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As the link between sustainable homeownership and quality counseling and education becomes more and more clear, stakeholders across the housing industry agree that there is a vital need to ensure that consistently high-quality counseling and education become the norm across the nation. We call it “Homeownership Done Right™”—three simple words which are embodied in the National Industry Standards for Homeownership Education and Counseling. Simply put, the National Industry Standards are a set of training and performance benchmarks designed to promote increased quality and reliability in the delivery of homeownership education and counseling programs. In practice, they provide a common industry roadmap for excellence that delivers confidence to homebuyers and which instills professionalism and credibility among and across the diverse stakeholders who are part of the homeownership experience.

Creating industry-wide standards for homeownership counseling and education is a basic idea, but one that has far-reaching benefits. By adopting the National Industry Standards, homeownership counseling organizations demonstrate their belief in the importance of maintaining a high level of expertise on the part of their counselors and educators and of ensuring that all clients receive consistent, quality service. Likewise, by supporting the Standards, Housing Finance Agencies, other government entities, regional and national lenders, mortgage insurers and GSEs demonstrate accountability and commitment towards providing the greatest chance for sustainable homeownership. In turn, consumers gain confidence knowing that organizations that adopt and follow the Standards can be counted on to provide reliable information and professional service that has the homebuyer’s best interests in mind. Put it all together, and you get “Homeownership Done Right™”

Encouraging Nationwide Quality
Organizations providing homeownership counseling and education services are encouraged to integrate the recommended benchmarks from the Standards into their everyday business operations and strive to exceed these benchmarks. The National Industry Standards for Homeownership Education and Counseling focus on a set of six core areas:

**Competency**, including strong knowledge of the homebuying process, money management and credit

**Skills**, including communication and listening skills, adult education and facilitation skills

**Training**, with recommendations for a minimum number of hours of training and certification

**Operational Knowledge**, regarding programs, fundraising and marketing

**Code of Ethics and Conduct**, which practitioners must sign and abide by

**Performance Standards**, including standards for delivery, curriculum, recordkeeping and reporting

Benefits of the Standards
The National Industry Standards for Homeownership Education and Counseling provide numerous benefits to a wide variety of housing industry stakeholders.
Benefits for Community Development Organizations

By adopting the National Industry Standards, organizations are better able to:

- Promote responsibility and sustainability for homeownership in the community
- Create consistencies in content delivered to clients across the nation
- Raise awareness for the organization and the homeownership counseling/education field
- Gain the public’s trust
- Provide guidance to practitioners to perform at the highest level of professionalism
- Promote sustainability for organizations that adopt the Standards by reassuring funders and fee-paying clients of the quality of services provided
- Allow consumers to identify organizations that adopt and follow the Standards to ensure they are receiving high-quality, ethical service
- Elevate the industry’s reputation for quality service delivery

Benefits for Practitioners

Achieving (or exceeding) the benchmarks established by the Standards helps homeownership professionals to:

- Increase their knowledge and skill-set to best serve their clients
- Earn the trust of their clients
- Distinguish themselves professionally
- Advance their career
- Enhance their credibility and image

Benefits for Partner Organizations

By endorsing and promoting the Standards, corporations and government entities:

- Take the lead in advocating for education and counseling as a critical part of the homeownership experience
- Demonstrate their commitment to best practices in achieving sustainable homeownership
- Show public support for homeownership educators and counselors
- Endorse a mechanism that will instill greater public trust in the market
- Raise the bar of excellence for organizations seeking funding opportunities

Benefits for Homebuyers and Homeowners

Homebuyers and current homeowners benefit by knowing that organizations that adopt and follow the Standards will:

- Provide a solid source of information to draw upon before and after the home purchase
- Make sure their counselors/educators serve clients with competence, fairness and respect
Ensure that clients receive consistent and correct information

Provide counselors/educators with the proper tools and training to support their work

**Development of The National Industry Standards**

Building on the effective practices found at every point of the homeownership experience, the National Industry Standards for Homeownership Education and Counseling were drawn from a variety of sources, including existing standards used by the U.S. Department of Housing and Urban Development (HUD) and local, regional and national housing counseling agencies. Input on the Standards was gathered by the Advisory Council for the National Industry Standards and from a variety of housing industry partners.

**Advisory Council**

Bank of America
Chase
Chrysalis Consulting Group, LLC
Citi
Community Development Corporation of Long Island, Inc.
Consumer Credit Counseling Services of San Francisco
Fannie Mae
Federal Reserve Board
Freddie Mac
The Housing Partnership Network
Minnesota Housing
Mortgage and Credit Center
NAREB – National Investment Division
National Association of REALTORS®
National Council of State Housing Finance Agencies
National Council of La Raza
NeighborWorks® America
NHS of Great Falls
U.S. Department of Housing and Urban Development
Wells Fargo
How To Use This Booklet

This booklet is designed to serve three purposes: (1) To provide comprehensive information about the National Industry Standards and the Code of Ethics and Conduct for professionals across the homeownership industry, (2) To be a call to action for organizations to adopt the National Industry Standards and (3) To serve as a reference guide for practitioners—homeownership educators and counselors, as well as other homeownership industry professionals—who will benefit from having the National Industry Standards guidelines and benchmarks and Code of Ethics and Conduct printed in one handy place.

Adopting The Standards

Many organizations that currently provide homeownership education and counseling will find that their programs meet or exceed the recommended benchmarks for industry standards and can readily adopt the National Industry Standards and National Industry Standards Code of Ethics and Conduct.

For more information and to adopt the Standards, turn to page 32 and log on to www.homeownershipstandards.com.
Purpose of the Standards

To ensure consistency in the quality of homeownership education efforts nationwide, and adopt industry best practices.

