

HUD Office of Housing Counseling
2022 Community Conference

Building the Housing Counseling Workforce

Tuesday, August 9th, 2022

4:00-5:00 PM EDT



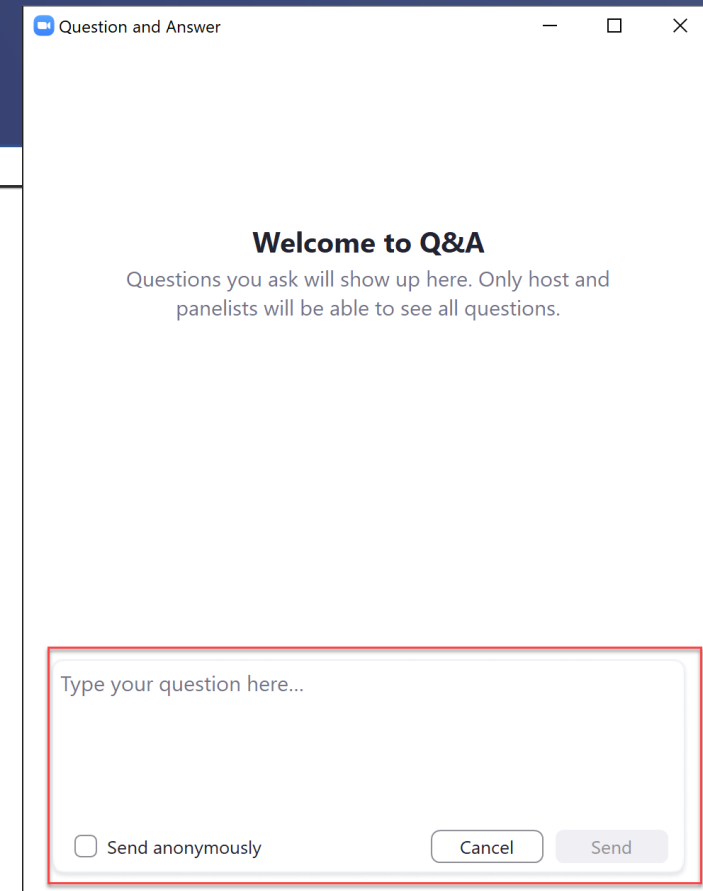
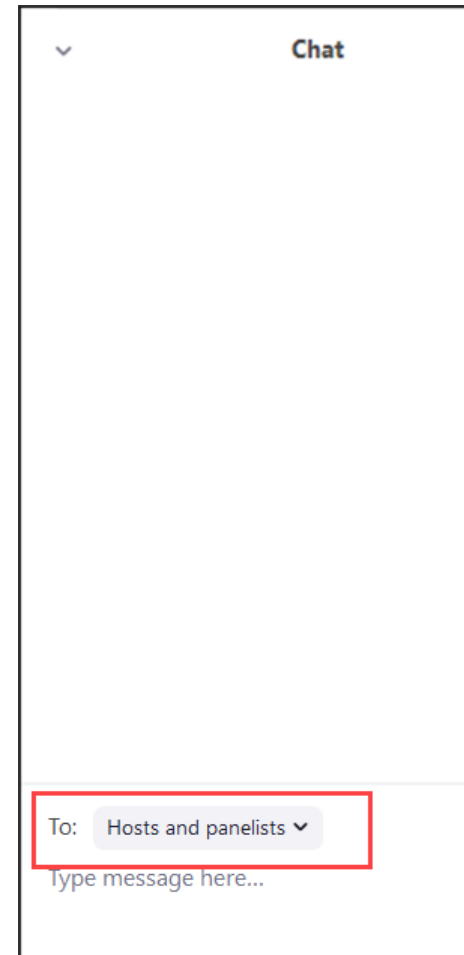
Questions?

