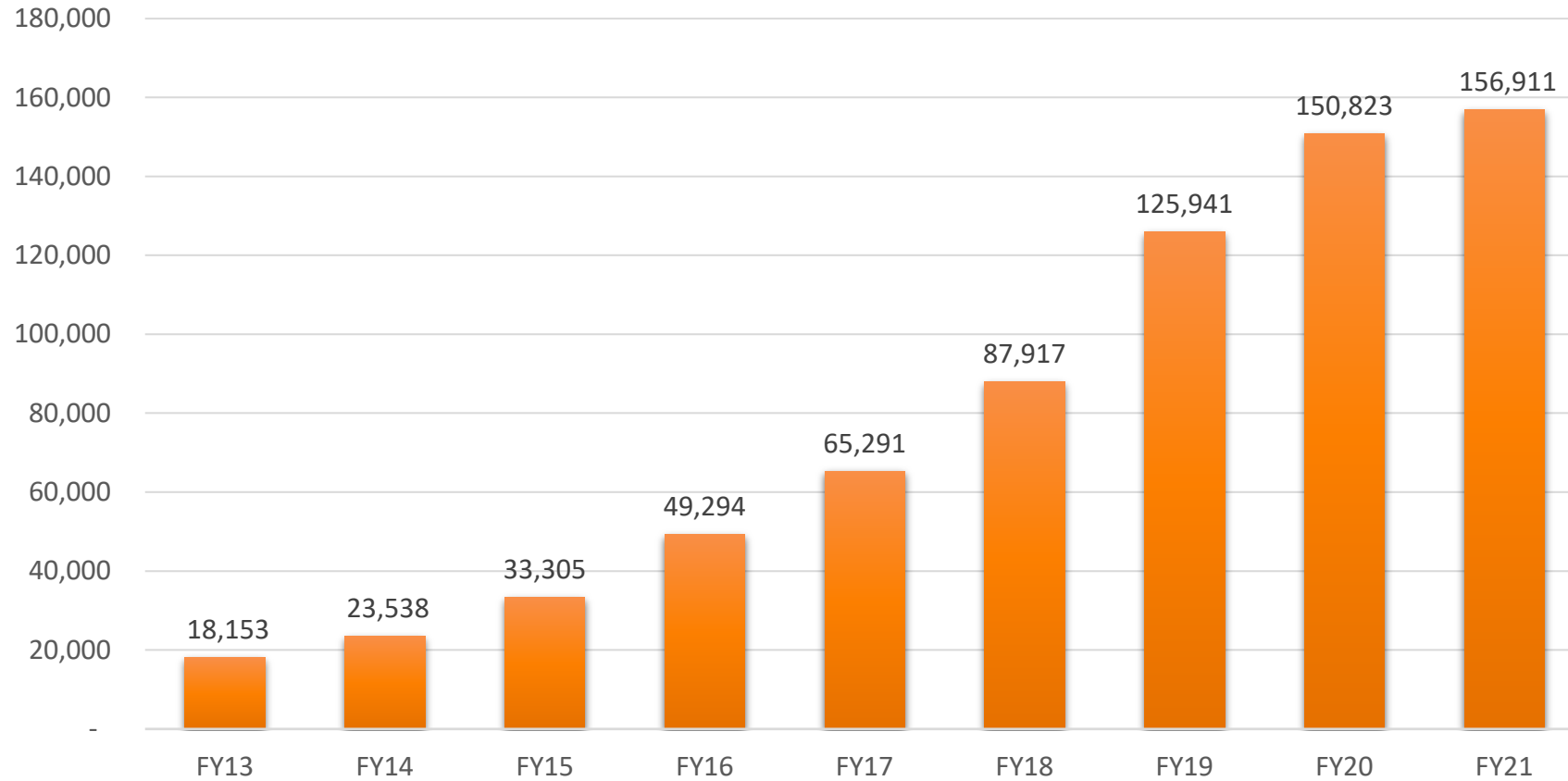
Key Assignment Statistics (cont.)

Incoming Assignment Requests FY2013 – Quarter 3 FY2021



Secretary-Held Portfolio

Portfolio Size Fiscal Year 2013 – Quarter 3 Fiscal Year 2021



Additional Information

FHA Resource Center

	Option	Point of Contact	Hours Available	Comments
1	FHA Knowledge Base – FAQs	www.hud.gov/answers	24/7/365	Knowledge Base web page includes option to email questions.
2	Email	answers@hud.gov	24/7/365	
3	Telephone	1-800-CALL-FHA (1-800-225-5342) Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.	8:00 AM to 8:00 PM Eastern M-F	Voicemail is available after hours or during extended wait periods.

FHA INFO emails: Frequent email notifications of new policies and training opportunities for anyone who signs up. Subscribe at: https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/FHA_INFO_subscribe

Discussion

with the panelists

Questions and Answers



Today's Sessions

Wednesday, August 11th, 2021

12:00-12:30 PM EDT	Counselor Certification Update
12:30-1:30 PM EDT	A Conversation with the Office of Housing Counseling Directors
2:00-3:00 PM EDT	Addressing the Unique Requirements of the HECM Product
3:30-4:30 PM EDT	Partnerships that Support Community Based Housing Counseling

Office of Housing Counseling



- **Event Webpage:**
www.hudexchange.info/programs/housing-counseling/2021-virtual-conference/
- **Find us at:**
www.hudexchange.info/counseling
- **Email us at:**
Housing.counseling@hud.gov



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Thank You for Attending!