In order to best serve clients, organizations providing homeownership education and individual homeownership educators agree to adopt the following:

Core Operating Standards

1. Competency: Possess a strong knowledge in the area of homeownership—specifically the homebuying process, budgeting, money management, credit, banking, mortgage financing, down payment assistance, insurance, community involvement, home maintenance, loss mitigation, foreclosure prevention, fair housing, delinquency intervention, refinancing, anti-fraud or anti-predatory lending and relevant local, state and federal laws.

   - **Recommended Benchmark:** Individuals new to the field of Homeownership Education should obtain appropriate orientation and introductory level training during the initial six months of employment.

2. Skills: Demonstrate an understanding of adult education techniques and training, cultural competency, facilitation skills and training methods, presentation skills, audio/visual techniques, planning and designing trainings, and participatory training techniques.

3. Training: As soon as possible, but within 18 months of being hired, homeownership educators will obtain minimum training as a homeownership educator equivalent to no less than 30 hours of facilitated instruction covering topics included in Standards 1 and 2 above, utilizing a variety of methods which could include lecture, interactive, demonstration, on-line and case study.

4. Certification: A certification standard is critical to establishing professionalism and value to homeownership education. After completing minimum training, certification will require a homeownership educator to take and pass a comprehensive exam demonstrating at least 80% proficiency. The exam will test the skills and core competency areas identified in Standards 1 and 2 above, as well as the related content and activities identified in Exhibits A and B herein.

   - **Recommended Benchmark:** Certification must be completed as soon as reasonably possible, but no later than 18 months from the start of employment.

5. Continuing Education: Complete a minimum of 10 hours of continuing education annually in subjects relative to the core content and delivery of homeownership education.

   - **Recommended Benchmark:** Continuing education requirements for most certification programs will meet or exceed this standard.

6. Homeownership Program Operations: Implement effective program operations, including outreach and marketing, partnership building, fundraising, customer service, customer tracking, reporting, program evaluation and program design.
Standards for Homeownership Education

Homeownership Done Right™

7. National Industry Standards Code of Ethics and Conduct Statement: Sign and adopt the written National Industry Standards Code of Ethics and Conduct that specifically addresses any real and apparent conflicts of interest, guidelines for professional behavior, privacy and confidentiality, payment for services, consultation, referrals, quality assurance and integrity.

Performance Standards

1. Delivery: Perform face-to-face group homeownership education to clients, utilizing a variety of interactive techniques.

   - **Recommended Benchmark:** Homeownership education occurs before a purchase contract is signed in pre-purchase education.

   - **Recommended Benchmark:** Content, delivery and format of the training is tailored to meet the needs of the participants.

   - **Recommended Benchmark:** Participants should be provided service in a timely manner, requisite with the service need. At a minimum, upon request participants should receive acknowledgement of inquiry within two business days of initial contact, and delivery of education within a two-week timeframe.

   - **Recommended Benchmark:** Homeownership educators should use a training manual, and make materials available to attendees.

   - **Recommended Benchmark:** A certificate of completion is provided to customers who successfully complete the training.

   - **Recommended Benchmark:** Customer satisfaction surveys are used to evaluate the effectiveness of the homeownership education.

   - **Recommended Benchmark:** Offer and encourage individual counseling in conjunction with the provision of all group education.

   - **Recommended Benchmark:** A code of ethics is utilized for all volunteer trainers, coupled with an orientation regarding the mission, philosophy and delivery of the training.

2. Curriculum: Utilize a comprehensive curriculum containing the following minimum core content:* 

   **Pre-Purchase Education**
   - Assessing Readiness to Buy a Home
   - Budgeting and Credit
   - Financing a Home
   - Selecting a Home
   - Maintaining a Home and Finances

*See detailed list of acceptable content and topics
Post-Purchase Education (when offered)
- Community Involvement
- Budgeting for Homeownership
- Maintaining a Home and Home Improvement
- Financing and Sustaining Homeownership
- Avoiding Delinquency and Foreclosure

- **Recommended Benchmark:** There are a number of excellent consumer curricula that have been developed by various organizations, service providers, state collaboratives, etc, which may meet or exceed the standard for curriculum content. These curricula must contain the components mentioned above.

- **Recommended Benchmark:** Specialty topics, such as financial literacy, reverse mortgage lending, individual development accounts (IDAs) and foreclosure prevention, may also at times be delivered as group education. Use of nationally developed and utilized curriculum, and/or an equivalent is recommended. Homeownership educators should secure appropriate training in the appropriate specialty topic.

3. **Expected Education Outcome:** Upon completion of homeownership education, clients will be able to demonstrate an understanding of the following: preparing for homeownership, budgeting and credit management, financing a home, selecting a home, maintaining a home and finances* and avoiding delinquency and foreclosure.

- **Recommended Benchmark:** Optimally, the time allocated for comprehensive, effective delivery of pre-purchase curriculum to achieve a desired expected outcome and cover content adequately is eight hours of education. In some circumstances (e.g., based on pre-assessment of learners’ needs) hours may vary, but in no case would less than four hours be sufficient.

4. **Recordkeeping:** Collect and maintain specific information from education clients in accordance with all laws and governing organizations (i.e., HUD, Intermediary, etc.).

- **Recommended Benchmark:** An intake form should be completed and collected with client profile information to include contact information, services sought/provided, household size, ethnicity (optional), household income, date and type of workshop attended, workshop format and length.

- **Recommended Benchmark:** Aggregate information for group education should be maintained including total number of persons served and other demographic information.

- **Recommended Benchmark:** Utilize a checklist to ensure files maintained are consistent and meet reporting standards and quality assurance.

- **Recommended Benchmark:** Files should be maintained in secured file cabinets in order to protect client privacy. Scanned documents or electronic files should maintain the highest level of client security.