- **Chat**

- Submit any technical issues via the Zoom Chat box
 - Send the message to the Host

- **Q&A**

- Submit any content related questions via the Zoom Q&A box
 - Send to Host, Presenter and Panelists



Materials

- The PowerPoint has been posted for this session. We will provide the link in the Chat box.
- Webinar materials are posted on the HUD Exchange in the [Webinar Archive](#) 7-14 days after the live webinar
 - Find by date or by topic

Housing Counseling Webinar Archives

Page Description

This page contains links to the archived versions of previously recorded webinars presented by the Office of Housing Counseling. In order to listen to the archived webinar, you will need call the 800 # listed and enter the access code. Any course materials, including the PowerPoint Presentations are also posted. You should have the presentations available when you listen to the webinar. If you have any questions regarding the webinars archived on this site, please contact [Virginia Holman](#).

Training Archive – Audio Replay and Transcript:

- Audio replay numbers are only available for 12 months after the date of the webinar
- Transcripts are available for webinars from February 2016 going forward

Get Credit for Training Sessions

If you have attended or completed any of the training sessions below, select the "Get Credit" button on the training page in order to get credit and add the course to your transcript. You must have a HUD Exchange account in order to get credit for training sessions.

Need a HUD Exchange Account?

[Register Now ▶](#)

Want to view webinars by topic?

The Office of Housing Counseling has a new page where webinars are organized by topic instead of date.

[Filter by Topic](#)

Click on the title to view webinar materials, and get credit for viewing the webinar.

Webinar Title and Link	Description	Date
Fringe Benefit Costs	This webinar discussed the Office of Management and Budget's (OMB's) cost principles related to fringe benefits and how to properly document and calculate fringe benefits.	February 15, 2022
Training NOFO Grant Execution	This webinar was recommended for all grantees awarded funding under the 2021 Housing Counseling Training NOFO (TNOFO).	February 8, 2022

Certificate of Attendance

- Attendance will be marked following the live sessions.
- Once attendance is marked you can print a Certificate by logging into your account and going to your [Learning Transcript](#).
- Select the Course Name and click “Print Certificate”. *Not all HUD Exchange trainings offer Certificates.*

Housing Counseling Webinar: 9902 Form and Toolkit - Revision Highlights, Tips, and Tools

Close Record

Progress: Completed **Status:** Enrolled **Required:** Yes **Duration:** 1 hour

Print Certificate

— Activities

Class Sessions

Agenda

- Housing Action Illinois & National Housing Resource Center (NHRC)
- Rural Community Assistance Corporation (RCAC)
- National Community Reinvestment Coalition (NCRC)
- Q&A
- Resources

