



NELCDC Housing Counseling Work Plan

Housing Counseling Agency #83903

PLAN ABSTRACT

As a HUD-certified Housing Counseling Agency, the North & East Lubbock CDC ("NELCDC") has drafted a plan to provide an overview of the mission, purpose, and guiding principles for the work we do to promote, create, and facilitate homeownership in north & east Lubbock. This work plan provides a foundation for our work as a housing counseling agency. The Program Overview document, which is a separate document is designed to provide the methodology for how we move clients from education, to one-on-one counseling, and ultimately to homeownership.



Work Plan Introduction

The first step in providing housing counseling is to recruit those that need counseling or have aspirations to become homeowners. The North & East Lubbock Community Development Corporation (“NELCDC”) currently collaborates with local businesses, civic organizations, faith-based community leaders, and neighborhood leaders to recruit participants in its housing counseling program. The NELCDC also benefits from word of mouth advertising and has established a database for our target area.

Delivery of Housing Counseling Services

The NELCDC strives to adhere to the basic requirements as provided under 24 CFR 214. The NELCDC currently provides pre-purchase/home buying counseling as well as post-purchase counseling. These services also encompass credit counseling, budget counseling, and financial literacy/management; the NELCDC provides a monthly, 4-cycle group education process as of January 2015 that includes buying a home, managing money, managing credit, and obtaining a mortgage. These educational components are designed to prepare our clientele for one-on-one counseling; the NELCDC is currently housed in the Lubbock Housing Authority, which is ADA accessible. Within our office suite, the NELCDC has access to all latest technology to be able to facilitate private one-on-one counseling in person or via phone, skype, or other means as deemed necessary; the NELCDC work plan successfully completed its performance review and received a 2-year certification for its housing counseling services as of September 2015; The NELCDC serves all of Lubbock, Texas but has a multi-county housing counseling agency service area as well as a small target area, which is comprised of north and east Lubbock. The target area is consistent with census tracts that are adopted in the City of Lubbock’s Consolidated and Action Plans via the Community Development Department. The NELCDC adheres to all civil rights, fair housing, and accessibility standards as mandated by federal and state regulations. The NELCDC has established a partnership with the League of United Latin American Citizens (LULAC) to adhere to the LEP requirements; and the NELCDC is working to expand and solidify a referral partners list for all NELCDC homeownership clientele.

Approved Housing Counseling, Education, and Outreach Topics

- **Financial Management/Budget Counseling** (*One-on-One Counseling*)
- **Pre-purchase Counseling** (*One-on-One Counseling*)
- **Financial Budgeting and Credit Education** (*Units 1-3 of Education Workshops*)
- **Pre-purchase Homebuyer Education** (*Units 1-4 of Education Workshops*)
- **Post-purchase Counseling** (*One-on-One Counseling*)

As of March 28, 2016, the NELCDC is working to add foreclosure/delinquency/loss mitigation one-on-one counseling as well as rental assistance one-on-one counseling. The Executive Director is working to get her certification to provide loss mitigation counseling. Also, if approved via this plan, the NELCDC has budgeted for and will begin

the process of developing online educational modules, which can be used for clients needing: remote counseling, urgent counseling to suffice lending practices or needs, and to provide 24/7 access to the NELCDC's self-developed educational modules. The modules will be based upon material recommendations from referral (lending) partners, the Building Wealth booklet, which is currently the NELCDC's premiere housing counseling curriculum for the financial management component of the counseling process; and information acquired from training. The modules will be timed and comprehension quizzes and completion tests will be required before a certificate will be provided by the NELCDC. The modules are not designed to take the place of phone, Skype, or in-person training but it is designed to enhance the user's experience and reach a wider audience. It will be there for those who prefer online, self-led training. Everyone else will still have access to a counselor. The first phase will be to establish, market, and develop a user-base for the online educational modules. After a year of implementation, the plan may be amended if an acceptable fee schedule can be presented and approved by HUD, in accordance to the 7610.1 v5 Housing Counseling Handbook.

Community Base Information

In May 2002, the mayor formed a commission to examine the conditions of North & East Lubbock. Visibly, this area suffers from the lack of investments and resources. The commission, however, performed due diligence in order to offer specific recommendations to the City Council for implementation. As a result, two leading recommendations were given.

- A community development corporation should be created to assist the target area with housing and economic development projects.
- A comprehensive master development plan should be devised that analyzes the market and its potential, and also offers quantitative data to demonstrate the need for housing production and demand for economic activity.

The NELCDC is a charitable, 501c3 tax-exempt corporation that was created February 2004 as part of the Mayor's vision to spur growth and investment in the target area. Consequently, the City of Lubbock had provided operational funding until October 2008. The NELCDC now raises its own funding through other means. Since its inception, the NELCDC has conducted homebuyer education workshops, provided financial literacy counseling, and has helped citizens realize the American Dream of homeownership.