*See detailed criteria for core understanding
- **Recommended Benchmark:** Files should be maintained for a minimum of three years. Longer file retention requirements may be required if the household has received grant or loan assistance through state or federal subsidy programs. At the time of disposal, files should be shredded.

5. **Reporting:** Utilize an electronic Client Management System (CMS) for collecting and reporting data.

- **Recommended Benchmark:** An electronic method in place for collecting reporting data may be as basic as an Excel spreadsheet or Access database application that captures needed data fields from each client, but preferably should be a software application compliant with HUD’s CMS vendor list or equivalent. Visit www.hud.gov to view HUD’s CMS vendor list.

6. **Service Thresholds:** Establish referral networks for individuals and families seeking services that the homeownership educator does not provide or possess sufficient competency to adequately and effectively deliver.

- **Recommended Benchmark:** Examples of such services may include: individual/personal counseling services, housing search assistance, legal aid, relocation assistance, etc.
## Exhibit A

### Pre-Purchase Standard Homeownership Education Content

<table>
<thead>
<tr>
<th>Key Topics</th>
<th>Client Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessing Homeownership Readiness</strong></td>
<td></td>
</tr>
<tr>
<td>Pros and cons of homeownership</td>
<td>Understand the benefits and responsibilities of homeownership</td>
</tr>
<tr>
<td>Overview of the home purchase process</td>
<td>Conduct self-assessment of homeownership readiness</td>
</tr>
<tr>
<td>Housing affordability</td>
<td>Calculate housing affordability</td>
</tr>
<tr>
<td>4 C's of credit</td>
<td>Understand how lenders determine mortgage readiness</td>
</tr>
<tr>
<td><strong>Budgeting and Credit</strong></td>
<td></td>
</tr>
<tr>
<td>Importance of goal setting</td>
<td>Set financial goals</td>
</tr>
<tr>
<td>Tracking expenses</td>
<td>Develop system to track expenses</td>
</tr>
<tr>
<td>Setting up a spending plan</td>
<td>Create a realistic spending plan</td>
</tr>
<tr>
<td>Budgeting and saving tips</td>
<td>Identify ways to reduce expenses and increase savings</td>
</tr>
<tr>
<td>Importance of good credit</td>
<td>Understand the importance of good credit</td>
</tr>
<tr>
<td>Understanding credit and how to protect credit ratings</td>
<td></td>
</tr>
<tr>
<td>Credit bureaus, reports and scores</td>
<td>Order credit reports and credit scores</td>
</tr>
<tr>
<td>How to fix credit problems</td>
<td>Improve credit rating</td>
</tr>
<tr>
<td>Debt management tips</td>
<td>Reduce debt</td>
</tr>
<tr>
<td><strong>Financing a Home</strong></td>
<td></td>
</tr>
<tr>
<td>How a lender decides whether or not to lend</td>
<td>Understand how lenders make loan decisions</td>
</tr>
<tr>
<td>Housing affordability and qualification</td>
<td>Calculate housing affordability</td>
</tr>
<tr>
<td>Sources for mortgage loans</td>
<td>Understand where to obtain a mortgage loan</td>
</tr>
<tr>
<td>Predatory loans and how to avoid them</td>
<td>Avoid high-risk loans</td>
</tr>
<tr>
<td>Types of mortgage loans</td>
<td>Choose appropriate loan product and source</td>
</tr>
<tr>
<td>Special financing products</td>
<td>Understand resources available to assist with home purchase</td>
</tr>
<tr>
<td>Steps in the mortgage loan process</td>
<td>Understand the loan process</td>
</tr>
<tr>
<td>Loan application and approval process</td>
<td></td>
</tr>
<tr>
<td>Common lending documents</td>
<td>Assemble documents needed for loan application</td>
</tr>
<tr>
<td>Key Topics</td>
<td>Client Outcome</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>What to do if the loan is denied</td>
<td>Address issue listed as the reason for loan denial</td>
</tr>
<tr>
<td>Closing process</td>
<td>Understand the loan closing process</td>
</tr>
<tr>
<td><strong>Shopping for a Home</strong></td>
<td></td>
</tr>
<tr>
<td>The homebuying team</td>
<td>Understand the professionals involved in the homebuying process</td>
</tr>
<tr>
<td>Real estate professionals</td>
<td>Understand the different types of real estate professionals</td>
</tr>
<tr>
<td>Types of homes and ownership</td>
<td>Understand housing and titling options</td>
</tr>
<tr>
<td>How to select a home and neighborhood</td>
<td>Determine housing wants versus needs</td>
</tr>
<tr>
<td>How to make an offer</td>
<td>Understand the home purchase process</td>
</tr>
<tr>
<td>Negotiating tips</td>
<td></td>
</tr>
<tr>
<td>The purchase contract</td>
<td></td>
</tr>
<tr>
<td>Inspections</td>
<td>Understand the importance of a professional home inspection</td>
</tr>
<tr>
<td>Escrow and closing process</td>
<td>Understand the escrow and closing process</td>
</tr>
<tr>
<td><strong>Maintaining a Home and Finances</strong></td>
<td></td>
</tr>
<tr>
<td>How to maintain and protect a home after moving in</td>
<td>Understand costs associated with homeownership, including taxes, insurance, maintenance, etc.</td>
</tr>
<tr>
<td>Home safety and security</td>
<td>Create emergency plan</td>
</tr>
<tr>
<td>Energy efficiency</td>
<td>Reduce energy usage</td>
</tr>
<tr>
<td>Preventive maintenance</td>
<td>Create plan for routine maintenance</td>
</tr>
<tr>
<td>Home repairs and improvements</td>
<td>Understand the difference between repairs and improvements</td>
</tr>
<tr>
<td>Working with a contractor</td>
<td>Understand how to work with a contractor</td>
</tr>
<tr>
<td>Community involvement</td>
<td>Get involved in the community</td>
</tr>
<tr>
<td>Record keeping</td>
<td>Set up a record-keeping system</td>
</tr>
<tr>
<td>Taxes</td>
<td>Understand tax issues associated with homeownership</td>
</tr>
<tr>
<td>Insurance</td>
<td>Understand different insurance policies associated with homeownership</td>
</tr>
<tr>
<td>What to do if you can't make a payment</td>
<td>Contact lender immediately if there are financial issues</td>
</tr>
<tr>
<td>Predatory lending and other financial pitfalls</td>
<td>Avoid high-risk loans</td>
</tr>
</tbody>
</table>
### Exhibit B

