

Housing Counseling Frequently Asked Questions – Follow Up

Q. What are the requirements for counseling follow up?

A. To meet the requirements in 24 CFR 214.300, (<http://www.hud.gov/offices/hsg/sfh/hcc/final.pdf>) follow up must be conducted by a housing counselor to assure that a client is progressing toward his or her housing goal(s), and evaluate whether to modify or terminate counseling. Follow up must be conducted through a direct conversation with the client.

Q. Can a counseling agency contract with a third party to conduct follow up on counseling sessions?

A. Some counseling agencies are receiving proposals from third parties that will conduct follow up on counseling sessions to determine outcomes, typically via letter, for a fee. While having a third party send out a letter that documents counseling session outcomes is permissible, it should be noted that this type of activity does not meet HUD requirements for counseling session follow up. Follow up is considered a portion of a given counseling session, and as such, must be completed by a housing counselor (not a third party) through a conversation with the client (not via letter).