Target Community

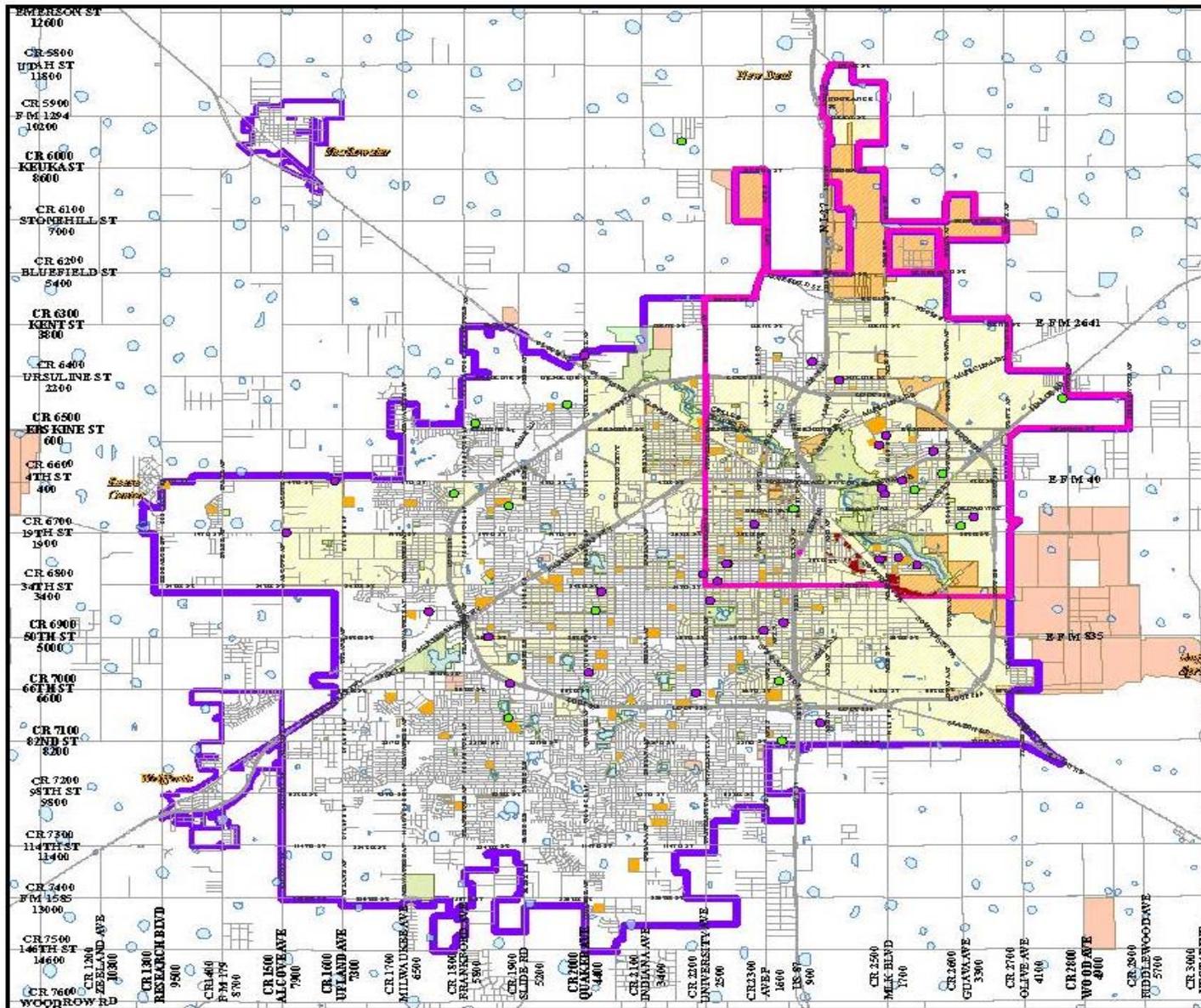
Homeownership in north & east Lubbock has declined significantly since urban renewal and as a result of the lack of investment in over 50 years. The NELCDC was created to help stimulate growth in that target census area. The target census tracts that encompass the NELCDC's target area as shown on the maps provided are: 1, part of tract 2.01, 2.02, 6.03, 6.05, 6.07, 7, 9, 10, part of tract 12, 13, 14, 102, and 9800. The NELCDC as established a subdivision called King's Dominion which is the first new single-family development in over 50 years. The purpose for that area is to seek and achieve a quality

of life that is reflecting the vision and goals set forth by the community. With the increase and the concentration of rooftops that will increase the likelihood of commercial and/or office development. This would create jobs, increase service options, and reduce commuting distances.

Please note there are two maps provided, which display the NELCDC's target area. The first map shows the target area within the Lubbock city limits. The first map also shows a distribution of clients served during the 13-14 fiscal year as well as clients served in the 14-15 fiscal year as of July 15, 2015 (around the time the map was produced).

The second map that follows is an enterprise zone map. This map is provided to help demonstrate the size and number of census tracts within the NELCDC target area.