#### Post-Purchase Standard Homeownership Education Content

<table>
<thead>
<tr>
<th>Key Topics</th>
<th>Client Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Budgeting for Homeownership</strong></td>
<td></td>
</tr>
<tr>
<td>Staying financially fit as a new homeowner</td>
<td>Review spending plan and revise with new expenses of mortgage payments, maintenance, reserves, utilities, homeowners association fees and investments</td>
</tr>
<tr>
<td>Budgeting</td>
<td></td>
</tr>
<tr>
<td>Maintaining good credit</td>
<td>Understand the importance of maintaining good credit</td>
</tr>
<tr>
<td>Home equity: Your home as an asset</td>
<td>Calculate home equity, and understand how to manage it effectively</td>
</tr>
<tr>
<td>Retirement savings</td>
<td>Understand options and techniques for saving for retirement</td>
</tr>
<tr>
<td>Taxes: Property and income</td>
<td>Understand tax liabilities and ways to maximize deductions</td>
</tr>
<tr>
<td>Insurance: Mortgage, homeowners, auto,</td>
<td>Understand different types of insurance and the importance of risk management</td>
</tr>
<tr>
<td>health and life</td>
<td></td>
</tr>
<tr>
<td><strong>Maintaining and Improving Your Home</strong></td>
<td></td>
</tr>
<tr>
<td>Home maintenance and improvements</td>
<td>Develop plans for preventive maintenance, home repairs and replacements and/or home improvements as needed</td>
</tr>
<tr>
<td>Home safety</td>
<td>Create emergency plan</td>
</tr>
<tr>
<td>Energy conservation</td>
<td>Reduce energy usage to save money</td>
</tr>
<tr>
<td><strong>Community Involvement</strong></td>
<td></td>
</tr>
<tr>
<td>Building community</td>
<td>Get involved in the community</td>
</tr>
<tr>
<td><strong>Financing and Sustaining Homeownership</strong></td>
<td></td>
</tr>
<tr>
<td>Foreclosure prevention</td>
<td>Contact lender immediately if there are financial issues</td>
</tr>
<tr>
<td>Mortgage options: Refinancing, home equity</td>
<td>Know your options: refinance, home-equity loans, home improvement loans</td>
</tr>
<tr>
<td>loans and home improvement loans</td>
<td></td>
</tr>
<tr>
<td>Recordkeeping</td>
<td>Create record-keeping system</td>
</tr>
<tr>
<td>Lending abuses</td>
<td>Avoid high-risk loans</td>
</tr>
<tr>
<td>Landlord issues</td>
<td>Attend landlord training classes</td>
</tr>
</tbody>
</table>
Standards for Homeownership Counseling
Purpose of the Standards

To ensure consistency in the quality of homeownership counseling efforts nationwide and adopt industry best practices.

In order to best serve clients, organizations providing homeownership counseling and individual homeownership counselors agree to adopt the following:

Core Operating Standards

1. **Competency:** Possess a strong knowledge in the area of homeownership—specifically the homebuying process, budgeting, money management, credit, banking, mortgage financing, down payment assistance, insurance, community involvement, home maintenance, loss mitigation, foreclosure prevention, fair housing, delinquency intervention, refinancing, anti-fraud, anti-predatory lending and relevant local, state and federal laws.

   - **Recommended Benchmark:** Individuals new to the field of Homeownership Counseling should obtain appropriate orientation and introductory level training during the initial six months of employment.

2. **Skills:** Exhibit professional communication and organization skill set, including listening skills, customer service, cultural competency and time management. Homeownership Counselors must demonstrate the skills necessary to obtain, review and analyze a tri-merged credit report, calculate income and debt and perform an affordability analysis. A full command of calculations for mortgage financing, down payment assistance and subsidy programs is required.

3. **Training:** As soon as possible but within 18 months of being hired, homeownership counselors will obtain minimum training as a homeownership counselor equivalent to and no less than 30 hours of facilitated instruction covering topics included in Core Operating Standards 1 and 2 above, utilizing a variety of methods which could include lecture, interactive, demonstration, on-line and case study.

   - **Recommended Benchmark:** Homeownership counselors providing specialty counseling such as reverse mortgage counseling, foreclosure prevention and delinquency counseling should seek the appropriate training to provide these services.

4. **Certification:** A certification standard is critical to establishing the professionalism and value of homeownership counseling. After completing minimum training, certification will require a homeownership counselor to take and pass a comprehensive exam demonstrating at least 80% proficiency. The exam will test skills and core competency areas included in Standards 1 and 2 above, as well as the related content and activities identified in Exhibit C herein.

   - **Recommended Benchmark:** Certification must be completed as soon as reasonably possible, but no later than 18 months from the start of employment.

5. **Continuing Education:** Complete a minimum of 10 hours of continuing education annually in subjects relative to the core content and delivery of homeownership counseling.
6. **Homeownership Counseling Operations:** 
Implement effective program operations of homeownership counseling techniques, including outreach and marketing, partnership building, fundraising, customer service, customer tracking, reporting, program evaluation and program design. Counselors should have a working knowledge of each of these subject areas.

