



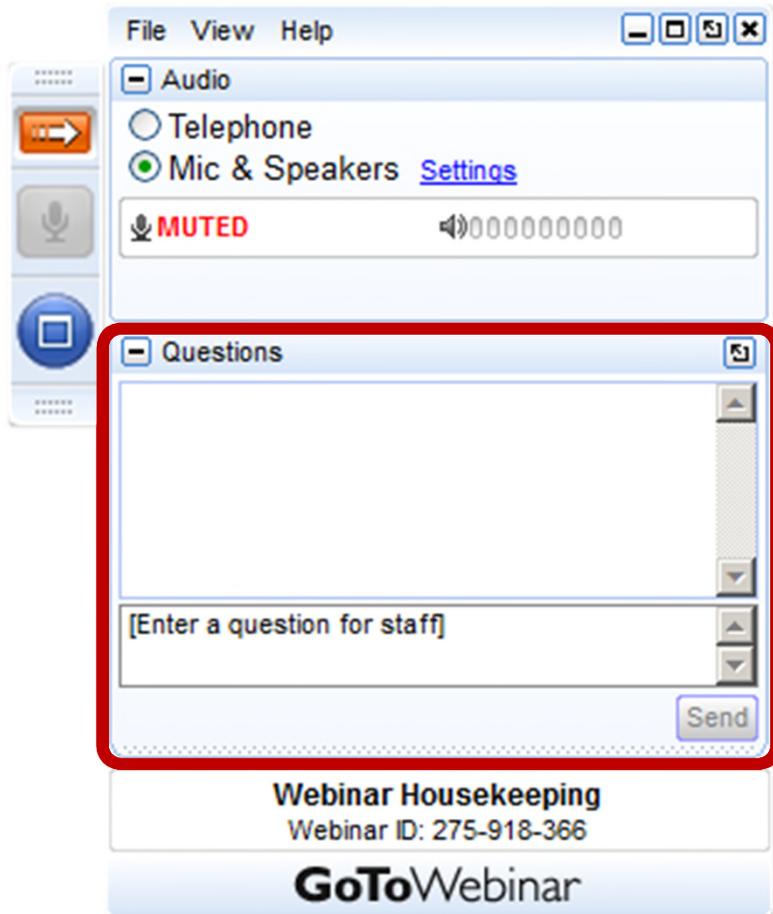
Stakeholders Meeting Training for Housing Counselors LHCAs and subgrantees/affiliates

**Please call: (conference call number)
Participant Access Code: (access code number)
to join the conference call portion of the webinar**

Webinar Logistics:

- Audio is being recorded. It will be available along with the PowerPoint at www.hud.gov/housingcounseling.
- Attendee lines will not be muted during presentation. Please prevent background noise and mute your phone by pressing * 6

GoToWebinar: Ask Questions



Your Participation

You may submit your text questions and comments using the Questions Panel.

You can also send questions and comments to housing.counseling@hud.gov

Note: Today's presentation is being recorded and will be provided within 48 hours. The replay information will be sent out via ListServ.

Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



Lorraine Griscavage-Frisbee

Deputy Director

Office of Housing Counseling,
Office of Outreach and Capacity Building

Agenda

Purpose:

To ascertain what types of training housing counselors participate in and what future training needs agencies would like to see.

Topics:

- Past Training experiences
- Delivery of Training
- Future Training Needs

Session Guideline

In order to retain the integrity of the rule making process, we cannot discuss Dodd-Frank certification exam training and the certification examination.

Sources of Training for Housing Counselors

- HUD training classroom, webinars and on-line
- HUD training NOFA grantees – Neighborworks, National Community Reinvestment Coalition (NCRC), National Counsel of La Raza (NCLR)
- Parent entity/Intermediary sponsored training for network
- Local, State, National Housing Coalitions
- Other Sources

Polling Question #1

- **What types of training provided by HUD have you participated in during the last year?
Check all that apply.**
 - Webinars on housing counseling related topics including archived webinars
 - Webinars on FHA related topics
 - National Service Center On-line training for FHA Loss Mitigation
 - HUD guest speaker at an event not sponsored by HUD
 - Did not participate in any HUD training last 12 months

Discussion Questions

Feedback on Past HUD training

- What training have you participated in?
- Do you view archived OHC webinars?

Comments about topics covered by OHC

- What did you find helpful?
- What can HUD approve ?