Target Community Map



North & East Lubbock CDC Target Area with Housing Counseling Locations

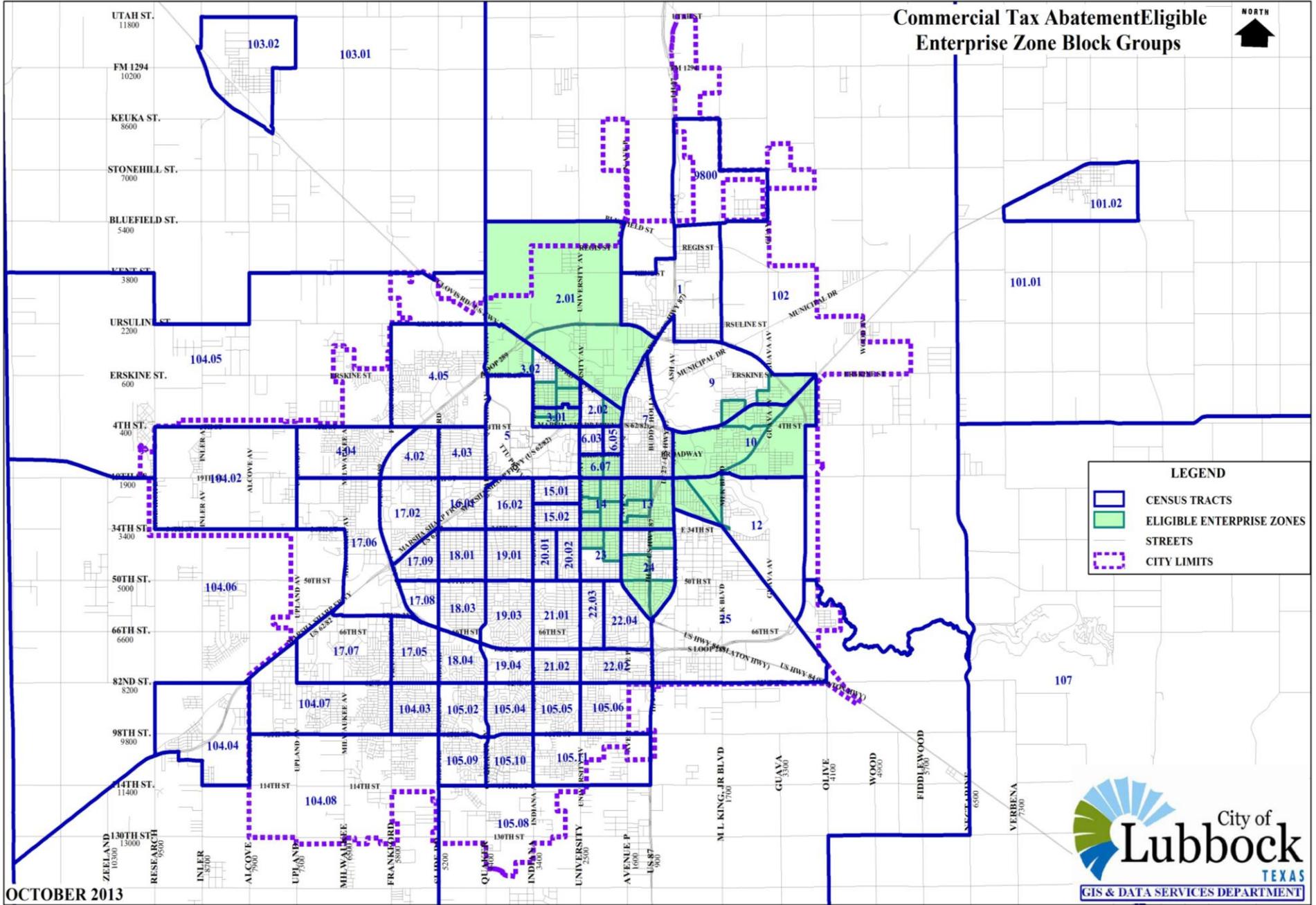
- FY 13-14 Housing Counseling
- FY 14-15 Housing Counseling
- North East Lubbock CDC
- CDBG-Eligible Areas
- City-Owned Property
- City-Owned Overlaid with CDBG-Eligible
- Urban Renewal
- Schools
- Lakes
- Parks
- Streets
- City Limits



City of Lubbock
GIS & Data Services
1625 13th Street
Lubbock, TX 79457
(806) 775-3311



This map was created by SECTION 1, Chapter 161, SUBCHAPTER 161.001 OF THE TEXAS GOVERNMENT CODE, which is subject to the provisions of the Texas Public Information Act. The City of Lubbock, Texas, is not responsible for the accuracy or completeness of the information presented on this map. The City of Lubbock, Texas, is not responsible for any errors or omissions in this map. The City of Lubbock, Texas, is not responsible for any damages or liabilities arising from the use of this map. The City of Lubbock, Texas, is not responsible for any copyright infringement or other legal issues arising from the use of this map. The City of Lubbock, Texas, is not responsible for any other legal issues arising from the use of this map.



OCTOBER 2013



Housing Counseling Services (Program Workflow)

The North & East Lubbock CDC provides the following services for our homeownership program:

1. Group Education
2. Pre-Purchase Counseling
 - a. One-on-One Counseling
 - i. Orientation/Intake/Assessment
 - ii. Income, Expense, and Credit Review
 1. Supporting Documents Checklist
 2. Monthly Counseling Sessions
 - iii. Follow-up
 - iv. Pre-Qualify for a Mortgage Loan (Mortgage Readiness)
 - b. Mortgage Approval
 - c. Home Closing
3. Post-Purchase Counseling

Group Education: Financial Literacy Workshops

The NELCDC currently holds monthly financial literacy workshops at The Bridge of Lubbock on Monday evenings from 6:00pm-8:00pm and Saturdays 10:00am-12:00pm. The NELCDC has restructured its workshop to help the clients get through the program at the clients own pace. The workshops are broken down into four different units in which clients can participate. Each unit last 2 hours so that the client gets the necessary 8 hours needed to complete the course and earn a certificate for first time homebuyer's assistance. Listed below are the four unit presentation topics NELCDC clients will experience in group education workshops:

- Are you Ready to Buy a Home? (Unit 1)
- Managing Your Money (Unit 2)
- Understanding Credit (Unit 3)
- Obtain a Mortgage (Unit 4)

View all presentation here: <http://www.nelcdc.org/housing-counseling.html>

At the conclusion of the workshop, the NELCDC facilitates ongoing follow-up counseling sessions. The NELCDC tracks a client's progress as specified in their action plan. Participating agencies must make a reasonable effort to have follow up communication with the client, to assure that the client is progressing toward his or her housing goal, to modify or terminate housing counseling, and to learn and report outcomes. Client follow-up should be conducted by a qualified housing counselor. The counselor should make reasonable efforts to conduct a verbal (in person or via phone) follow-up session within the first 60 days of no client contact. If unsuccessful, after two attempts to conduct a verbal follow-up session, the counselor must write a letter or send an e-mail to the client stating that such efforts have been made and inform the client that there is a need for

follow-up communication. The letter must request that the client contact the housing counseling agency no later than 30 days from the date of the letter, to help the agency assess if additional client services are necessary to assist them in achieving their housing goals, or if services should be terminated. Issuing surveys to assess housing outcomes does not fully meet the requirement for client follow-up. Hiring a third party agency to conduct follow-up services is prohibited.

The NELCDC follow-up process is compliant with 24 CFR Part 214.300 and Paragraph 3-5 (F) of the 7610.1 Handbook. The requirements stated herein are referenced below. In 2015, the NELCDC began follow-up efforts via phone and written correspondence. Letters are placed in files to track outreach and follow-up efforts. The following timeline was established as of Feb.16, 2015 and will be adhered to henceforth.

