

## **HUD Master Models 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
Other	Other

## **Outcomes**

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

## **Measurement Tools**

<b>A. Tools to Track Outputs and Outcomes</b>
Bank accounts
Construction log
Database
Enforcement log
Financial aid log
Intake log
Interviews
Mgt. Info. System-automated
Mgt. Info. System-manual
Outcome scales
Phone log
Plans
Pre-post tests
Post tests
Program specific forms
Questionnaire
Recruitment log
Survey
Technical assistance log
Time sheets
Other
<b>B. Where Data are Maintained</b>
Agency database

Centralized database
Individual case records
Local precinct
Public database
School
Specialized database
Tax Assessor database
Training center
Other
<b>C. Source of Data</b>
Audit report
Business licenses
Certificate of Occupancy
Code violation reports
Counseling reports
Employment records
Engineering reports
Environmental reports
Escrow accounts
Financial reports
GED certification/diploma
Health records
HMIS
Inspection results
Lease agreements
Legal documents
Loan monitoring reports
Mortgage documents
Payment vouchers
Permits issued
Placements
Progress reports
Referrals
Sale documents
Site reports
Statistics
Tax assessments
Testing results
Waiting lists
Work plan reports
Other
<b>D. Frequency of Data Collection</b>
Daily
Weekly
Monthly
Quarterly
Biannually
Annually
Upon incident
Other
<b>E. Process of Collection and Reporting</b>

Computer spreadsheets
Flat file database
Manual tallies
Relational database
Statistical database
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 Management 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 Methodology<sup>1</sup>. 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.