

## National Mortgage Settlement Housing Counseling Program



# QUARTERLY

# REPORT



**California Housing Finance Agency**

Quarterly Report **October 1 – December 31, 2024**

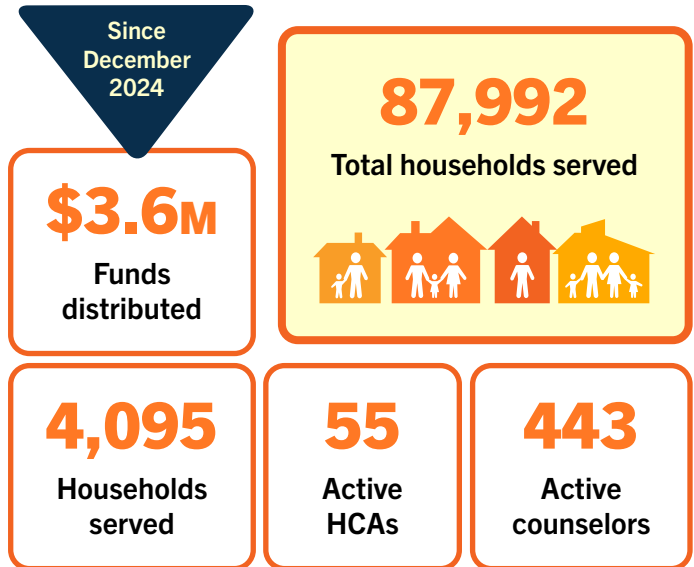
## Introduction

California's Fiscal Year 2020-21 State Budget directed \$300 million in National Mortgage Settlement (NMS) funds to the California Housing Finance Agency (CalHFA) for housing counseling and mortgage assistance. Through its NMS Housing Counseling Program, CalHFA has allocated \$122.7 million for HUD-certified housing counselors throughout the state to provide free, confidential counseling services to California residents who are in danger of eviction or foreclosure.

### NMS Housing Counseling Program details

CalHFA allocates NMS funds to participating housing counseling agencies (HCAs) through HUD-approved Intermediaries: UnidosUS and BALANCE. Additionally, HomeFree USA participated in the program, as an intermediary, through the second quarter of 2023. The HCAs are reimbursed \$750 for a client's first one-on-one counseling session, or up to \$750 worth of legal services.

An additional \$750 will be allowed if the same client returns for a second one-on-one session or a more in-depth level of counseling is needed (i.e. loan modification assistance).

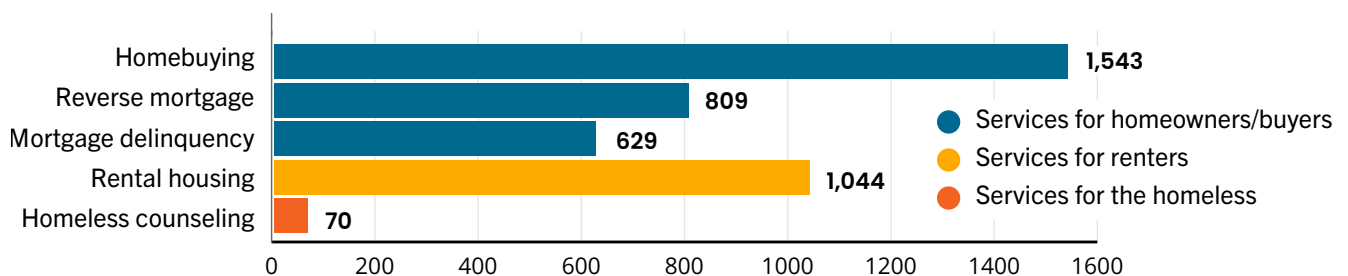


The maximum per household limit is \$1,500. Intermediaries and HCAs also received funds upfront to be used for oversight, program support and capacity building. The upfront investment into building capacity was designed to improve and extend the life of the counseling services by ensuring that agencies can modernize their technology to accommodate more virtual meetings, have adequate staffing with updated training to improve customer service and expand the availability of languages offered.

