

HUD Master Models (2007)

Housing Counseling Training Program

This program supports, under cooperative agreements with HUD, the delivery of a broad array of training activities for counselors from HUD-approved housing counseling agencies. The primary objective of the program is to improve and standardize the quality of counseling provided by housing counselors working with HUD-approved housing counseling agencies.

Need Statements

To provide additional training opportunities for housing counseling agencies.

To increase the number of locations in which quality housing counseling training is offered nationwide.

To provide tuition, travel and lodging assistance to housing counseling agencies for the purpose of making quality housing counseling training affordable.

To improve the quality of housing counseling nationwide.

To standardize housing counseling nationwide.

Activities and Outputs

Enrolled in the "General Housing Counseling Course"	counselors
Enrolled in the "Credit Counseling for Prospective Homeowners Course"	counselors
Enrolled in the "Matching Clients with Loan Products Course"	counselors
Enrolled In the "Home Buyer Education Program Course"	counselors
Enrolled in the "Section 8 Homeownership Course"	counselors
Enrolled in the "Helping Homeowners Avoid Delinquency Course"	counselors
Enrolled in the "Predatory Lending Course"	counselors
Enrolled in the "Foreclosure Prevention Course"	counselors
Enrolled in the "Home Equity Conversion Mortgage (HECM) Course"	counselors
Enrolled in the "Home Maintenance and Financial Management for New Homeowners"	counselors
Enrolled in the "Counseling Individuals and Families who are Homeless or at Risk Course"	counselors
Enrolled in the "Counseling Disaster Victims Course"	counselors
Enrolled in the "FHA Course"	counselors
Enrolled in the "Counselors taking exam for certification"	counselors
Enrolled in the "Counselors completing pre and post training competency test"	counselors
Total # of course enrollments"	counselors
Lodging scholarships"	counselors
Travel scholarships	counselors
Tuition scholarships	counselors
Full scholarships (lodging, travel & tuition)	counselors

Outcomes

States where training occurred	states
Counselors passing exam and receiving certification	counselors
Positive course evaluations	counselors
Positive follow-up responses to course effectiveness	counselors
Improvement in score from Pre-test to Post test	counselors
Completed "General Housing Counseling Course"	counselors
Completed "Credit Counseling for Prospective Homeowners Course"	counselors
Completed "Matching Clients with Loan Products Course"	counselors
Completed "Home Buyer Education Program Course"	counselors
Completed "Section 8 Homeownership Course"	counselors
Completed " Helping Homeowners Avoid Delinquency Course"	counselors
Completed "Predatory Lending Course"	counselors
Completed "Foreclosure Prevention Course"	counselors
Completed "Home Equity Conversion Mortgage (HECM) Course"	counselors
Completed "Home Maintenance and Financial Mgt. for New Homeowners Course"	counselors
Completed "Counseling Individuals/Families who are Homeless or at Risk Course"	counselors
Completed "Disaster Victims Course"	counselors
Completed "FHA Course"	counselors
Total # of completed courses	counselors

Measurement Tools

A. Tools to Track Outputs and Outcomes
Exam
HUD-funded research and evaluation studies
Surveys/Questionnaires
Pre-Post Tests
HUD-Standard Program Specific Forms
Other
B. Where Data are Maintained
Agency database
Other
C. Source of Data
Agency data base
Other
D. Frequency of Data Collection
Quarterly
Biannually

Annually
Per Courses
Other
E. Process of Collection and Reporting
Evaluations
Computer Spreadsheets
Manual
Forms
Other

Evaluation Process – These are standard requirements that HUD will expect every program manager receiving a grant to do as part of their project management.

- An evaluation process will be part of the on-going management of the program.
- Comparisons will be made between projected and actual numbers for both outputs and outcomes.
- Deviations from projected outputs and outcomes will be documented and explained.
- Analysis of data to determine the relationship of outputs to outcomes; what outputs produce which outcomes.

HUD Will Use The Following Questions To Evaluate Your Program

Choose the questions applicable to the proposed work plan.

1. What is the estimated dollar cost, average and total, that participating agencies incur for these trainings?
2. What is the average cost to HUD per counselor trained?
3. What is the average scholarship (lodging, travel and/or tuition) amount per counselor trained?

Carter-Richmond Methodology

The above Management Questions developed for your program are based on the Carter-Richmond Methodology¹. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.

¹© The Accountable Agency – How to Evaluate the Effectiveness of Public and Private Programs,” Reginald Carter, ISBN Number 9780978724924.