



Parkview Services

Housing Counseling Work Plan (January 2017)

Agency Background:

Parkview Services (PARKVIEW) was established in 1967, as Parkview Homes for Exceptional Children to serve families with children with developmental disabilities in meeting their need for housing and daily care for their children. In 1968 the agency incorporated as a private non-profit 501 (c)(3) public charity. It officially changed its name to Parkview Services in 2000.

PARKVIEW shifted its focus from providing housing and direct care to people with developmental disabilities to providing affordable housing for people with developmental disabilities in 1997. In 2004 PARKVIEW developed its homeownership program for people with developmental disabilities.

PARKVIEW's homeownership program assists individuals and families that reside in Washington State achieve financial stability, reach the goal of homeownership, and realize long term success in their homes. Toward these ends we offer individualized pre-purchase counseling, homebuyer education, post-purchase counseling, mortgage delinquency and default counseling, and reverse mortgage counseling. These services are structured to address the additional challenges particular to people with disabilities. Some of these challenges are:

- A limited ability to save. Especially for those with benefit income.
- The need for accessible and affordable housing.
- The need to maintain community supports. For people with disability choosing where to live is extremely important because these individuals depend on a support network that takes them years to develop. Displacement from their community is extremely disruptive and in some cases may lead to homelessness.
- The challenges caused by limited income. Families with children with disability are frequently financially disadvantaged because one parent must stay home to support the child's special needs.
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PARKVIEW also provides down payment assistance to low and moderate income first time homebuyers who are people with disabilities or who live with someone that is a person with disabilities. The down payment assistance is in the form of deferred payment subordinate liens or grants. Parkview won these funds in competitive funding rounds from the following sources; the Washington State Housing Trust Fund, City of Seattle, King County, Snohomish County, the City of Everett, the Federal Home Loan Bank, and the WA State Housing Finance Commission. The down payment assistance loans are paid back at sale, cash-out refinance, or payoff of first mortgage. Recaptured funds are used to support other eligible participants to purchase homes.

The Agency employs 40 staff. Board members, staff and volunteers actively support PARKVIEW's mission, vision and values.

Mission: Parkview Services creates inclusive housing solutions to promote stability, opportunity, and community.

Vision: *Creating opportunities for people to strive towards their full potential.*

In 2006 the Agency became a HUD Sub-grantee of the Washington State Housing Finance Commission. PARKVIEW began offering mortgage delinquency and default counseling services in 2008. The Homeownership Program (HOP) is the department within PARKVIEW, responsible for providing housing counseling services.

All PARKVIEW applicants have the right to courteous and fair treatment regardless of race, color, religion (creed), sex, national origin, age, familial status or disability. Services provided and activities conducted by PARKVIEW and its staff comply with HUD regulations and guidance and the following nondiscrimination regulatory and legislative requirements:

- Title VI of the Civil Rights Act of 1964,
- Title VIII of the Civil Rights Act of 1968,
- Executive Order 11063,
- Section 504 of the Rehabilitation Act of 1973,
- The Age Discrimination Act of 1975.
- Americans with Disabilities, and
- Title IX of the Education Amendments of 1972.

The housing counselor’s offices are located in an accessible facility and within 100 feet of public transportation. When required to accommodate the needs of the participant, housing counseling may take place in alternative facilities including the participant’s home.

Target Community:

Demographics:

Services are provided to a diverse community in need of help in overcoming a housing related problem or meeting a housing related need. In 2013, 26.6% of HOP participant households were very-low income with incomes falling below 50% of area median income (AMI). 13.4% were considered low income households at 50% to 79% percent of AMI. 32.6% of clients who provided information about race represented as Minorities. The table shown below summarizes some relevant demographics of our service areas.

Service Area Demographics						
Service Area	Median Income (2016)	Age 18-65 (2015)	Population (2016)	People with Disabilities 18-65 (2012)	% White (2015)	Language other than English Spoken at Home (2012)
WA State	\$73,300	4,524,451	7,288,000	812,306	80.3	906,282
King	\$90,300	1,437,528	2,117,125	185,234	69.5	512,314
Pierce	\$72,300	311,419	843,954	99,328	75.8	112,554
Skagit	\$69,900	50,688	121,846	14,762	90.7	17,785
Snohomish	\$90,300	499,036	772,501	80,128	79.7	132,021
Quad- County Area	\$80,700	2,298,671	3,855,426	379,452	78.9	774,674

Problems and Needs of the Target Population:

A home is the largest asset most families will ever own, and also the largest debt. Homeownership is also the primary means by which lower income households develop assets to achieve their own financial security. An affordable home provides economic stability, leverage to acquire other assets, and a sense of permanence for children while enhancing the stability of neighborhoods and schools. For people with disability who rely on community supports to function and survive, the stability afforded by homeownership is extremely important. The HOP is committed to promoting and sustaining homeownership for households of modest means and/or with other disparities that hamper housing goals.