## Types of services

The HCAs provide counseling services grouped into these categories: services for the homeless, rental housing, mortgage delinquency, reverse mortgage, and homebuying (pre- and post-purchase).

The chart below shows how many clients received counseling in each of these categories during the fourth quarter of 2024:



## Fund disbursement summary

Allocated funds	Total funds allocated	Funds disbursed 10/1 – 12/31/2024	Total funds disbursed
Counseling services	\$ 122,725,000	\$ 3,647,500	\$ 96,033,253
One-time grants	\$ 600,000	\$ -	\$ 200,000
Marketing and coordination set-aside	\$ 2,500,000	\$ -	\$ -
Administrative fees	\$ 6,575,000	\$ -	\$ 6,575,000
<b>Total</b>	<b>\$ 132,400,000</b>	<b>\$ 3,647,500</b>	<b>\$ 102,808,253</b>

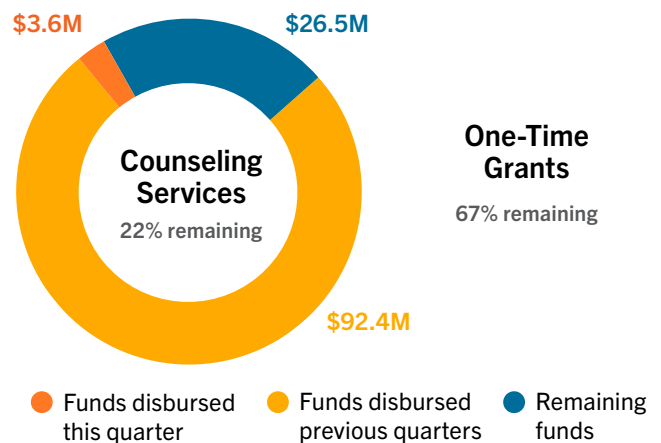
## NMS fund allocations & disbursements

To begin the program in 2020, an allocation of \$50 million was approved by the CalHFA Board of Directors to fund the National Mortgage Settlement (NMS) Housing Counseling Program.

Subsequently, the Board approved additional requests to increase funding to the program. In October of 2021 the Board approved \$23.5 million, \$18 million in July of 2022, and up to \$50 million in May of 2023 to continue the program through December of 2025. In total, up to \$141.5 million has been approved for the counseling program, and currently \$122.7 million has been allocated to HUD-Approved Intermediaries.

Of the allocated funds, 89% has been designated for counseling services and capacity building, 1% for one-time grants to nonparticipating HCAs, 5% for a marketing and coordination set-aside to ensure reach to disadvantaged, underserved, and ethnically diverse communities, and, per legislation, the remaining 5% to CalHFA for program administrative

fees. The unique investment into building capacity was designed to improve and extend the life of the counseling services in California by ensuring that agencies can modernize their technology to accommodate more virtual meetings, have adequate staffing with updated training to improve customer service and expand the availability of languages offered.