- **Recommended Benchmark:** These skills can be obtained through training and experience.

7. **National Industry Standards Code of Ethics and Conduct:** 
Sign and adopt the written National Industry Standards Code of Ethics and Conduct that specifically addresses any real and apparent conflicts of interest, guidelines for professional behavior, privacy and confidentiality, payment for services, consultation, referrals, quality assurance and integrity.

**Performance Standards**

1. **Delivery:** Perform individual, personalized homeownership counseling to clients.

- **Recommended Benchmark:** Pre-purchase counseling occurs before a purchase contract is signed.

- **Recommended Benchmark:** Content, delivery and format of the counseling is tailored to meet the needs of the client.

- **Recommended Benchmark:** Clients should be consulted in a timely manner, requisite with the service need. At a minimum, upon request clients should receive acknowledgement of inquiry within two business days of initial contact, with the intake appointment within a one-week timeframe.

- **Recommended Benchmark:** Homeownership Counselors must complete a formal intake, needs assessment and develop a written action plan.

- **Recommended Benchmark:** Active, open client files should be closely monitored, with timely follow-up in accordance with the stated action plan. When no contact from the client has taken place for six consecutive months, the file may be classified as inactive.

- **Recommended Benchmark:** Where appropriate, Homeownership Counselors should review and analyze client's credit report.
1. **Recommended Benchmark:** Customer satisfaction surveys are used to evaluate the effectiveness of the counseling.

2. **Recommended Benchmark:** Offer and encourage homeownership education in conjunction with the homeownership counseling services.

2. **Expected Counseling Outcome:** Upon completion of homeownership counseling, clients will be able to demonstrate an understanding of the following: preparing for homeownership, budgeting and credit management, financing a home, selecting a home, maintaining a home and finances, sustaining homeownership and avoiding delinquency and foreclosure.

3. **Recommended Benchmark:** An intake form should be completed and collected with client profile information to include contact information, services sought/provided, household size, ethnicity (optional), household income, date and type of workshop attended, workshop format and length.

3. **Recordkeeping:** Collect and maintain specific information from clients in accordance with all laws and governing organizations (i.e., HUD, Intermediary, etc.).

   - **Recommended Benchmark:** Comprehensive, effective delivery should be determined based upon the individual need of the client to reach the desired outcome. The minimum standard for delivery of individual counseling should be at least one session of at least 30-60 minutes.

   - **Recommended Benchmark:** Aggregate information for clients should be maintained including total number of persons served and other demographic information.

   - **Recommended Benchmark:** Utilize a checklist to ensure files maintained are consistent and meet reporting standards and quality assurance.

   - **Recommended Benchmark:** Files should be maintained in secured file cabinets in order to protect client privacy. Scanned documents or electronic files should maintain the highest level of client security.

   - **Recommended Benchmark:** Files should be maintained for a minimum of three years. Longer file retention requirements may be required if the household has received grant or loan assistance through state or federal subsidy programs. At the time of disposal, files should be shredded.
4. **Reporting:** Utilize an electronic Client Management System (CMS) for collecting and reporting data.

- **Recommended Benchmark:** An electronic method in place for collecting reporting data may be as basic as an Excel spreadsheet or Access database application that captures needed data fields from each client, but *preferably* should be a software application compliant with HUD’s CMS vendor list or equivalent. Visit www.hud.gov to view HUD’s CMS vendor list.

5. **Service Thresholds:** Establish referral networks for individuals and families seeking services that the homeownership counselor does not provide or possess sufficient competency to adequately and effectively deliver.

- **Recommended Benchmark:** Examples of such services may include: rental housing assistance, housing search assistance, legal aid, relocation assistance, etc.

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### Exhibit C

**Minimum Standard Activities for Homeownership Counseling**

<table>
<thead>
<tr>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake – gather baseline information from client</td>
</tr>
<tr>
<td>Conduct accurate needs assessment</td>
</tr>
<tr>
<td>Document the household income and expenses</td>
</tr>
<tr>
<td>Determine household debt level</td>
</tr>
<tr>
<td>Review client’s credit report(s)</td>
</tr>
<tr>
<td>Identify credit challenges</td>
</tr>
<tr>
<td>Determine and document household savings</td>
</tr>
<tr>
<td>Develop a household budget</td>
</tr>
<tr>
<td>Analyze budget and recommend modification</td>
</tr>
<tr>
<td>Conduct various calculations including affordability based on income and debt</td>
</tr>
<tr>
<td>Develop a written action plan</td>
</tr>
<tr>
<td>Provide client follow up</td>
</tr>
<tr>
<td>Make referrals for additional services needed by client</td>
</tr>
<tr>
<td>Provide client information on delinquency/foreclosure services or information on a referral for these services</td>
</tr>
</tbody>
</table>

**Note:** Specialty counseling services such as reverse mortgage counseling, foreclosure prevention and delinquency counseling should only be provided by counselors with the proper training and certification.
Standards for Homeownership Education and Counseling—Foreclosure Intervention Specialty
Purpose of the Standards

To ensure consistency in the quality of foreclosure intervention counseling efforts nationwide, and adopt industry best practices.

In order to best serve clients, organizations providing homeownership counseling and individual homeownership counselors providing foreclosure intervention services agree to adopt the following:

Core Operating Standards

1. **Competency:** Possess a strong knowledge in the area of mortgage default and/or foreclosure intervention counseling, specifically relating to the current industry practices of loss mitigation to include loan repayment, forbearance, modification, refinance, loan assumption, short sale, deed-in-lieu, community referrals and other remedies available to the homeowner to avoid foreclosure. The counselor should understand the structure of the primary and secondary markets, the collection and loss mitigation functions of those entities collecting mortgage payments, financial management and budgeting, and be familiar with state and federal regulations regarding the foreclosure process. The counselor should possess the skills to obtain pertinent client information, analyze financial and property data and draft a comprehensive written action plan (see Exhibit E) based on the client’s goals outlining the recommendations for foreclosure avoidance or sale.