Pre-Purchase Counseling

The NELCDC will assist clients with shopping for their mortgage once the client has achieved mortgage-ready status. The NELCDC has established a working relationship with mortgage lenders that have working knowledge of the down payment and closing costs assistance programs in which our clientele may qualify. The NELCDC continues to counsel the client throughout the pre-purchase process when a client has received an approval letter from the mortgage lender. After the client receives the approval letter, he/she will transition from counseling to coaching. This process begins by establishing expectations and explaining the overall process. The counselor will help establish a trusting relationship, but also make clear the boundaries of his or her expertise. Routine follow-up appointments are scheduled to ensure that the client does not make inappropriate consumer decisions that can jeopardize their approval status.

One-on-One Counseling Process Overview

- *Orientation (Intake and Needs Assessment)* - This is the initial visit with the client so that the counselor and the client can sit down and go over the program. The counselor and the client will talk about the goals that the client wants to accomplish. Authorization and disclosures are also provided and signed by clients. The intake process, budgeting, credit inquiry, and action planning are all tracked and documented in Counselor Max, the NELCDC's client management system (CMS).
- *Review of Income, Expense, and Household Debt and Credit*- The client and the counselor will begin to establish an action plan, which includes developing a budget and savings plan after a thorough review of all income and expenses (see supporting documents checklist below). The next counseling session will begin to delve into a thorough credit report review. The NELCDC uses Counselor Max to obtain a tri-merge credit report to begin the credit education process. Counselors look over their credit report and determine what actions need to be taken to correct some errors that may be on the clients report or debt that the client may have accumulated. In the action plan, the client and the counselor will set goals to accomplish.

Supporting Document Checklist

Clients are requested to bring the following documents:

- Bank Statement
- Proof of Income
- Most recent pay stub (last 30 days)
- Bankruptcy Documents
- Alimony & Child Support Documentation (if applicable)
- Proof of other household income (if applicable)
- Credit Report
- Copy of Valid Driver License

The checklist can be found here: <http://www.nelcdc.org/housing-counseling.html>

Monthly Counseling Sessions

These sessions are very important to the client and the counselor because it gives the counselor an idea of the client's progress in achieving the goals established on their action plan. All follow up sessions are set based upon the client's progress as well as the client and counselor's availability.

➤ Follow-up

The follow-up process is provided to explain what the NELCDC will do to ensure client retention in the event a client becomes inactive in the counseling process. The NELCDC experienced significant staff changes, which included new housing counselors with limited experience. As a result, the follow-up process was slow in the beginning but has improved as a result of training and working to be consistent with the process that is outlined in the 7610.1 Handbook. As such, the NELCDC is working to consistently provide the following "follow-up" services, which are only implemented if we cannot make contact with our clients:

1. Follow up within 60 days of no contact
2. Date of 1 st Letter/Email Sent
3. Date of 2 nd Letter/Email Sent
4. 30- Day response period from 1 st contact
Outcome: State continuation effort or termination letter

To-date (since November 2014), the NELCDC new staff/housing counselors have not provided a termination letter. Between February and April 2015, NELCDC staff reviewed client files that appeared to be inactive. Letters were sent and calls were made. Some clients returned to the housing counseling program and begin financial literacy workshop training while others remained unresponsive. Additional follow-up is currently underway (as of August 2015). Termination letters or continuation documentation will be provided for all inactive files henceforth consistent with the provisions of 7610.1.

➤ Pre-Qualify for a Mortgage Loan (Mortgage Readiness) - Once the client meets a general credit score thresholds, has established a savings and appears to be

consistently following a budget established in the action plan, NELCDC counselors will begin preparing the client for the referral process to initiate the home-buying experience, which includes:

- Discussing housing wants and needs based upon the customer's budget and how much they can afford;
- Providing the customer with a list of required financial documentation (supporting documents checklist) they will need to begin the loan approval process;
- Helping the customer make wise decisions when shopping for a home;
- Providing customers with tools for evaluating homes and neighborhoods and working with real estate agents;
- Referring customers to professions involved in the home purchase process as needed, providing customers with at least three names for each referral;
- Discussing inspection options and estimated costs;
- Preparing customers for closing and the review closing documents.

Mortgage Approval Process

During the approval process, the HUD-approved certified counselor will walk with the client from the beginning to the end to ensure that the client understands each part of the process. The client will have 100% control of the lender, floor plans, location, and anything else that pertains to the home. The goal for the counselor is to equip the client with enough knowledge to make an educated decision on the home buying process.

Down Payment and Closing Costs Assistance Programs

The goal of the down payment and closing costs assistance programs is to assist first-time homebuyers achieve homeownership. Conventional and government-backed mortgages are loan products participants use to finance homes. Participants must however meet HUD income guidelines in order to qualify for down payment and closing costs assistance.

- This down payment and closing costs assistance program is available for first time homebuyers who are below the U.S Department of Housing and Urban Development's 80% area median income and have not owned a home in the previous 3 years.

Home Closing

If requested, the housing counselor will attend the home closing meeting with the buyer to offer support and assistance as needed throughout the process. As indicated in previous disclosure forms (signed by the housing client and provided to the housing counselor), the NELCDC counselors may have to provide documentation to the lender from the client's counseling file that was collected during counseling. During the home closing, NELCDC staff will have the client's file in the event supplemental documentation is needed.

Post Purchase Follow-Up

30 days after closing, the NELCDC will contact the first-time homebuyer. Contact is typically made by phone, and the nature of the discussion and outcome will be documented in the clients file as well as in their Counselor Max client profile. The NELCDC counselor will follow up with the clients to review their amortization schedule and discuss their mortgage payment process. During this process, it is important to ensure clients are making their mortgage payments on time. If the client expresses concerns with budgeting, savings, or any other means of financial stress, the counselor will encourage the client to return for one-on-one post purchase counseling. A work plan to ensure the client does not move towards default will be established and closely monitored.