Unemployment & Poverty: The 2014 annual unemployment rate in the PARKVIEW service area is shown in the following table.

Service Area Unemployment Rates				
Service Area	Unemployment Rate (2012)	Unemployment Rate (5/2016)	Population Age 18-65 (2013 Est.)	Population People with Disabilities 18-65(2012)
WA State	8.2%	5.8%	3,980,673	812,306
King	8.1%	4.4%	1,243,025	185,234
Pierce	9.8%	6.1%	463,975	99,328
Skagit	10.1%	6.4%	62,984	14,762
Snohomish	9.3%	4.8%	440,809	80,128
Quad- County Area	9.3%	5.4%	2,210,793	366,152

Although the unemployment rate improved from 2012 to 2014 it is still significantly affecting homeowners in our service areas. Unemployment and underemployment is reported as the major reason for mortgage default in 44% and default homeowners that PARKVIEW served in 2013. There are still a large number of individuals and households that are in need of education and resources that support stable and affordable homeownership.

Minorities: According to the US Census Bureau, in 2013 the non-white population estimate for King County was 29.2% and statewide it was 18.8%. PARKVIEW targets services to benefit minority households.

Person with Disabilities: In our service areas non-institutionalized people with disabilities between the ages of 18 and 65 make up 16.5% of the area total population. Statewide, 12% of the population lives with one or more disabilities.

Many people with disabilities are faced with additional challenges when trying to earn a sustaining wage. According the 2010 Americans with Disabilities Household Studies Report (Published 2012), less than 50% of individuals between the ages of 21-64 who were interviewed were employed, compared to 79.1% of people in this age group who were without disabilities. Adults aged 21 to 64 with disabilities typically earned less than those without disabilities. The median monthly earnings for people with any kind of disability was \$1,961 compared with \$2,724 for those with no disability.

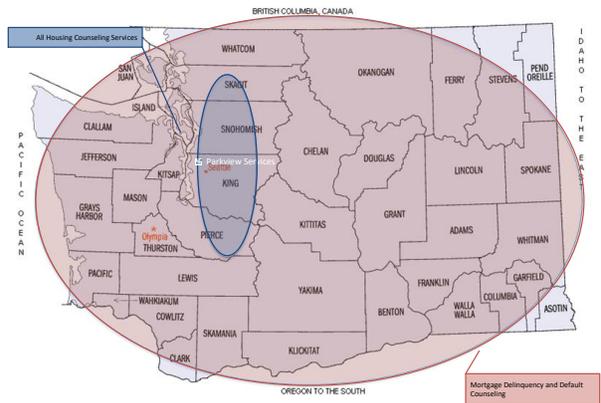
The extra challenge persons with disabilities face in earning an adequate income leads to struggles in purchasing homes or making rent payments. PARKVIEW’s main focus is to serve people with disabilities, offer housing counseling to benefit low-to-moderate income households, and down payment assistance to benefit low-to-moderate income people with disabilities.

Limited English Proficiency: According to 2012 Census data, 25% of the population in our quad-county service area reported speaking a language other than English at home.

Housing Affordability: The Washington Center for Real Estate Research calculates a First Time Buyers Housing Affordability Index as a barometer for whether a median income family would be able to meet the mortgage payments on a median price home. Specifically, the Index measures the ability of a typical family, as measured by household income at 70 % of the median, to purchase their first home. The home price is assumed to be 85% of the area’s median price. Transaction assumptions of the Index are: 10% down payment on a 30 year fixed mortgage. A central assumption behind the Index is that the household not spend more than 25% of its income on the principal and interest payments. An index of 100 means the household pays exactly this share of its income to principal and interest. When the index lies above, it pays less. When the index lies below, the household pays more. When the index is 100 there is a balance between the cost and the family’s ability to pay. The first time buyer formula does not consider those households that are not qualified to obtain a mortgage. Many low and moderate income households face obstacles that bar them from obtaining a mortgage. For example poor credit history, recent bankruptcy, saving the down payment and closing costs. If the trend towards a more difficult market for first time homeowners continues the necessity for housing counseling grows. Housing counseling is necessary to ensure borrowers overcome barriers and obtain the best interest rates, and have access to first-time buyer loans, grants and other subsidies.

Geographic Area:

Parkview Services limits most of our housing counseling services to King, Pierce, Skagit, and Snohomish Counties where 80 percent of western Washington State’s population resides, including 100% of the Seattle-Tacoma-Bellevue MSA. Because of the high need for mortgage delinquency and default counseling we offer this service statewide.



Services:

The program provides services to address the current state of the economy and the repercussions of increased foreclosures and housing related disparities locally. The work plan activities described in the following outline offer solutions to aid low-income members of our community in overcoming housing obstacles.