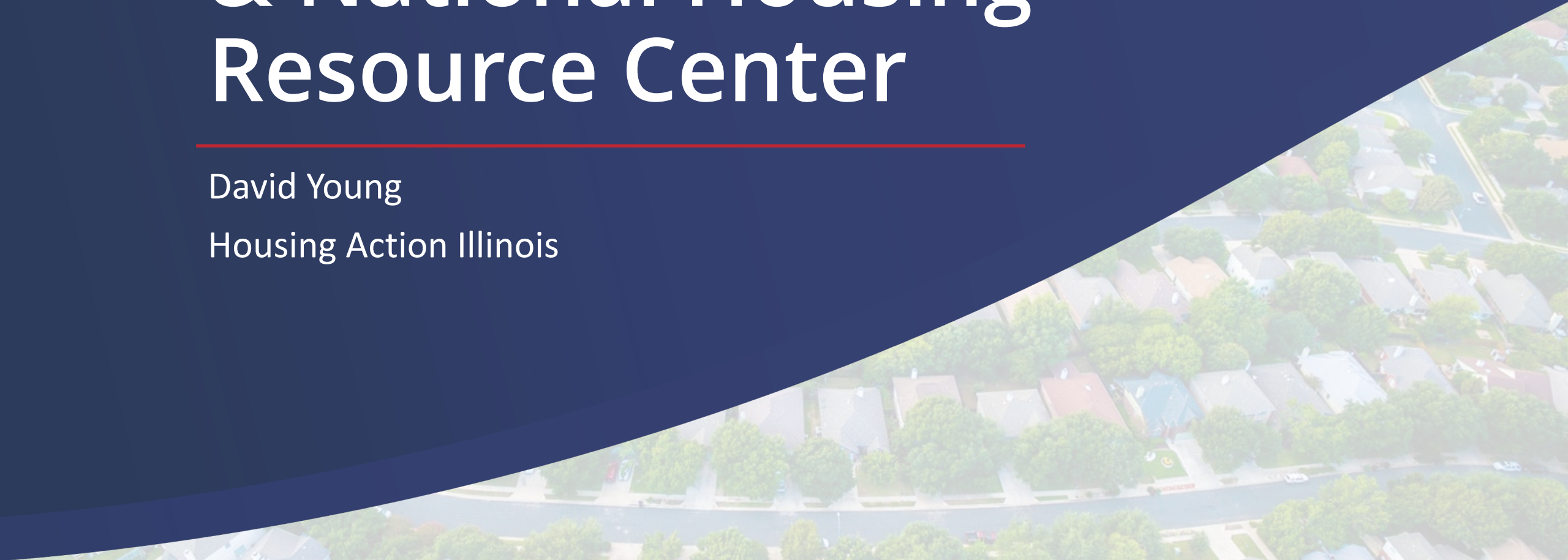
Speakers

- **Sid Alvarado**, Lead Housing Counseling Specialist, ICF
- **Stephanie Williams**, Deputy Director, Office of Outreach and Capacity Building (OCB), HUD's Office of Housing Counseling
- **David Young**, Director of Capacity Building, Housing Action Illinois
- **Debie Baranchuk**, Program Coordinator, and **Donna Lea Brooks**, Rural Development Specialist – Housing Counseling, Rural Community Assistance Corporation (RCAC)
- **Ibijoke Akinbowale**, Director of Community Impact, National Community Reinvestment Coalition (NCRC)

Housing Action Illinois & National Housing Resource Center

David Young

Housing Action Illinois



Career Path Training

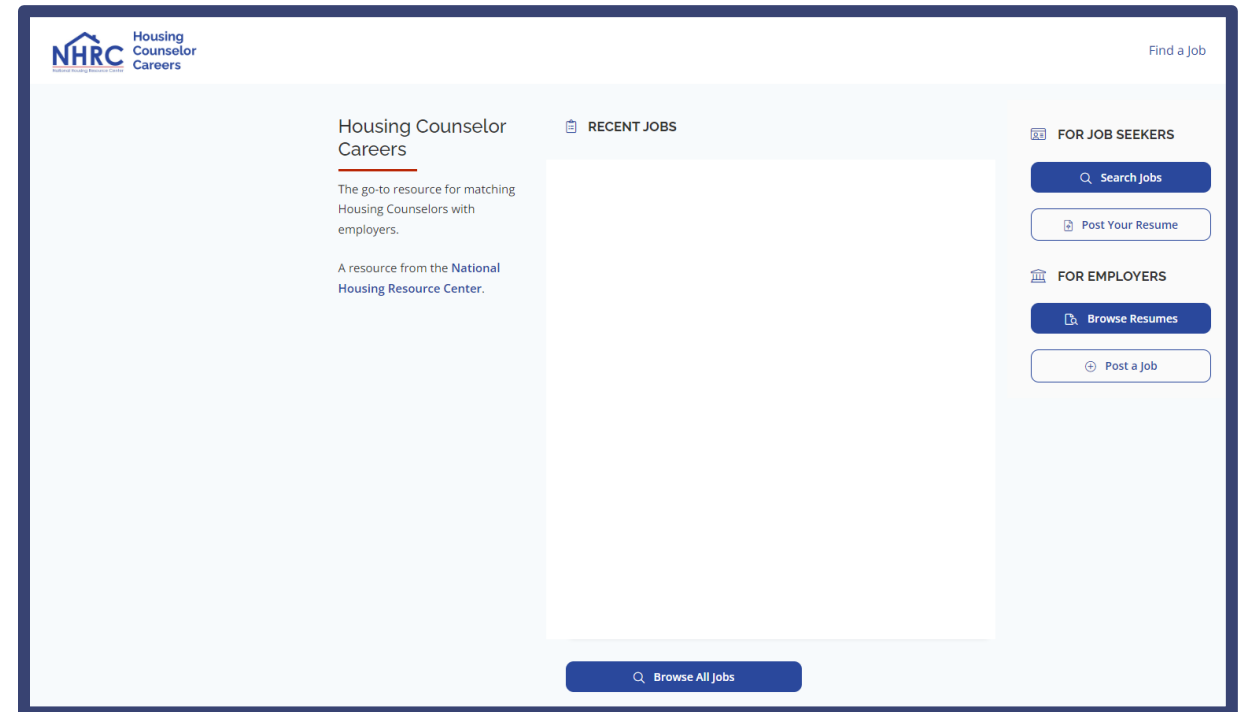
- Launched [Housing Counseling Career Path](#) training in January 2022
 - 12-hour training focused on preparing prospective counselors to take and pass the Certification exam
- Individuals passing the Certification exam are eligible for hire by a HUD approved agency