Alternative Settings/Format

The NELCDC currently works with the clients in different formats. For example, some clients do not have means or access to technology, so we work to ensure we can provide a seamless counseling opportunity for clients in remote locations with limited means. Most sessions are conducted in-person in the NELCDC office. Some sessions are conducted over the phone, while others may be conducted via email, and if needed in person if the client has limited mobility. Since we cover several counties, the NELCDC has to be flexible in reaching its clients. Right now, we are not doing video counseling but we are in the process of making Skype counseling sessions accessible for the clients. We are reaching out to the clients via, email, telephone and one-on-one counseling sessions. The NELCDC does it best to make sure that the client's needs are met not only by HUD standards but also by the clients' standards as well. We want to make sure that they are receiving the most effective financial and housing education possible. As of March/April 2016, the NELCDC is proposing to develop an online educational module to offer an online, self-led counseling process with curriculum developed by the NELCDC.

Fee Structure

The North & East Lubbock CDC does not charge a fee for its housing counseling services.

Limited English Proficiency (LEP)

The NELCDC has partnered up with League of United Latin American Citizens (LULAC). LULAC was founded in 1929 and is the oldest and most widely respected Hispanic civil rights organization in the United States. Council #263 helps citizens of Lubbock who are not proficient in English with translations when the clients attend the classes.

Conclusion

The NELCDC serves as a resource and an advocate for the client throughout the entire process towards homeownership. By providing each client exceptional customer service, clients begin to have changed attitudes and restored hope in themselves. When homeownership has been attained, the client becomes a motivating force for others to follow.

Monique Coleman, MPA, MCRP

Executive Director

HUD-approved Housing Counselor

P: (806) 747-1505

F: (806) 747-5934

mc_nelcdc@outlook.com

monique@nelcdc.org

Program Manager

P: (806) 747-5937

F: (806) 747-5934

Support Staff

P: (806) 747-5937

F: (806) 747-5934



NCHEC Certification in Homeownership Counseling



Is awarded to

Monique M. Coleman

Presented 22nd day of March 2015

for completing the specified training and satisfying the requirements established by NCHEC.

Certification is valid for three years from date of issuance. It is valid only when housing counseling is performed by or in partnership with a community-based organization.

Handwritten signature of John McCloskey in black ink.

JOHN McCLOSKEY
Vice President, Training Division
NeighborWorks® America

Handwritten signature of Jayna L. Bower in black ink.

JAYNA L. BOWER
Senior Director
NeighborWorks® Center for
Homeownership Education and Counseling (NCHEC)

CERTIFICATE OF COMPLETION

Monique M. Coleman

has satisfactorily completed
Homeownership Counseling Certification: Principles, Practices and
Techniques, Part I

at the

NeighborWorks Training Institute

Los Angeles, CA

February 23 - 27, 2015



A handwritten signature in black ink, appearing to read "John McCloskey", written over a horizontal line.

JOHN McCLOSKEY
Vice President, Training

CERTIFICATE OF COMPLETION

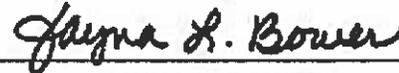
THIS CERTIFIES THAT
Monique Coleman

has successfully completed the course
Foreclosure Basics

March 21, 2015



JOHN MCCLOSKEY
Vice President, Training Division
NeighborWorks America



JAYNA L. BOWER
Director
NeighborWorks Center for
Homeownership Education and Counseling
NCHC

Plan Appendix

The following are included:

- Intake Forms
 - Group Form
 - Standard Customer Form
- Supporting Document Checklist
- Housing Counseling Documentation Checklist
- Income Verification Form
- Mortgage Readiness Assessment Checklist
- Follow-up Form Letter
- Housing Counseling Program Disclosure
- Privacy Policy and Practices
- Secondary Credit Report Authorization (If not included on Intake Form)

Education:

- 1. Below High School Diploma
- 2. High School Diploma or Equivalent
- 3. Two-Year College
- 4. Bachelors Degree
- 5. Masters Degree
- 6. Above Masters Degree

Referred to the NELCDC by (mark all that apply):

- Print Advertisement
- Bank
- Government
- TV
- Realtor
- Staff/Board member
- Walk-In
- Friend
- Radio
- Newspaper Article

If you were referred by a bank, which one? _____

If referred by another source not listed above, which one? _____

CO APPLICANT

If possible, please type, print and sign

Name:

First

MI

Last

Street

City

State

Zip Code

Home: (____) _____-_____ Work: (____) _____-_____ Email: _____

_____-_____-_____ /_____/_____

Social Security Number

Birth Date

Marital Status: 1. Single 2. Married 3. Divorced 4. Separated 5. Widowed

Gender: Male Female

Ethnicity of Household

Hispanic **Not Hispanic** **Chose Not to Respond**

Household Single Race

- American Indian/Alaskan
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Chose not to respond

Household Multi-Race

- American Indian or Alaska Native and White
- Asian and White
- Black or African American and White
- American Indian or Alaska Native and Black or African American
- Other multiple race
- Chose not to respond

Education:

- 1. Below High School Diploma
- 2. High School Diploma or Equivalent
- 3. Two-Year College
- 4. Bachelors Degree
- 5. Masters Degree
- 6. Above Masters Degree

Relationship to Customer: Spouse Daughter Son Sister Brother Girlfriend
 Boyfriend Mother Father Other: _____

CUSTOMER EMPLOYMENT Last 2 Years

If possible, please type, print and sign

Primary Employer: _____

Title Hire Date

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Gross Income (before taxes): \$ _____

Is this amount paid hourly weekly every two weeks twice a month monthly?

Previous Employer: _____

Title Length of Employment

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Continue listing previous employers on a separate sheet of paper.

Secondary Employer: _____

Title Hire Date

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Gross Income (before taxes): \$ _____

Is this amount paid hourly weekly every two weeks twice a month monthly?

CO APPLICANT EMPLOYMENT Last 2 Years

If possible, please type, print and sign

Primary Employer: _____

Title Hire Date

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Gross Income (before taxes): \$ _____

Is this amount paid hourly weekly every two weeks twice a month monthly?