   - **Recommended Benchmark:** Individuals new to the field of foreclosure intervention counseling should obtain appropriate orientation, introductory level training and prerequisite curricula during the initial six months of employment.

2. **Skills:** Exhibit professional communication (written and verbal), organizational, listening, customer service, cultural competency and time management skills. Foreclosure Intervention Counselors must demonstrate a hands-on knowledge of the remedies available to the homeowner to avoid foreclosure including negotiation and critical thinking skills, and demonstrate an ability to provide timely crisis counseling to families in need.

3. **Training:** As soon as possible but no later than within 12 months of being hired, foreclosure intervention counselors will obtain minimum training equivalent to no less than 30 hours of facilitated instruction, utilizing a variety of methods including lecture, interactive, demonstration, on-line and case study.

   - **Recommended Benchmark:** Those counselors new to foreclosure intervention and default counseling should (prior to seeing clients) be involved in an on-the-job training/coaching/mentoring program for at least 90 days. To best meet the client’s needs in this highly specialized field, facilitated training in foreclosure intervention and default counseling should be completed within six months and no later than one year to obtain the competency and skills listed under the Core Operating Standards.
4. **Certification:** Certification is considered critical in the industry. Subsequent to the requisite training, a comprehensive exam consisting of approximately 100 questions must be administered with a demonstrated proficiency of 80% passing. The exam will cover foreclosure intervention counseling competency content meeting the standards listed under the Core Operating Standards and demonstrated in the related activities identified in Exhibit D herein.

- **Recommended Benchmark:** Certification should be completed as soon as reasonably possible, but no later than within 18 months of employment.

5. **Continuing Education:** Complete a minimum of 10 hours of continuing education annually in subjects primarily related to the core content and delivery of foreclosure intervention and default counseling.

- **Recommended Benchmark:** Professional certification continuing education requirements may meet or exceed this standard.

6. **Foreclosure Intervention Counseling Operations:** Implement effective program operations for foreclosure counseling including techniques, outreach and marketing of services available to the community, partnership building with private sector partners including servicers and lenders, fundraising, customer service, customer tracking, reporting, program evaluation and program design.

- **Recommended Benchmark:** These skills can be obtained through training and experience.

7. **Code of Ethics and Conduct Statement:** Sign and adopt the written National Industry Standards Code of Ethics and Conduct policy that specifically addresses any real and apparent conflicts of interest, guidelines for professional behavior, privacy and confidentiality, payment for services, consultation, referrals, quality assurance and integrity.

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**Performance Standards**

1. **Delivery:** Perform individual, personalized foreclosure intervention and default counseling to clients.

- **Recommended Benchmark:** Content, delivery and format of the counseling is tailored to meet the needs of the client. Content and delivery should be done in a culturally competent manner and in the preferred language of the client. Use of a translator or referral to an agency that provides adequate service in the appropriate language is recommended.

- **Recommended Benchmark:** Clients should be counseled immediately (if possible) particularly when there is a high degree of certainty
that foreclosure is imminent. At a minimum, upon request, clients should receive acknowledgement of inquiry within 48 hours of initial contact. When initial contact is made, clients should be assessed to determine the status of the client’s mortgage and client urgency. Those clients that have a high degree of foreclosure risk should be prioritized for appointments.

- **Recommended Benchmark:** Foreclosure intervention counselors must complete appropriate intake of client information to make proper and timely recommendations to the client to assist in avoiding foreclosure. Counselors must provide a comprehensive written action plan (see Exhibit E) to the client summarizing a statement of the problem, steps to be taken by the client, steps to be taken by the counselor and the timeline necessary to accomplish these tasks.

- **Recommended Benchmark:** Active, open client files should be closely monitored, with timely follow-up in accordance with the stated action plan. When no contact from the client has taken place for three consecutive months, the file may be classified as inactive.

- **Recommended Benchmark:** Where there is no mortgage delinquency, foreclosure intervention counselors should provide basic financial management or credit counseling and encourage further homeownership education as a deterrent to future mortgage default.

- **Recommended Benchmark:** Client satisfaction surveys are used to evaluate the effectiveness of the counseling.

2. **Expected Counseling Outcome:** Upon completion of foreclosure intervention counseling, clients will understand the various options available to assist them to avoid foreclosure, the need to keep constant communication with their lender and will have received a written action plan (see Exhibit E) outlining the necessary steps to achieve their desired objectives. After counseling, if the client determines that either they cannot afford to keep their home or no longer desire to keep their home, they will receive information relative to each of these options and how this action might result in civil and/or tax liability.
3. **Recordkeeping:**
Collect and maintain specific information from clients in accordance with all laws and governing organizations (i.e., HUD, Intermediary, etc.)

- **Recommended Benchmark:** An intake form should be completed and collected with client profile information to include contact information, services sought/provided, household size, ethnicity (optional), and household income. Additional information to collect from the client is outlined in Exhibit D.

- **Recommended Benchmark:** Aggregate information for clients should be maintained including total number of persons served and other demographic information.

- **Recommended Benchmark:** A checklist should be utilized to ensure files are consistently maintained and meet reporting standards and quality assurance.

- **Recommended Benchmark:** Files should be maintained in secured file cabinets and/or electronically in a secure data system in order to protect client privacy.

- **Recommended Benchmark:** Files should be maintained for a minimum of three years. Longer file retention requirements may be required if the household has received grant or loan assistance through state or federal subsidy programs. At the time of disposal, files should be shredded or electronic copies should be deleted.

4. **Reporting:** Utilize an electronic Client Management System for collecting and reporting data.

