

United States Department of the Treasury

HAF Annual Report

Submitted by Ashley Brooks

District Of Columbia - HAF AR 2023

Participant Information:

Entity Name	District of Columbia
Type of Recipient	State/DC
UEID	LD3CP7C1XMD5
TIN	536001131
DUNS+4	024716420
FAIN#	HAF0015
Address	1101 4th Street SW
City	Washington
State	District of Columbia
Zip	20024

Please report discrepancies (if any) on the above information.

Report Status:	Submitted
Date Submitted:	11/14/2023 11:02 AM
Submitted by	Ashley Brooks, ashley.brooks1@dc.gov
Certified by	Ashley Brooks

Point of Contact List:

Name	Title	Email	Roles
Danilo Pelletiere	Senior Policy Advisor	danilo.pelletiere@dc.gov	ERA - Account Administrator; ERA - Point of Contact for Reporting; ERA - Authorized Representative; ERA2 - Account Administrator; ERA2 - Point of Contact for Reporting; ERA2 - Authorized Representative; HAF - Account Administrator; HAF - Point of Contact for Reporting; HAF - Authorized Representative

Name	Title	Email	Roles
Ashley Brooks	Compliance Specialist	ashley.brooks1@dc.gov	ERA - Authorized Representative; ERA2 - Authorized Representative; HAF - Account Administrator; HAF - Point of Contact for Reporting; HAF - Authorized Representative; SLFRF - Authorized Representative; LATCF - Authorized Representative

Name	Title	Email	Roles
Darryl Street	Associate Treasurer	darryl.street@dc.gov	ERA - Account Administrator; ERA - Account Administrator; ERA - Point of Contact for Reporting; ERA - Authorized Representative; ERA2 - Account Administrator; ERA2 - Point of Contact for Reporting; ERA2 - Authorized Representative; HAF - Account Administrator; HAF - Point of Contact for Reporting; HAF - Authorized Representative; SLFRF - Account Administrator; LATCF - Account Administrator
Kevin Donahue	City Administrator	kevin.donahue@dc.gov	HAF - Account Administrator; HAF - Point of Contact for Submission; HAF - Point of Contact for Reporting; HAF - Authorized Representative

Name	Title	Email	Roles
Genee Hayes	DC DHCD, Portfolio and Asset Management	genee.hayes@dc.gov	HAF - Point of Contact for Submission;HAF - Point of Contact for Reporting

Community Engagement and Outreach:

1. Did you continue outreach to communities over the past twelve months (October 1, 2022 - September 30, 2023)?	No
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2. Please provide the total amount spent on outreach in the past twelve months (October 1, 2022 - September 30, 2023).	\$0.00
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3. You identified the community-based organizations and providers of counseling services or legal assistance listed below in your HAF Participant Plan or a previous report. Please indicate whether you have performed outreach in the past twelve months (October 1, 2022 - September 30, 2023) to each organization or provider by tapping "Provide Data" and selecting Yes or No.

Community-Based Organization	Type	Added on this report?	Outreach Performed?
Central American Resource Center	Community Organization	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Greater Washington Urban League	Community Organization	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marshall Heights Community Based Organization	Community Organization	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manna	Community Organization	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Latino Economic Development Center	Community Organization	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal Counsel for the Elderly/AARP	Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal Aid DC	Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Housing Counseling Services, Inc.	Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>
University Legal Services	Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Performance Goals:

Title	Program Design Element	Status	New	Continue
Mortgage Payment Assistance	Mortgage Payment Assistance	Goal Met	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mortgage Reinstatement	Mortgage Reinstatement	Goal Met	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mortgage Principal Reduction	Mortgage Principal Reduction	New, no performance data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interest Rate Reduction	Facilitate Mortgage Interest Rate Reduction	New, no performance data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Utility Assistance	Payment Assistance for Homeowners Utilities	Goal Met	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Internet Payment Assistance	Payment Assistance for Homeowner's Internet Service	Not On Track	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HOA/Condo Fees	Payment Assistance for HOA fees or liens	On Track	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Property Tax Assistance	Payment Assistance for Delinquent Property Taxes	Not On Track	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Homeowner Insurance Payments	Payment Assistance for Homeowner's Insurance	On Track	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Down Payment Assistance	Payment Assistance for Down Payment Assist. Loans	New, no performance data	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Methods for Targeting:

The HAF program has broken through administrative and procedural obstacles to increase assistance to targeted households more than 27-fold in a single year. During this reporting period, DC made its first payments in monthly mortgage assistance, utilities, internet, and homeowner insurance. There was also a 10-fold increase in number of homeowners assisted in the last year, increasing from 101 to 1021 by September 30, 2023. Over 87% of applications now have an eligibility determination and nearly 170 vendors have been registered to receive payments. The DC HAF program Targeting Plan is yielding strong results, particularly in efforts to assist low income and black households through the HAF program. Nearly one-third of HAF-assisted homeowners claim Socially Disadvantaged status, and 73% of assisted homeowners identify as black. Most notably, 99% of assisted homeowners are at or below 100% of area median income. The program is assisting targeted homeowners. The HAF program was highlighted in panel discussions at the Coalition for Nonprofit and Economic Development Equitable Communities Conference. This full-day program focused on how developers, community-based organizations, and government entities have launched and employed meaningful initiatives, resources, and tools that actively promote racial equity systems change in the District. The goal of this conference was to look beyond “racial equity rhetoric” and focus intently on specific high-impact change at the systems level; the HAF program featured in discussions regarding advancing racial equity through homeownership. In accordance with the Targeting Plan submitted to Treasury, the HAF program also specifically targets individuals with limited English proficiency, limiting linguistic and cultural barriers to participation. All program materials including website, documentation checklists, and application were published in English, Spanish, French, Vietnamese, Amharic, Chinese, and Korean. Staff with direct applicant interaction through the HAF phone line or intra-application “chat” feature are fluent in both English and Spanish. A dedicated “Language Access” phone line is available for any housing counselor that needs assistance with HAF applicants. The HAF program’s language access efforts were specifically praised by Legal Services advocates in public forums. In addition to language translation, the HAF website, documents, and application were also reviewed for “Basic Language” to ensure readability and understanding at a 9th grade level or lower. Successful efforts for applicants most vulnerable to imminent displacement: The program is also successful in its efforts for targeted intervention for the most vulnerable applicants facing imminent displacement. DC instituted a moratorium on foreclosure activities in March 2020; this moratorium continues to protect homeowners who applied to the HAF program by September 30, 2022, while their application is pending approval, pending payment, or is under appeal. The HAF program continues to be open to all homeowners, but only those who applied by September 30, 2022 are covered by the moratorium. All homeowners – regardless of moratorium status – who fail to submit the a complete application or are unresponsive to requests for edits receive text, email and direct mail outreach to ensure that applicants have every opportunity to be considered for the program. Furthermore, financial entities issuing foreclosure notices to homeowners are required to include information regarding the HAF program. The HAF website contains a sample notice for use and expand outreach efforts for the program. The HAF application includes a section asking for foreclosure status; such cases are

prioritized in the review process. Additionally, under current DC law housing association/condo foreclosure auction sale can take place as soon as 31 days after notice is issued to the unit owner. Due to the particular vulnerability of this population, condo owners seeking homeowner association assistance are prioritized in the review process. In addition to application priority, DC HAF works closely with other DC DHCD resources that focus on common community governance technical assistance to ensure that HAF funds have the highest impact on meeting common community financial liabilities. This targeted technical assistance has assisted in the removal of utility liens and rebuilding of critical reserve funds. The HAF program works closely with legal advocates as well as Foreclosure Prevention counselors contracted by the Department of Insurance, Securities and Banking who are present in foreclosure courts to communicate current HAF applicant and vendor status during court proceedings. Regular meetings occur between HAF staff and foreclosure attorneys to update on applicant status. Additionally, two Real Estate Delinquency Specialists are on the HAF staff to work with servicers and homeowner associations on escalation cases. These staffers also work with Chapter 13 and Chapter 7 bankruptcy trustees on applicants undergoing bankruptcy proceedings while applying to HAF. DC has expanded outreach efforts for applicants facing tax sale by incorporating information on the HAF program in all mailers and tax sale notices issued by the DC Office of Tax and Revenue. Numerous tax sales have been cancelled through close cross-agency collaboration and homes reclaimed through HAF payments. Successful efforts encouraging participation in housing counseling and legal services: All applicants are encouraged to seek housing counseling services through HUD-certified CBOs. At the end of the HAF application, each applicant is allowed to self-select one of eight HUD-certified counseling entities participating in the HAF program. If the applicant does not select a CBO, one is assigned to them. Each CBO makes multiple outreach efforts to the applicant to try to set up a housing counseling session. Counseling sessions are recommended to all applicants but are required for some applicants, as identified in the HAF plan. These criteria are as follows: - Their monthly mortgage expenses are 50% more than their income AND they have pre-COVID arrearages; OR - The household is making a second request for HAF assistance Housing counseling services are also available to assist in application intake and follow up documentation assistance virtually and in-person. The HAF program coordinates with legal services organizations through case referrals and weekly calls with Legal Aid to go over case status and policy concerns. HAF is also referring cases to a separate pilot program administered by DC DHCD that helps heirs with legal assistance to clear titles. HAF Participant Targeting Challenges: The most prominent challenge to the DC HAF program in the last year was the influx of applications that applied before the sunset of the DC Foreclosure Moratorium on September 30, 2022. As of March 2023, over 74% of applications were submitted prior to the end of the moratorium. Although application submission pace has slowed in the last six months, the impact of the application backlog significantly influenced application review and payment processing timelines. The program added additional application review staffing to manage the influx of applications and 88% of applications now have an eligibility determination. Program outreach was slowed during the last year in order to focus on processing the application backlog; dedicated outreach efforts are expected to resume in the upcoming year to target homeowners who may have not yet applied for the program. The District of