Target Groups

- Targeting three (3) distinct groups:
 - College students, especially those interested in social work/public service;
 - Recent retirees or persons seeking their second or third career; and
 - Former counseling clients
- 60 students have attended the first two trainings
- Upcoming trainings
 - September 13, 14, 15, 20, 21, 22 (English-Language)
 - November 9 , 10, 11, 15 , 16, 17 (Spanish-Language)
 - Join the [mailing list](#) to learn about more opportunities

NHRC's Housing Counselor Job Board

- Career Path training dovetails with [NHRC's Housing Counselor Jobs Board](#)
 - Students that have passed the Certification exam can upload their resume and respond to job postings



Rural Community Assistance Corporation (RCAC)

Debie Baranchuk and Donna Lea Brooks

RCAC



Training

Higher demand for specific training



Offer a variety of classes in different areas that allow counselors to concentrate on certain topics

Seasoned Counselors needing to improve their skills



Offer COVID related programs like Foreclosure prevention, HECM and credit counseling are very focused areas



Online, easier access for rural agencies and nationwide training opportunities



Low or no cost online training opportunities open it up for all with no travel expenses

Recruitment

Newly hired Counselors, no experience, need to take and pass the HUD Certification Exam immediately, or lose employment



Offer a pre-HUD Core Competencies course to teach them the math/income calculations and other basics to make the study course more understandable

Agencies registering new hires for training prior to them even starting employment



Provide tools necessary for them to start the study process as early as possible

New to the field, counselors are overwhelmed and worried about passing exam



Provide training that allows them to ask questions and work through math problems to gain confidence to pass the exam



Work through connectivity issues/ technical difficulties prior to class to ensure successful learning experience

Issues Raised by Network of HUD Housing Counseling Subgrantees

Training plans for small, rural agency may not be as robust as larger agencies



Strategize how to grow their program and training opportunities

Lack of existing Certified counselor with experience to mentor new hires



Use previous employees on a contract basis to help with training

Difficulty hiring an already Certified Counselor in rural areas. Small, rural agencies experienced gap in services due to no trained and Certified staff



Start working with newly hired staff without experience to obtaining Certification within 3, 6 or 9 months of hire



Implement a buddy system and study plan

Staff Retention

Lots of staffing turnover, existing counselors unable to become Certified, & staff retiring leaving gap in knowledge



Encourage retirees to stay involved to help with training new staff

As an Intermediary serving smaller rural areas, we see staff struggling in performing multiple roles, which is in line with the non-profit industry in general



Check to see if there are some tasks that can be completed by volunteers

- RCAC is supporting our network agencies in providing additional training and technical assistance, for instance implementing bi-monthly technical assistance to our network in order to maintain and increase their capacity to provide high quality services and remain in compliance with HUD regulations.

National Community Reinvestment Coalition (NCRC)

Ibijoke Akinbowale

NCRC



Focus Areas

1. Marketing
2. Education
3. Career Path

Education

Train student ambassadors and staff advisors on counseling basics to encourage black homeownership. Participants receive education on rental and foreclosure in connection with the CARES ACT and Homeowner Assistance Fund.