Previous Employer: _____

Title Length of Employment

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Continue listing previous employers on a separate sheet of paper.

Secondary Employer: _____

Title Hire Date

Street City State Zip Code

Phone: (____) _____ - _____

Part-Time or Full-Time

Gross Income (before taxes): \$ _____

Is this amount paid hourly weekly every two weeks twice a month monthly?

INCOME *If possible, please type, print and sign*

<input type="checkbox"/> Type of Income	<i>CUSTOMER</i> Monthly Amount	<i>CO-APPLICANT</i> Monthly Amount
<input type="checkbox"/> Salary		
<input type="checkbox"/> Alimony/Child Support		
<input type="checkbox"/> Rental Income		
<input type="checkbox"/> Social Security		
<input type="checkbox"/> Pension Income		
<input type="checkbox"/> Public Assistance		
<input type="checkbox"/> Self-employment Income		
<input type="checkbox"/> Dependent SSI Income		
<input type="checkbox"/> Disability Income		
<input type="checkbox"/> Other Employment		

CUSTOMER

CO-APPLICANT

Can you document your child support/alimony income?

Yes No

Yes No

If yes, how long will it continue?

If your child or a family member receives SSI, how many more years will the payments continue?

If you receive disability income, is it for a permanent disability?

Yes No

Yes No

Regarding other employment, have you worked in this field for two years or more?

Yes No

Yes No

LIABILITIES/DEBT

If possible, please type, print and sign

Please list any debts you have, including credit cards, auto loans, student loans, and child-care expenses. Do NOT include rent or utilities.

<i>Paid To</i>	<i>Current Balance</i>	<i>Monthly Payment</i>	<i>Who's Debt? C=Customer, A=Co-Applicant B=Both</i>
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Please use additional sheets if necessary.

	CUSTOMER	CO-APPLICANT
<i>Have your payments been made on time?</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>Are you currently in Chapter 13 bankruptcy?</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>If yes, when did it begin? _____</i>		
<i>If yes, when will it be paid out? _____</i>		
<i>If yes, how much is the payment? _____</i>		
<i>Have you had a Chapter 7 bankruptcy?</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>If yes, when was it discharged? _____</i>		

LIQUID FUNDS/SAVINGS/INVESTMENTS

If possible, please type, print and sign

Please list the approximate value of the following:

	<i>CUSTOMER</i>	<i>CO-APPLICANT</i>
Checking account		
Savings account		
Cash		
CDs		
Securities (stocks, bonds, etc.)		
Retirement account		
Other Liquid Funds		

Are you about to receive additional funds (e.g., tax refunds, property sales, etc.)? Yes No

If yes, how much? \$ _____

LIVING EXPENSES*If possible, please type, print and sign*

	<i>CUSTOMER</i>	<i>CO-APPLICANT</i>	
Current monthly rent or mortgage			
Electric/Gas/Solid Waste			
Telephone			
Cellular/Pager			
Cable/Satellite TV			
Other Living Expenses			

ADDITIONAL INFORMATION*If possible, please type, print and sign*

	<i>CUSTOMER</i>		<i>CO-APPLICANT</i>	
<i>Have you owned a home in the last three (3) years?</i>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>
<i>Are you a Veteran?</i>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>
<i>Do you have a contract on a house at this time?</i>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>		
<i>Are you currently working with a real-estate agent?</i>	<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>		
<i>Most convenient time for an individual appointment?</i>	<input type="checkbox"/> ____ <i>AM</i>	<input type="checkbox"/> ____ <i>PM</i>		

AUTHORIZATION

I authorize the Housing Counseling Agency to:

- (d) pull my/our credit report to review my/our credit file for housing counseling in connection with my pursuit on a loan to purchase real property;
- (e) pull my/our credit report and review my/our credit file for informational inquiry purposes; and
- (f) Obtain a copy of the HUD-1 Settlement Statement, Appraisal, and Real Estate Note(s) when I purchase a home, from the lender who made me/us a loan and/or the title company that closed the loan.

*Customer Signature*_____
*Date*_____
*Co-Applicant Signature*_____
Date



Housing Counseling Program Supporting Document Checklist

Please bring the following documentation and/or fees to your upcoming counseling session. If you have any questions concerning the information requested, please contact us.

- _____ Bank Statements
- _____ Proof of Income (signed tax returns for last 2 years, including W-2s)
- _____ Most Recent Paycheck Stubs (for last 30 days)
- _____ Credit Card and Installment Loan Statements or Payment Books
- _____ Divorce Decree (if applicable)
- _____ Bankruptcy Documentation (if applicable)
- _____ Alimony and Child Support Documentation (if applicable)
- _____ Proof of other household income (if applicable)
- _____ Credit Report Fee (if applicable)
- _____ Copy of Valid Driver's License
- _____ Social Security Card
- _____ Other:

North & East Lubbock

Community
Development
Corporation



*An Anchor
for the
Community*

Est. 2004

Housing Counseling Documentation Checklist

CLIENT NAME: _____ CASE #: _____

LEFT SIDE

COMMENTS

Counseling Process Checklist	
Counseling Activity Log	
Client Action Plan	
Credit Report	
Homeownership Education Class Certificates	
Client Authorization Form	
Any Additional Authorization Forms	

RIGHT SIDE

Client Intake Form (application)	
Affordability Analysis	
Income Verification Form (DP & CCA)	
Household Spending Plan	
Tax Returns	<i>Years</i>
W-2's	<i>Years</i>
Pay Stubs	<i>Time Period</i>
Bank Statements	<i>Time Period</i>
Installment Account Statement	
Non-traditional credit information (if applicable)	
Proof of additional sources of income	
401 K, Investment, Retirement Account	
Award Letter-SSI, Pension, Retirement	
Bankruptcy Papers (if applicable)	
Divorce Decree (if applicable)	
Letters of Explanation	
Other supporting documentation (i.e. credit dispute letter, repayment schedule, etc.)	

