Housing Action Illinois
HUD Office of Housing Counseling
Updates

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October 25, 2019
Agenda

• Housing Counseling Activity
• Office of Housing Counseling Updates
• Housing Counseling Data Collection (9902s)
• Disaster Recovery
• Housing Counselor Certification
• Resources
HUD Office of Housing Counseling

“The mission of the Office of Housing Counseling is to help families to obtain, sustain and retain their homes. We will accomplish this mission through a strong network of HUD-approved housing counseling agencies and counselors.”

- Network of approximately 1,750 housing counseling agencies
- HUD monitors compliance, conflicts of interest, and the quality of housing counseling
- HUD connects clients with participating housing counseling agencies through our website
- HUD provides grant funding for qualified applicants
OHC Updates

• **Grant Award and Administration**
  - FY19 Comprehensive NOFA
  - $43,000,000 million
  - Awards announced October 2, 2019

• **Training NOFA**
  - $2.5 million
  - Published August 6, 2019
  - Emphasis on HC Certification and HECM Default Counseling training
OHC Updates

• **Handbook Revisions**
  • Finalizing chapters for departmental clearance
  • Certification requirements in chapter revision
  • HECM default counseling capacity

• **HUD Form 9902 Revisions**
  • Public and Private dashboards are in development
Ordering Brochures and Posters

• Brochures can be ordered from HUD’s Direct Distribution Service from renee.m.davis@hud.gov or by calling 1-800-767-7468. Brochure order numbers are on the HUD Exchange.

• New toolkits for counselors posted on the HUD Exchange.
Housing Counseling Data Collecting (9902s)

Presented by Melissa Noe
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National Housing Counseling Activity FY 19 Q3

- Total Counseling Activity – 799,165 Clients

- Group Education: 37%
- Homeless: 2%
- Rental: 9%
- Pre-purchase: 29%
- Post-purchase: 6%
- Reverse Mortgage: 4%
- Mortgage Delinquency: 13%

OFFICE OF HOUSING COUNSELING
Illinois Housing Counseling Activity FY 19 Q3

Total Counseling Activity – 35,292 Clients
National One-on-One Counseling Activity FY 19 Q3

Total Counseling Activity – 500,795 Clients
Illinois One-on-One Counseling Activity FY 19 Q3

Total Counseling Activity – 22,788 Clients
Importance of Accurate Reporting

• Benefits HUD, stakeholders, and ultimately clients
  • 9902 data quantifies results of HUD’s Housing Counseling Program
  • Documents results of housing counseling efforts
  • Summarizes education activities
  • Demographics – serving target populations

• All agencies must report (regardless if grantee or not)

• Data Reported to Congress = funding appropriations
HUD 9902 Challenges

• The average quarterly 9902 reporting rate is 94%. OHC’s outreach plan is to send one reporting reminder email to all agencies and then one email to all agencies that haven’t reported by mid-month post deadline.

• Some agencies are not reporting their quarterly data cumulatively; HUD’s Housing Counseling System (HCS) does not verify totals

• Lower than expected reporting in Section 10
  • Agencies reported that the counseling resulted in a sustainable household budget for only 34% of the clients counseled.
  • Number of households counseled that gained access to resources to improve their housing situation (e.g. down payment assistance) reported was only 17% of clients counseled.
Impact and Scope of One-on-One Counseling Services

• In this section you should select as many impacts that apply to each of the households that you have counseled via one-on-one counseling.

• Unlike Sections 3-7 of the 9902, the total number of impacts reported in Section 10 does not need to add up to the totals reported in any other sections of this form.
Section 10 Total

• Please Remember: The Section 10 total does not have to match any other totals on the form. It can be higher or lower depending on the impact and scope of the one-on-one counseling services provided.
• **Remember: Follow-Up is mandatory.**

• Even though some outcomes are known upon the completion of the counseling session, most will require the Counselor to determine the outcomes through follow-up with the client.

• Follow-up should be done in person or via the telephone within 60 days from the date of the last client contact.
Role of Housing Counseling in Disaster Recovery
What Can You Do?