Marketing & Outreach

Students will work to increase the awareness of housing counseling as a resource for renters and homeowners. NCRC will develop a targeted communication strategy to highlight the university's partnership in the program and to support the student-developed campaigns.

Career Path

HCN is committed to developing a pipeline of potential counselors by recruiting students and pairing them with local housing counseling agencies. Students will have the opportunity to opt into a training program designed to prepare counselors for the HUD Certification.

Q&A



Resources

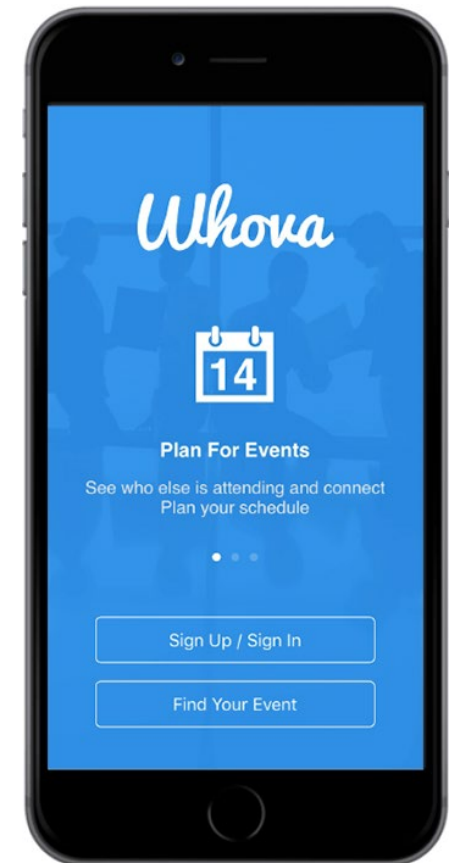
- [Housing Action Illinois](#)
- [National Housing Resource Center](#)
- [RCAC](#)
- [NCRC Home](#)

Continue the Conversation on 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**
- Utilize **session materials** and **resources**

Web App Link: https://whova.com/portal/webapp/oohcc_202208/

Invitation Code: community2022



Stay Connected!



- **Event Webpage:**
<https://www.hudexchange.info/trainings/housing-counseling-2022-virtual-community-conference/>
- **Find us at:**
www.hudexchange.info/counseling
- **Email us at:**
Housing.counseling@hud.gov

Tomorrow's Sessions

Session Time	Session Title		
12:00-12:40 PM EDT	Office of Housing Counseling 2022 Community Conference Day Two Welcome		
12:40-1:00 PM EDT	<i>Break</i>		
1:00- 1:30 PM EDT	Office of Fair Housing and Equal Opportunity's PAVE Taskforce Spotlight	Office of Community Planning and Development Spotlight	Offices of Multifamily Housing and Public and Indian Housing Spotlight
1:30- 2:00 PM EDT	<i>Break</i>		
2:00-3:00 PM EDT	Culturally Sensitive and Linguistically Appropriate Housing Counseling		
3:00-3:30 PM EDT	<i>Break</i>		
3:30-4:30 PM EDT	Making a Difference Through Partnerships with MSIs	Housing Counseling and the Disaster Recovery Process	

HUD Office of Housing Counseling 2022 Community Conference



Thank you for Attending!

This material is based upon work supported, in whole or in part, by Federal award number C-19-TA-VA-0011 awarded to ICF] by the U.S. Department of Housing and Urban Development. The substance and findings of the work are dedicated to the public. Neither the United States Government, nor any of its employees, makes any warranty, express or implied, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed or represents that its use would not infringe privately-owned rights. Reference herein to any individuals, agencies, companies, products, process, services, service by trade name, trademark, manufacturer, or otherwise does not constitute or imply an endorsement, recommendation, or favoring by the author(s), contributor(s), the U.S. Government or any agency thereof. Opinions contained herein are those of the author(s) and do not necessarily reflect the official position of, or a position that is endorsed by, HUD or any Federal agency.