

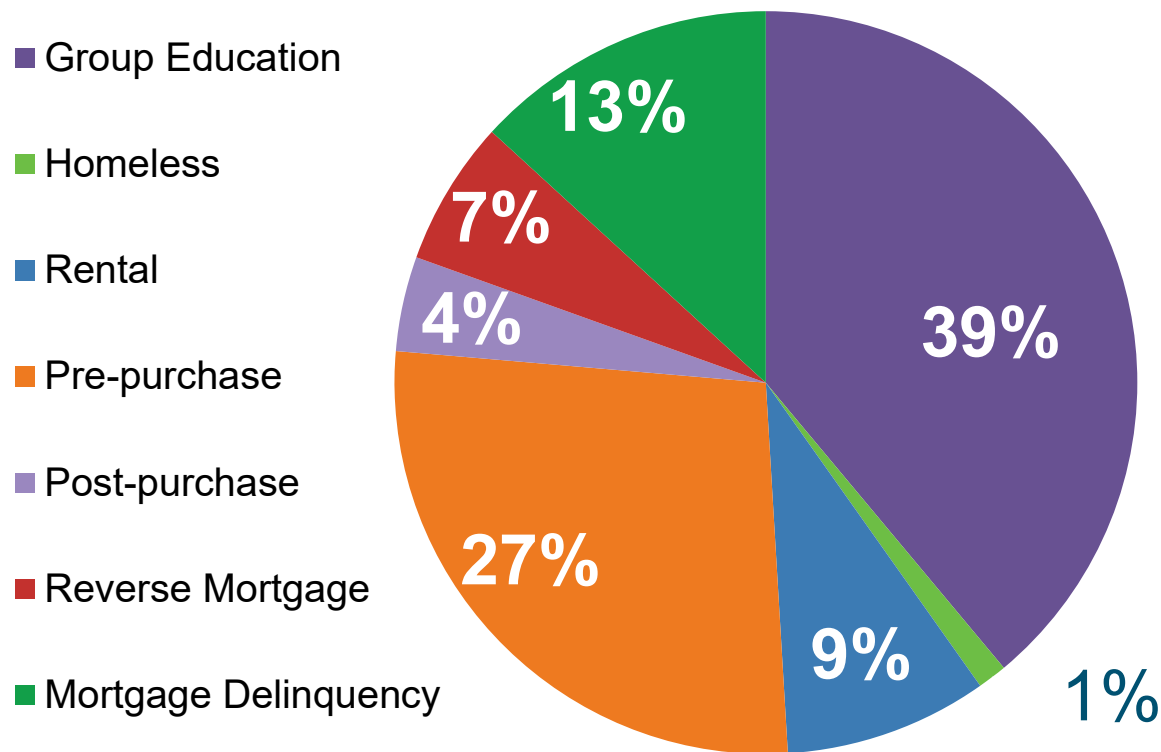
U.S. Dept. of HUD Office of Housing Counseling Updates

Housing Counseling Technology Convening

 Freddie Mac



National Counseling Activity



**Fiscal Year 2019
Total
Counseling
Activity
1,015,911 Clients**



Policy Priorities

Housing Counselor Certification

- 39% of HUD approved agencies have at least one certified housing counselor as of mid-January

CFPB No Action Letter

- Enables funding arrangements between lenders and housing counseling agencies

Financial Literacy and Education Commission

- Coordinates all federal efforts regarding financial literacy
- HUD housing counseling data collection is viewed as a model for other agencies

Housing Counseling & Technology

Service Delivery

- Delivery of housing counseling
 - 85% of Clients prefer online or telephone counseling
- HUD study shows preference for housing counseling

HUD 9902 Mapped to MISMO

- Sets a foundation for sharing housing counseling data and improving data consistency
- Increases the visibility and awareness of housing counseling

Data Standardization

- Facilitates better communication between lenders and counseling agencies

Client Management System Changes

- **HUD Plans Updates to 9902**

- Updates to terminology to increase clarity and consolidate categories
- Establishes new categories to collect data on reverse mortgage delinquency and disaster preparedness and recovery
- Maintains data base of certified counselors

Affordable Housing

In FY 2019, HUD Approved Counseling Agencies Helped:

360,155 Clients

- Worked with a housing counselor to develop a sustainable household budget

15,233 Clients

- Improved home conditions or home affordability

152,370 Clients

- Improved their financial capacity

30,036 Clients

- Prevented or resolved a mortgage default

**Pre-purchase counseling helps clients determine what is affordable.
Mortgage default avoidance counseling helps sustainability.**

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Find us at:

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