- **Recommended Benchmark:** An electronic method in place for collecting reporting data may be as basic as an Excel spreadsheet or Access database application that captures needed data fields from each client, but preferably should be a software application compliant with HUD’s CMS vendor list or equivalent. Visit www.hud.gov and refer to HUD’s CMS vendor list.

5. **Service Thresholds:** Establish referral networks for individuals and families seeking services that the foreclosure intervention counselor does not provide or possess sufficient competency to adequately and effectively deliver.
Recommended Benchmark: The Department of Housing and Urban Development (HUD) maintains a list of organizations and corresponding services (www.hud.gov). In addition, legal aid, tax professionals and other state or local agencies that may provide needed services aligned with foreclosure intervention including rescue funds should be sought.

Exhibit D

Minimum Standard Activities for Foreclosure Intervention and Default Counseling

<table>
<thead>
<tr>
<th>Activities</th>
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<tbody>
<tr>
<td>Perform intake by gathering baseline information from client including:</td>
</tr>
<tr>
<td>a. Client's goals/intent</td>
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<tr>
<td>b. Reason for delinquency or default</td>
</tr>
<tr>
<td>c. Client's financial situation and possibility of workout</td>
</tr>
<tr>
<td>d. Client's loan type</td>
</tr>
<tr>
<td>e. Home's value/condition</td>
</tr>
<tr>
<td>f. Credit report</td>
</tr>
<tr>
<td>g. Original loan documents, if available</td>
</tr>
<tr>
<td>h. Demographic information: contact information, household size, household income, ethnicity (optional), etc.</td>
</tr>
<tr>
<td>Assess client's mortgage, payment status and urgency in the delinquency and foreclosure process</td>
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<tr>
<td>Develop loss mitigation options</td>
</tr>
<tr>
<td>Communicate with the servicer*</td>
</tr>
<tr>
<td>Submit loss mitigation package to servicer*</td>
</tr>
<tr>
<td>Negotiate with junior lien holders and Homeowners Association*</td>
</tr>
<tr>
<td>Create written action plan for foreclosure avoidance or client's preference</td>
</tr>
<tr>
<td>Provide follow up to client</td>
</tr>
<tr>
<td>Provide client with contact information for additional community services that might be available</td>
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</tbody>
</table>

* When Applicable. Foreclosure Counseling can include a range of the activities depending on the client's financial situation and the severity of the mortgage delinquency. Specifically, activities 4, 5 and/or 6 vary and may not always be performed for a client.
### Exhibit E

**Foreclosure Intervention Counseling—Recommended Content for Written Action Plan**

<table>
<thead>
<tr>
<th><strong>Recommended Features of the Action Plan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>State briefly why the homeowner is delinquent or in danger of becoming delinquent, including the involuntary inability to pay, unexpected increase in expenses, decrease in income, loan reset and/or other factor.</td>
</tr>
<tr>
<td>Include an assessment of the property’s condition and a discussion and calculation of equity, if any.</td>
</tr>
<tr>
<td>Include a financial assessment that leads to the recommendations for resolving the delinquency (assuming that the client wants to and can afford to keep the house). Otherwise, discuss foreclosure in general, sale of the property, deed in lieu, short sale and possible tax consequences and/or deficiency judgment issues.</td>
</tr>
<tr>
<td>State what steps the homeowner will take to resolve the delinquency and what steps the counselor will take to assist in this process.</td>
</tr>
<tr>
<td>Include other contact information for community referrals which may be able to assist the client.</td>
</tr>
<tr>
<td>Issue the Action Plan within 24 hours of counseling session (and immediately if face-to-face)</td>
</tr>
</tbody>
</table>
The National Industry Standards Code of Ethics and Conduct for Homeownership Professionals* is a voluntary, self-governing standard for professional performance/ conduct for homeownership counselors and educators that provide homeownership education and counseling services to consumers.

The Code of Ethics and Conduct for Homeownership Professionals offers a set of values and principles to guide conduct and decision-making in the homeownership education and counseling field. Homeownership professionals who adhere to the Code of Ethics and Conduct agree to provide quality education and counseling to clients.

How to Utilize the National Industry Standards Code of Ethics and Conduct:

Counselors and Educators: The National Industry Standards Code of Ethics and Conduct should be adopted by counselors and educators and adhered to in their daily business operations. For more information on how to demonstrate adoption of these documents, visit www.homeownershipstandards.com.

Organizations: Organizations providing homeownership education and/or counseling services are encouraged to adopt the Code of Ethics and Conduct and ensure compliance with these ethics by their counselors and educators.

*The National Industry Standards for Homeownership Education and Counseling Code of Ethics and Conduct was developed by a collaborative group of industry partners. The term “Homeownership Professionals” includes both homeownership educators and counselors.

1. Commitment to Clients
   - The primary responsibility of homeownership educators and counselors is to provide high-quality education and counseling services to prospective and existing homeowners.
   - Homeownership educators and counselors will act on behalf of a client and observe his/her best interests.

2. Client Decision-Making
   - Homeownership educators/counselors will provide necessary tools, resources and information to assist their clients in making decisions about finances, home buying or homeownership based on the client’s needs and preferences.
   - In instances when clients experience literacy or language challenges, homeownership educators/counselors will take steps to ensure clients’ comprehension. This shall include arranging for a qualified interpreter or translator or referring the client to a qualified language educator/counselor.

3. Competence
   - Homeownership educators/counselors will provide services only within the boundaries of their education, training, certification or other relevant professional experience. Referrals will be provided to clients when essential services are beyond the scope of the individual or agency to provide.
   - Homeownership educators/counselors shall be culturally competent in their service area and sensitive to cultural differences and needs.
4. Conflicts of Interest

- Homeownership educators/counselors will avoid actual and the appearance of conflicts of interest. They will inform clients when a real or potential conflict of interest arises and take all necessary steps to resolve the issue in a manner that makes the clients’ interests primary and protects clients’ interests. In some cases, protecting clients’ interests may require termination of the professional relationship with proper referral of the client.