Counselor Assigned to File: _____ Date: _____

File Prepared By: _____ Date: _____

Service Type: _____



NELCDC CLIENT INCOME VERIFICATION FORM

APPLICANT INFORMATION

Name: _____

Address: _____

Race: _____

Gender: _____

Persons-per-Household: _____

Client Income Level: _____

Income Verified by Counselor? YES NO

DPCC Assistance Eligible? YES NO

DPCC Assistance Requested? YES NO

QUALIFYING CRITERIA (INCOME LIMITS)

Persons-in-Family:	1	2	3	4 (<i>MEDIAN</i>)	5	6	7	8
<i>(below) <30% of AMI</i>	\$12,399	\$15,729	\$19,789	\$23,849	\$27,909	\$31,969	\$36,029	\$38,899
30 -49% of AMI	\$12,400	\$15,730	\$19,790	\$23,850	\$27,910	\$31,970	\$36,030	\$38,900
50 -79% of AMI	\$20,650	\$23,600	\$26,550	\$29,450	\$31,850	\$34,200	\$36,550	\$38,900
80 -100% of AMI	\$33,000	\$37,700	\$42,400	\$47,100	\$50,900	\$54,650	\$58,450	\$62,200
100% of AMI	\$41,300	\$47,200	\$53,100	\$58,900	\$63,700	\$68,400	\$73,100	\$77,800
<i>(more than) > 100% of AMI</i>	\$41,301	\$47,201	\$53,101	\$58,901	\$63,701	\$68,401	\$73,101	\$77,801

"AMI" means Area Median Income

"DPCC" means Down-Payment and Closing Cost

A34Low (80%) Income

Very Low (50%) Income

Extremely Low (30%) Income

HOUSING COUNSELOR VALIDATION (invalid without signature)

Completed by (Name): _____

Title: _____

Date: _____



Mortgage Readiness Assessment Checklist

To determine if a customer is mortgage ready and qualifies for a lender referral, the customer must meet the following criteria. If the customer does not meet all of the outlined criteria, s/he will be provided with an obstacles and corrective action plan and scheduled for additional counseling sessions.

- Customer has not declared bankruptcy within the last 24 months.
- Customer has not had any late payments within the last 12 months on his/her credit report.
- Customer does not have more than \$500 in judgments, collections and/or past due accounts.
- Customer's debt-to-income ratio (including housing) does not exceed 40%.
- If customer does not have a credit history, s/he has a documented nontraditional credit history for the last 12 months.

Assessment performed by: _____

Date: _____

Source: INHP Pre-Purchase Counseling Manual by Indianapolis Neighborhood Housing Partnership.



STAFF USE ONLY
FORM LETTER DATE: _____
SENT BY: _____
STAFF CONTACT INFORMATION
PHONE: (806) 747-5937 or EMAIL: reggiedial@gmail.com

NELCDC Housing Counseling Follow-Up Form Letter

The North & East Lubbock CDC is contacting you because our records indicate we have not had contact with you in at least 30 days from the date of this letter. Please contact the NELCDC staff within 30 days of the date of this form letter to let us know if you still need our assistance to achieve your housing goals. We also request that you complete and return this form to the NELCDC at the following address: P.O. Box 3893 Lubbock, TX 79452.

This will ensure that we have your most up-to-date contact information and we will also be able to determine how best to serve you. We look forward to hearing from you soon!

Sincerely,

Reggie Dial
HUD-certified Housing Counselor

CLIENT CONTACT INFORMATION:

NAME	
PHONE NUMBER	
E-MAIL	

- YES. I would like to continue to receive help from the NELCDC to achieve my housing goals.
- NO. At this time, I no longer wish to receive counseling from the NELCDC.

If no, please state your reason:

STAFF USE ONLY - CUSTOMER INFORMATION (FOR FILING & TRACKING PURPOSES)	
CLIENT NAME:	_____
LAST DATE OF KNOWN CONTACT:	_____
FIRST FOLLOW-UP DATE:	_____
SECOND FOLLOW-UP DATE:	_____
LETTER RESPONSE DATE:	_____
NELCDC STAFF SIGNATURE:	_____



Housing Counseling Program Disclosure

Purpose of Housing Counseling. I/We understand that the purpose of the housing counseling program is to provide one-on-one counseling to help customers fix those problems that prevent affordable mortgage financing. The counselor will analyze my/our financial and credit situation, identify those barriers preventing me/us from obtaining affordable mortgage financing, and develop a plan to remove those barriers. The counselor will also provide assistance in debt-load management with the preparation of a monthly and manageable budget plan. I/We further understand that it will not be the responsibility of the counselor to fix the problem for me/us but rather to provide guidance and education to empower me/us in fixing those issues preventing affordable mortgage financing.

Mortgage Financing Assistance. Upon completion of the housing counseling program, I/we understand that the counselor will help to identify those loan programs that best my/our needs and choose a lender that is right for me/us. Upon completion of the program, and with my/our permission, my/our customer information will be transferred to my/our selected lender. I/We understand that the counselor will monitor my/our loan progress to ensure the loan process runs smoothly and provide assistance as needed. I/We understand that the counseling agency does not guarantee that I/we will receive mortgage financing from the chosen lender.

Eligible Criteria. I/We understand that the counseling agency provides housing counseling assistance to customers whose problems can be resolved in 24 months or less. I/We understand that if it is determined my/our issues will take longer than 24 months to fix, I will be referred to a long-term housing counseling program.

Homeownership Education Classes. I/We understand that as part of the housing counseling program, I/we will be required to attend group homeownership education classes.

Customer's Responsibility. I/We understand that it is our responsibility to work in conjunction with the counseling process and that failure to cooperate will result in the discontinuation of my counseling program. This includes but is not limited to missing three consecutive appointments.

Please note, as specified in HUD Housing Counseling Handbook 7610.1 Rev 5, Chapter 6, paragraph 6-1(H) NELCDC housing counseling clients are not obligated to receive, purchase, or utilized any other services offered by the organization, or its exclusive partners, in order to receive housing counseling services.