1. Please provide an update on your targeting plan including challenges, successes, etc.

Columbia transitioned to an entirely new financial system as of October 1, 2022. This required new vendor registration and resulted in payment delays. The system is fully operational and additional finance staffing has been added to process HAF payments, as evidenced by the rapid rise of payment obligations in the final quarters of the last year. DC's HAF application is currently online-only, creating a potential challenge for applicants with limited technical proficiency and/or internet access. Additionally, occasionally some errors of submissions required enhanced technical assistance which caused delays in review and approvals. Finally, multiple servicers remain registered for the DC HAF program but do not participate in ACH payments. As a result, physical checks are mailed to the servicers which frequently

	causes delays in applying funds to homeowners' delinquent accounts. DC continues outreach and technical assistance efforts to transition servicers to ACH payments.
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2. Is the targeting plan put fourth in the HAF Plan achieving the desired results?
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Yes

Best Practices and Coordination:

1. Have you coordinated with any of these agencies? (FHA, VA, USDA, GSE's, State or Local Agencies that hold mortgage portfolios)	Yes
If so, please provide best practices and information on coordination efforts.	<p>The HAF program has coordinated with the DC Department of Insurance, Securities, and Banking on identifying servicers registered in the District to conduct targeted outreach for those with large mortgage portfolios as well as servicers with portfolios that are substantially delinquent. The HAF program has also participated in national coordination calls with the above agencies as well as FHA and VA on a case-by-case basis.</p>
2. Have you coordinated with servicers?	Yes
If so, please provide best practices and information on coordination efforts.	<p>DC has coordinated with servicers on program participation including signing Collaborative Servicer Agreements, registration in the DC Vendor Registration system and secure file transfer of the updated Common Data File (CDF). Initial outreach for servicer participation in the DC HAF program occurs immediately once an application has been reviewed. Unresponsive servicers are followed up with directly and contact information is gathered in the NCSHA HAF Forum. Extensive coordination occurs between DC and incoming servicers, particularly regarding subservicing relationships and vendor payment requirements. The program has implemented the revised version of the CDF and is actively exchanging records with registered servicers. DC has doubled its file transfer team resources over the last year and two Real Estate Delinquency Specialists work with servicers on escalated cases. Errors and delays in record transfers are handled on a case-by-case basis with occasional coordinating calls with both parties to discuss specific issues and technical problems. DC co-hosted webinars with key servicers and subservicers targeted at homeowners in the servicers' portfolio; the webinars educated homeowners about HAF and included Q&A sessions. Over 30 households attended the webinars, with 32 receiving HAF assistance totaling \$660k as a direct result of that outreach activity. Additional coordination activity included HAF informational banners upon login to servicer websites and specific HAF-related scripts provided by servicer call center representatives. DC also worked with City Council to require servicers to send a HAF notice to residents before initiating foreclosure proceedings. Although HAF cannot remedy downpayment assistance loans issued by DHCD, any borrower requesting loss mitigation on a loan secured by DHCD are educated and referred to the HAF program as that may be useful to them in other areas of financial need.</p>

Certification:

Statement

I certify that the information provided is accurate and complete after reasonable inquiry of people, systems, and other information available to the HAF participant. The undersigned acknowledges that any materially false, fictitious, fraudulent statement, or representation (or concealment or omission of a material fact) in this submission may be the subject of criminal prosecution under the False Statements Accountability Act of 1996, as amended, 18 USC 1001, and also may subject me and the HAF participant to civil penalties, damages, and administrative remedies for false claims or otherwise (including under 31 USC 3729 et seq.) The undersigned is an authorized representative of the HAF participant with authority to make the above certifications and representations on behalf of the HAF participant.

1. How much in interest did you earn on HAF award funds in your last fiscal year?	\$0
2. If you earned interest in excess of \$500, did you remit that earned interest to the Department of Health and Human Services Payment Management System (PMS)?	N/A – Interest earned less than \$500