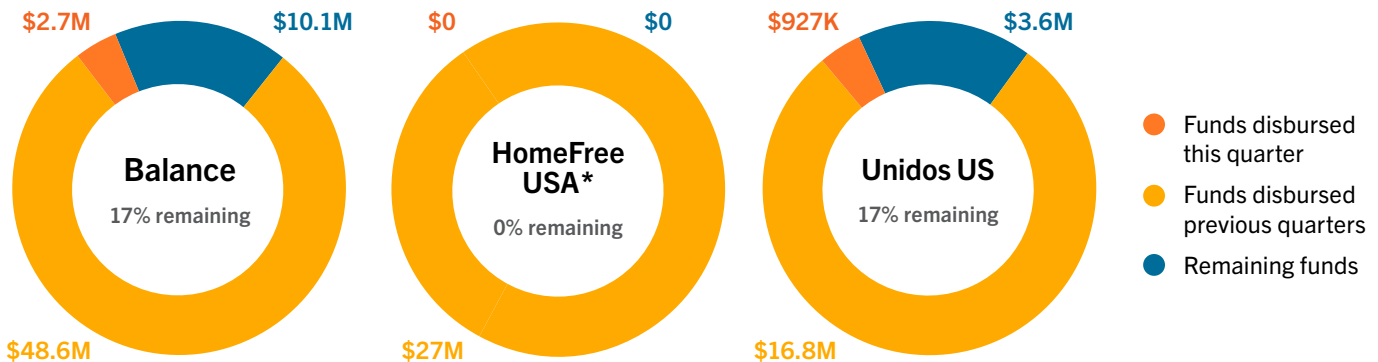


## NMS counseling services fund by intermediary

In the fourth quarter of 2024, \$3.6 million was distributed among the two Intermediaries for a combination of counseling fees and oversight fees, bringing the total disbursement to \$96 million in funds to date as of December 31, 2024.

NMS Intermediary	Total funds allocated	Funds disbursed for 10/1 – 12/31/2024	Total funds disbursed
<b>Balance</b>			
Counseling fees	\$ 48,830,258	\$ 2,470,500	\$ 39,673,508
Capacity building	\$ 4,943,329	\$ -	\$ 4,943,329
Oversight fees	\$ 7,681,941	\$ 249,375	\$ 6,684,441
<b>Balance total</b>	<b>\$ 61,455,528</b>	<b>\$ 2,719,875</b>	<b>\$ 51,301,279</b>
<b>HomeFree USA</b>			
Counseling fees	\$ 33,951,358	\$ -	\$ 22,811,250
Capacity building	\$ 3,300,281	\$ -	\$ 1,457,460
Oversight fees	\$ 2,750,234	\$ -	\$ 2,750,234
<b>HomeFree USA total</b>	<b>\$ 40,001,873</b>	<b>\$ -</b>	<b>\$ 27,018,944</b>
<b>Unidos US</b>			
Counseling fees	\$ 16,844,009	\$ 844,500	\$ 14,051,250
Capacity building	\$ 1,765,140	\$ -	\$ 1,335,830
Oversight fees	\$ 2,658,450	\$ 83,125	\$ 2,325,950
<b>Unidos US total</b>	<b>\$ 21,267,599</b>	<b>\$ 927,625</b>	<b>\$ 17,713,030</b>
<b>Total</b>	<b>\$ 122,725,000</b>	<b>\$ 3,647,500</b>	<b>\$ 96,033,253</b>

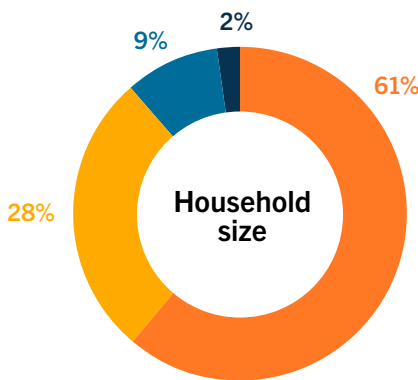
NOTE: Amounts are rounded to the nearest dollar.



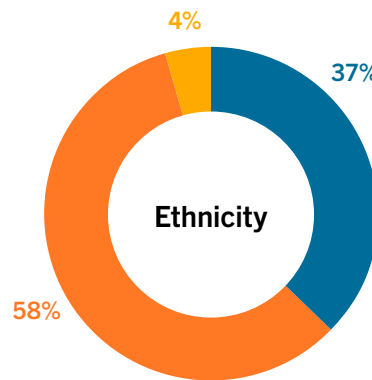
\*HomeFree USA exited the NMS Counseling Program in October 2023.

## Demographic data

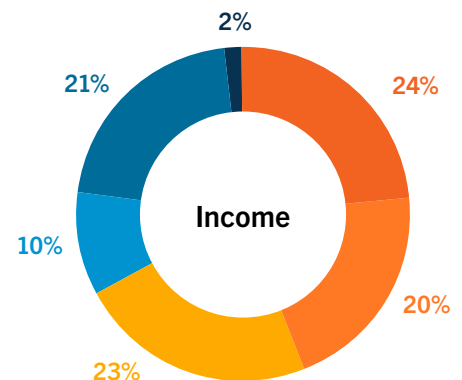
To help CalHFA ensure that assistance is equitable and effective, HCAs are required to track demographic data, income levels, location and household size for each client. The charts below provide data on households that received counseling in the fourth quarter of 2024:



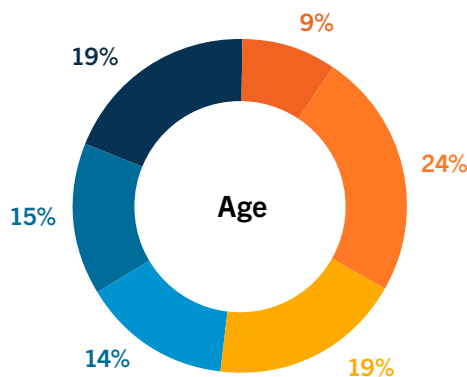
- 1 – 2 people per household
- 3 – 4 people per household
- 5 – 6 people per household
- >7 people per household



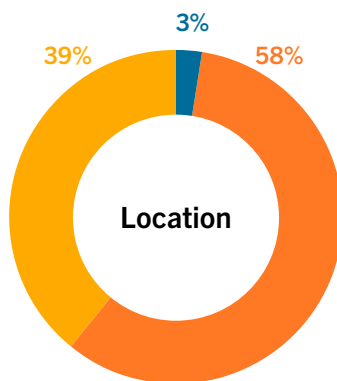
- Hispanic
- Not Hispanic
- No response



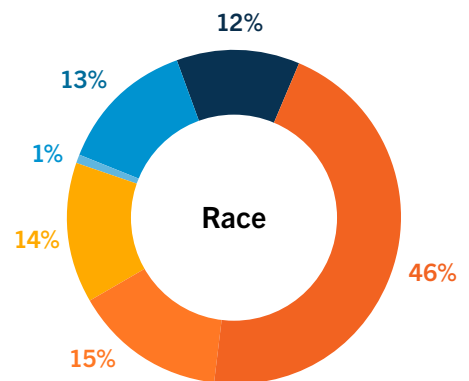
- By percentage of Area Median Income (AMI)
- < 30%
  - 30 – 49%
  - 50 – 79%
  - 80 – 100%
  - >100%
  - No response



- Under 30
- 30 – 39 Years
- 40 – 49 Years
- 50 – 59 Years
- 60 – 69 Years
- Over 69



- Northern California
- Southern California
- Central Valley / Bay Area



- White (not Hispanic)
- Black/African American
- Asian American/Pacific Islander
- American Indian/Alaskan Native
- Other/Multiple Race
- No response

Note: Charts may not add up to 100% due to rounding.



## HCA recipients of NMS counseling funds

In the fourth quarter of 2024, NMS funds were disbursed to the following HCAs as reimbursement for one-on-one counseling sessions.

A-1 Community Housing Services	Korean Resource Center	San Francisco Housing Development Corporation
Asian Incorporated	Lutheran Social Services of Southern California	San Francisco LGBT Community Center
Centro Familiar Nueva Esperanza	Mission Economic Development Agency (MEDA)	Self-Help Enterprises
Coachella Valley Housing Coalition	Money Management International	Shalom Center
Community Housing Counsel of Fresno	Montebello Housing Development Corporation	Take Charge America
Consumer Credit Counseling Service of San Francisco, DBA Balance	Navicore Solutions	The Carolyn E. Wylie Center
Credit.org	Neighborhood Housing Service of the Inland Empire	UnidosUS Counseling Connection
East LA Community Corporation	Neighborhood Housing Services of Los Angeles County	Urban League of San Diego County
ECHO Housing	Neighborhood Partnership Housing Services	USA Homeownership Foundation DBA Veterans Association of Real Estate Professionals (VAREP)
Fair Housing Foundation	Neighborworks Home Ownership Center Sacramento Region	Ventura County Community Development Corporation
Greater Sacramento Urban League	New Economics for Women	Visionary Home Builders of California, Inc.
Greenpath Financial Wellness	Orange County Community Housing Corporation	
HomeOwnership OC	Project Sentinel	
Inland Empire Resource Center		
Inland Fair Housing and Mediation Board		