HUD Housing Counseling Training Grants

- Awarded yearly by HUD; FY14 was for \$2 million
- Supports training activities designed to improve and standardize the quality of counseling provided by housing counselors
- Must include general knowledge coursework on Dodd-Frank certification topics

Polling Question #2

- **Have you participated in NeighborWorks, National Community Reinvestment Coalition (NCRC), National Counsel of La Raza training within the last year?
Check all that apply.**
 - National Training Institute
 - Place-based training
 - On-line training or webinar
 - Check if you received a scholarship
 - Did not participate in any HUD grantee training last 12 months

Discussion Questions

Feedback on Training with HUD grantees

- What training have you participated in?
- Did you seek certification?
- What information did you find helpful?
- Were you able to use the information when counseling clients?
- What types of scholarships did you receive?

Discussion Questions

Feedback on Training with HUD grantees

- For those of you that did not attend training, please explain why not
- Do you have any suggestions to improve the scholarship process?

Discussion Questions

Feedback on Training with HUD grantees

- How can training by HUD grantees be improved?

Polling Question #3

Please identify other entities that have offered training that you participated in during the last 12 months. Select all that apply:

- Other Government Entities such as US Treasury or Consumer Financial Protection Board
- State Housing Finance Agency sponsored training
- Coalition sponsored training
- For-Profit (such as a lending or real estate group)
- Did not participate in any such trainings last 12 months

Discussion Questions

Feedback on Training from Other Entities

- Provide examples of topics offered by these other entities.
- How did you find out about these other trainings?
- Would you find it helpful if OHC posts training information about other government or non-profit training?
- Any best practices you can share with OHC to help us improve our training?



Ginger Holman

Housing Program Specialist

Office of Housing Counseling,
Office of Outreach and Capacity Building

Training Delivery Methods

The next topic we want feedback on is how well different delivery methods of training fit into your work schedule and the benefits and challenges of each type of delivery method.

Major delivery methods:

- On-line – self paced training
- Webinar – live, interactive
- Place-based – classroom style; usually only one class available
- Training institute – Typically week long major conferences with numerous class offerings

Polling Question # 4

In the 12 months, check which types of delivery methods you have received training.

Check all that apply.

- On-line – self paced training
- Webinar – live, interactive
- Place-based – classroom style; usually only one class available
- Training institute – Typically week long major conferences with numerous class offerings
- Did not participate in any training last 12 months

Discussion Questions

Feedback – HUD delivery of training

Since the launch of the OHC, we have refocused from local place-based training by 4 homeownership centers to national training. Primary delivery method has been webinars.

- Is there feedback on our delivery of webinars?
- Suggestions for improvement
- Do you know where to find archived webinars?
- Other delivery methods you would like to see from OHC
- Issues and methodology for receiving certifications for OHC training

National Training Grantees Training Delivery

Our national training grantees offer training and education in the following ways:

- On-line – self paced training
- Webinar – live, interactive
- Place-based – classroom style; usually only one class available
- Training institute – Typically week long major conferences with numerous class offerings

Polling Question # 5

Select your preferred method to participate in training offered by NW, NCRC, and NCLR:

- On-line – self paced training
- Webinar – live, interactive
- Place-based – classroom style; usually only one class available
- Training institute – Typically week long major conferences with numerous class offerings

Discussion Questions

Discussion on Delivery Methods

- What are your opinions on the advantages and challenges with each of these delivery methods?
 - On-line – self paced training
 - Webinar – live, interactive
 - Place-based – classroom style; usually only one class available
 - Training institute – Typically week long major conferences with numerous class offerings
- Would you like to see any changes in the way our training grantees deliver training?
- Is there a preference for delivery of training?

Polling Question # 6

Select housing counseling topics you would like to receive training on in the next 12 months.

Check all that apply.

- Recordkeeping/Delivery of Counseling Services
- Conflict of Interest
- Grant Management
- Network Management
- Financial Management/PARS

Discussion Questions

Please provide feedback on housing counseling topics you want OHC to train on in the next 12 months.

- Recordkeeping/Delivery of Counseling Services
- Conflict of Interest
- Grant Management
- Network Management
- Financial Management/PARS
- Is there need for more HECM training?

Discussion Questions

Please provide feedback on other topics you want training on in the next 12 months from OHC or other offices at HUD?

- FHA
- Fair Housing and Equal Opportunity
- Public Housing/Section 8
- Community Development Programs
- Data sources

Discussion Questions

Sometimes OHC is able to facilitate training from other Government Entities

- In the past OHC has facilitated training from other entities such as Consumer Financial Protection Board.
- Are there any training topics you are interested in with other Government Entities that we can try to Facilitate?

Discussion Questions

- **Training needs from HUD Training Grantees – NW, NCRC, and NCLR**
- Our training partners provide an extensive list of topics and several certification programs
- Are you interested in any new types of certification programs?
- Suggestions for new training topics
- Any other suggestions

Conclusion

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For housing counseling program information, grant information, training and events, counselor resources and to sign up for our listserv.

www.hud.gov/housingcounseling

Questions or comments:

housing.counseling@hud.gov