Pre-Event
- Financial Management & Budget
- Insurance
- Emergency Funds
- Essential Records
- Online and Mobile Banking

Impacts
- Financial Loss
- Joblessness
- Predatory Lending
- Identity Theft
- Foreclosure
- Homelessness

Post-Event
- Affordable Rental Housing
- Assistance Programs
- Fair Housing
- Foreclosure
- Retention Options
- Temporary Solutions
Helping During and After Community-wide Emergency

- Housing Counseling Agencies can have a major role with community-wide assistance.
- Staff any emergency service center to provide information to citizens (depending on the type of emergency).
- Set up activities such as blood drives, food banks, etc.
- May participate in the Community Emergency Response Team (CERT) Program and other similar groups.
Counseling After an Emergency

Post-emergency counseling is different from standard housing counseling. Some additional knowledge or resources may be needed.

- Much more intensive and long-term engagement with families, which is more like case management for the housing issues than like typical counseling tied to a single transaction (home purchase or loan modification)
- Understanding homeowners insurance
- Connecting to disaster recovery networks
- Assisting clients in a state of chronic distress
- Understanding in home repair financing and oversight
- Understanding in the construction process
Housing Counseling Disaster Recovery Toolkit

• The **Disaster and Emergency Resource Page for Housing Counselors** contains resources, news, and updates on declared emergencies and disasters

• Office of Housing Counseling Disaster Preparedness and Recovery Toolkit.
Disaster Recovery Resources

Available for download in Toolkit

Turn to a HUD Housing Counselor For Help

Don’t be a Victim of Cons and Scams
Housing Counselor Certification
Housing Counselor Certification

KEY PROVISIONS

Housing counseling required under or provided in connection with any program administered by HUD shall be provided only by organizations and counselors certified by the Secretary.

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 date: August 1, 2020
Required under or provided in connection with any program administered by HUD means:

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

- Financial management
- Property maintenance
- Responsibilities of homeownership and tenancy
- Fair housing laws and requirements
- Housing affordability
- Avoiding eviction and foreclosure
Organizations Possibly Affected

1. State and Local Governments
2. Public Housing Authorities
3. State Housing Finance Agencies
4. Community Housing Development Organizations
5. Other nonprofits or government agencies
Examples of Covered Programs

HOME

• Down payment assistance
• Purchasing units developed with HOME funds

CDBG

• Paying for Housing Counseling
• When assistance requires housing counseling

Family Self-Sufficiency

• If homeownership counseling is performed with FSS funds the coordinator must be certified
Options for Affected Agencies

• Apply to HUD for approval or join a HUD-approved Intermediary or State Housing Finance Agency as an affiliate
• Partner with other HUD approved Housing Counseling Agencies
  • Informal or formal referral agreement
  • Funding agreements
• Modify the program to be compliant
• Stop delivering Housing Counseling services
Counselor Certification Exam

- Certification Exam launched August 1st, 2017
- All agencies must comply by August 1st, 2020

Counselor must:

- Pass the certification exam covering six major topics
  - Only have to pass certification examination once
- Work for a HUD-approved housing counseling agency verified through FHA Connection
- 1,143 Certified Counselors as of August 16, 2019
NEW! Knowledge Assessment Tool

- Launched July 1, 2019
- This Knowledge Assessment Tool does not replace the existing practice exam but does provide candidates with detailed feedback.
- The assessment offers insight into the correct answers and provides recommended topics for further study.
- Recommendations will identify areas of strength and weakness for continued study.
- Also available in Spanish.
HUD Certified Counselor Progress

Top 10 states with the most agencies with HUD certified counselors:
- **New York**: 52 agencies
- **California**: 38 agencies
- **Pennsylvania**: 34 agencies
- **Florida**: 31 agencies
- **Michigan**: 29 agencies
- **Virginia**: 27 agencies
- **Illinois**: 25 agencies
- **Maryland**: 24 agencies
- **Massachusetts** and **Ohio**: 21 agencies

Congratulations to **Nevada** for certifying its first counselors in September 2019!

Data current as of October 1, 2019
Find us at:
www.hudexchange.info/counseling
www.hud.gov/housingcounseling

Counselor Training and Testing website:
www.hudhousingcounselors.com

Certification FAQs:
www.hudexchange.info/housing-counseling/faqs/

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