Customer's Signature _____
Date _____

Co-Applicant's Signature _____
Date _____

Counselor's Signature _____
Date _____

Disclaimer: The North and East Lubbock CDC is a HUD-certified Housing Counseling Agency, and thereby is required to comply with all HUD Housing Counseling Program requirements including 24 CFR, Part 214; HUD Handbook 7610.1, as well as any other applicable or relevant mortgagee letters, and grant agreements.

Sample Source: *INHP Pre-Purchase Counseling Manual* by Indianapolis Neighborhood Housing Partnership.



Privacy Policy and Practices

We at the North & East Lubbock CDC (“NELCDC”) value your trust and are committed to the responsible management, use and protection of personal information. This notice describes our policy regarding the collection and disclosure of personal information. Personal information, as used in this notice, means information that identifies an individual personally and is not otherwise publicly available information. It includes personal financial information such as credit history, income, employment history, financial assets, bank account information and financial debts. It also includes your social security number and other information that you have provided us on any applications or forms that you have completed.

Information We Collect

We collect personal information to support our housing counseling program and to aid you in shopping for and obtaining a home mortgage from a conventional lender. We collect personal information about you from the following sources:

- Information that we receive from you on applications or other forms,
- Information about your transactions with us, our affiliates or others,
- Information we receive from a consumer reporting agency, and
- Information that we receive from personal and employment references.

Information We Disclose

We may disclose the following kinds of personal information about you:

- Information we receive from you on applications or other forms, such as your name, address, social security number, employer, occupation, assets, debts and income;
- Information about your transactions with us, our affiliates or others, such as your account balance, payment history and parties to your transactions; and
- Information we receive from a consumer reporting agency, such as your credit bureau reports, your credit history and your creditworthiness.

To Whom Do We Disclose

We may disclose your personal information to the following types of unaffiliated third parties:

- Financial service providers, such as companies engaged in providing home mortgage or home equity loans,
- Others, such as nonprofit organizations involved in community development, but only for program review, auditing, research and oversight purposes.

We may also disclose personal information about you to third parties as permitted by law.

Prior to sharing personal information with unaffiliated third parties, except as described in this policy, we will give you an opportunity to direct that such information not be disclosed.

Confidentiality and Security

We restrict access to personal information about you to those of our employees who need to know that information to provide products and services to you and to help them do their jobs, including underwriting and servicing of loans, making loan decisions, aiding you in obtaining loans from others, and financial counseling. We maintain physical and electronic security procedures to safeguard the confidentiality and integrity of personal information in our possession and to guard against unauthorized access. We use locked files, user authentication and detection software to protect your information. Our safeguards comply with federal regulations to guard your personal information.

Directing Us Not to Make Disclosures to Unaffiliated Third Parties

If you prefer that we not disclose personal information about you to unaffiliated third parties, you may opt out of those disclosures, that is, you may direct us not to make those disclosures (other than disclosures permitted by law).

- If you wish to opt out of disclosures to unaffiliated third parties other than nonprofit organizations involved in community development, you may check Box 1 on the attached Privacy Choices Form.
- If you wish to opt out of disclosures to nonprofit organizations involved in community development that are used only for program review, auditing, research and oversight purposes, you may check Box 2 on the attached Privacy Choices Form.

PRIVACY CHOICES FORM

If you want to opt out, that is direct us not to make disclosures about your personal information (other than disclosures permitted by law) as described in this notice, check the box or boxes below to indicate your privacy choices. Then send this form to the address listed below.

- Box 1** - Limit disclosure of personal information about me to unaffiliated third parties other than Non-profit organizations involved in community development.
- Box 2** - Limit disclosure of personal information about me to non-profit organizations involved in community development that are used only for program review, auditing, research and oversight purposes.

Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone Number: (____) ____ - _____
 Signature: _____

If you have checked any of the boxes above,
please mail this form in a stamped envelope to:

North & East Lubbock CDC
HUD-Approved Housing Counseling Agency #83903
P.O. Box 3893
Lubbock, TX 79452

Please allow approximately 30 days from our receipt of your Privacy Choices Form for it to become effective. Your privacy instructions and any previous privacy instructions will remain in effect until you request a change.



Credit Report Authorization

Authorization is hereby granted to the North & East Lubbock Community Development Corporation (“NELCDC”) to obtain a consumer credit report through a credit-reporting agency chosen by the NELCDC. I understand and agree that the NELCDC intends to use the consumer credit report for the purpose of evaluating my financial readiness to buy a home. I understand and agree that credit reports may be ordered as part of on-going financial counseling even after close of escrow for a period not to exceed two (2) years from the data of execution.

My signature below authorizes the release to the credit reporting agency of financial information, which I have supplied to the NELCDC in connection with such evaluation. Authorization is further granted to the credit-reporting agency to use a Photostat reproduction of this form if required to obtain any information necessary to complete my consumer credit report.

Signature Clause: (Clausula de Firma)

I understand that the Housing Counseling (Homeownership) Program I am relying on this information to prove my household’s eligibility for the housing program. I certify that all information and answers to the above questions are true and complete to the best of my knowledge. I consent to release the necessary information to determine my eligibility. I understand that providing false information or making false statements may be grounds for denial of my application. I also understand that such action may result in criminal penalties.

I authorize my consent to have the NELCDC verify the information contained in this application for the purposes of proving my eligibility. I will provide all necessary information including source names, addresses, phone numbers, and account numbers where applicable and any other information required for expediting this process. I understand that my qualifying is contingent on meeting HUD criteria and the NELCDC requirements.

Spanish translation needed

All ADULT household members must sign below:
TODAS LAS PERSONAS adultas en la familia deben firmar a continuacion

Signature (Firma)

Date (Fecha)

Signature (Firma)

Date (Fecha)

Signature (Firma)

Date (Fecha)