- Homeownership educators/counselors will not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political or business interests.

- Any potential conflicts of interest (such as a counseling agency providing low-cost loans), will be disclosed to clients in a written disclosure document.

5. Privacy and Confidentiality

- Homeownership educators/counselors will respect clients’ right to privacy. Private information will not be requested from clients unless it is critical to providing services. Once private information is shared, privacy laws apply as well as client confidentiality.

- Homeownership educators/counselors will disclose confidential information only as specified by a valid written consent of client.

- Homeownership educators/counselors will not discuss confidential information in any setting unless privacy can be ensured. Counselors and educators will abide by privacy laws and keep information confidential and protected.

- Homeownership educators/counselors will not disclose clients’ information, including their identity, when responding to requests from members of the media without the client’s express consent.

- Homeownership educators/counselors will protect the confidentiality of clients’ written and electronic records and other sensitive information. Clients’ records shall be stored in a secure location and not made available to others who are not authorized to have access.

- Homeownership educators/counselors will take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information will be avoided unless specifically permitted by client.
● Homeownership educators/counselors will dispose of clients’ records in a manner that protects clients’ confidentiality and is consistent with state statutes governing records and social work licensure.

● Homeownership educators and counselors will be familiar with relevant local, regional and national laws regarding privacy and confidentiality.

6. Professional Behavior

● Homeownership educators/counselors will not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.

● Homeownership educators/counselors will not use derogatory language in their written or verbal communications to or about clients. Accurate and respectful language will be used in all communications to and about clients.

● Homeownership educators/counselors will not participate in, condone, or be associated with dishonesty, fraud or deception.

● Homeownership educators/counselors will not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

7. Payment for Services

● When setting fees, homeownership educators/counselors will ensure that the fees are fair, reasonable and commensurate with the services performed. Clients will be informed of any applicable fees prior to the delivery of any services.

● Homeownership educators/counselors will not solicit a private fee or other personal remuneration for providing services to clients.

8. Discontinuation of Services

● Homeownership educators/counselors will close files and discontinue services to clients when such services are no longer required or no longer serve the clients’ needs or interests.

9. Consultation

● Homeownership educators/counselors will seek the advice and counsel of more experienced colleagues whenever such consultation is in the best interests of clients. Consultation
will only be sought from colleagues who have demonstrated knowledge, expertise and competence related to the subject of the consultation.

- When consulting with colleagues about clients, homeownership educators/counselors will disclose the least amount of information necessary to achieve the purposes of the consultation.

- Client information will only be shared with other colleagues with the written consent of the client.

10. Referrals

- Homeownership educators/counselors will limit services to those within their training and expertise and refrain from giving legal, tax or accounting advice unless licensed to do so. Non-homeownership issues should be referred to other appropriate agencies to serve clients fully.

- Homeownership educators/counselors shall not give payment or receive payment from an outside source for a referral unless professional services of comparable value have been provided.

11. Integrity of the Homeownership Education and Counseling Profession

- Homeownership educators/counselors will work toward the maintenance and promotion of high standards of practice for the industry.

- Homeownership educators/counselors will uphold and advance the values, ethics, knowledge and mission of the profession. They will protect, enhance and improve the integrity of the profession through service development, partnerships and active participation in the industry.

- Homeownership educators/counselors will contribute time and professional expertise to activities that promote respect for the value, integrity and competence of their profession.
Unifying the industry on the issue of education and counseling standards is the first step to achieving that goal on a national level. An organization can make the commitment to incorporate the National Industry Standards in their day-to-day business practices to help promote a high level of consistency and quality in homeownership education and counseling nationwide.

Your organization can adopt the Standards by following these simple steps:

1. Go online to www.homeownershipstandards.com. Select the Sign Up button from the homepage (the executive director or a high-ranking decision-maker for your organization must complete the sign-up form).

2. Download and read through the National Industry Standards Guidelines and Code of Ethics and Conduct (each staff member should also read and complete the Code of Ethics and Conduct).

3. Provide information about your agency (be sure to include complete training and certification information for each of your counseling staff).

4. Submit copies of your staff’s training and certification details to:

   National Industry Standards
   1325 G Street, NW, Suite 800
   Washington, D.C. 20005


   Upon review and verification of your submittal, you will receive notification of your adoption status. Once approved, your organization’s name will be listed as an adopter on the National Industry Standards website and a Certificate of Adoption will be mailed.

   If you have questions about the National Industry Standards, call 866-472-9477.

   www.homeownershipstandards.com
The National Industry Standards for Homeownership Education and Counseling were developed in a collaborative effort by a diverse group of housing industry partners to meet the need for quality counseling and education services that strengthen long-term homeownership.

Bank of America
Chase
Chrysalis Consulting Group, LLC
Citi
Community Development Corporation of Long Island, Inc.
Consumer Credit Counseling Services of San Francisco
Fannie Mae
Federal Reserve Board
Freddie Mac
The Housing Partnership Network

Minnesota Housing
Mortgage and Credit Center
NAREB-National Investment Division
National Association of REALTORS®
National Council of State Housing Finance Agencies
National Council of La Raza
NeighborWorks® America
NHS of Great Falls
U.S. Department of Housing and Urban Development
Wells Fargo

The Advisory Council for the National Industry Standards for Homeownership Education and Counseling was convened by the NeighborWorks® Center for Homeownership Education and Counseling (NCHEC).

Mike Haley, Minnesota Housing, Chairman
Cora Fulmore, Mortgage & Credit Center, Vice-Chair
Jayna Bower, NeighborWorks® America, Director, NCHEC