Delinquency/Default Counseling: During the initial counseling/intake session demographic information is obtained, intake forms are completed and counselors obtain/review information to:

- Identifying problems and any immediate needs.
- Determine the cause/s for default and the default/foreclosure timeline.
- Determine client's housing goal, objectives, motivation and whether the situation is temporary or long-term.
- Review income and expense documentation, develop income/expense/credit analysis, the degree of financial debt and make recommendations to improve net income.
- Educate client about the benefits and fundamentals of utilizing a crisis budget to improve residual income and liquid assets. Assist client in finding ways to slash luxuries and frivolous expenses to increase client's chance of curing default.
- Review mortgage documents; determine degree of default, property value and condition.
- Explain loss mitigation options, Making Home Affordable (MHA) process, and foreclosure timeframes including the right to mediation under WA State Foreclosure Fairness legislation.
- With the borrower present the lender/servicer is contacted on speaker phone and, depending on the borrower's circumstances, either an arrangement is made or the next step is identified.
- Assist in completing/submitting loss mitigation or forms for other services.
- As appropriate, make referrals to resources i.e.; job training, food, utility, legal or tax help.
- Prepare homeowner for foreclosure mediation and attend mediation sessions with homeowner.
- Provide information regarding foreclosure rescue/fraud schemes.
- Provide information regarding the importance of Home Inspections not just when you are purchasing a home but also when you detect a problem or have a concern i.e. the useful life remaining on your current roof. Documentation of this discussion is done via a signed disclosure and/or proof of mailing.
- Prepare case plans with actions steps for client and counselor to accomplish.

Pre-purchase Counseling: Pre-purchase counseling guides families through the purchase of their first home. Counselors help families identify and overcome barriers to homeownership (creditworthiness, debt to income, ability to save) and provide referrals to a variety of programs

to assist or overcome housing challenges. During the initial counseling session demographic information is obtained, and client's barriers and goals are identified. Readiness is assessed by:

- Completing an analysis of income and expenses.
- Reviewing the credit history.
- Calculating debt to income ratios and housing affordability.
- Determining eligibility and comparison analysis for FHA and other loan products.
- Reviewing spending habits and bank statements to assess ability to save for down payment and to meet post-purchase, homeownership obligations.
- Identifying demonstrated savings.
- Case plans are developed outlining action steps and strategies to overcome obstacles or barriers such as credit repair, budget adjustments, lack of savings, high debt ratio, or alternative credit histories.
- Counseling provides clients with information on fair housing and fair lending according to the Fair Housing Act and Equal Credit Opportunity Act including how to file a complaint, predatory lending practices, the role of the Realtor, the importance of home inspections, and the closing process. Documentation of these discussions is done and a disclosure is signed by the client and or sent by mail with proof of mailing.

Homebuyer Education: Group homebuyer workshops are provided as a community service and as a supplement, but not a replacement, for one-on-one counseling. The objective is to educate and enable prospective homeowners to make informed choices, assess their readiness to buy and understand the home purchase process. Classes are free of charge and open to the public. Participants receive free textbooks and upon completion, a certificate from the State Housing Finance Commission that meets industry standards for participation in a variety of affordable housing programs is issued.

Staff and volunteers present the following curriculum in a five-hour class:

- Advantages and disadvantages of homeownership;
- Wants and needs assessment, steps to homeownership, the purchase contract and the purchase process;
- Players in the home buying process;
- Loan pre-qualification, pre-approval and affordability;
- Understanding a credit report and how to improve credit scores, credit issues and how to address them;
- How to track spending, budgeting and saving for down payment;
- How down payment and past credit affect loan choices;
- Financing options including conventional and FHA mortgage, specialty loan programs and grants;
- The importance of the home inspections and caring for the home after purchase;
- Property and income taxes, homeowners insurance and risk management;

- Understanding their rights under the Fair Housing Act including how to file a complaint, Equal Credit Opportunity Act (ECOA) including how to file a complaint, predatory lending and financial mistakes to avoid;
- The loan closing process;
- Accounting for additional expenses, meeting financial obligations as a homeowner.
- Class attendance is taken and the content of the classes is documented in the class file.

Non-Delinquent Post- Purchase: Non-delinquent, post-purchase requests for counseling are usually provided to assist homeowners obtain property tax exemptions or to provide referrals to resources to help with maintenance, weatherization, accessibility modification, budgeting, utility assistance.

Reverse Mortgage (HECM) Counseling: Reverse Mortgage counseling is provided by any of two HECM certified staff. This counseling is provided in accordance with HUD HECM counseling protocol outlined in the HUD Housing Counseling Handbook 7610.1, Chapter 4.

Marketing, Outreach and Coordination: Marketing and outreach activities promoting homeownership and homeownership preservation opportunities are conducted with agencies that serve people of color, people with disabilities and other protected classes such as: the Washington State Department of Developmental Disabilities, the Arc of King County, the Arc of Snohomish County, Seattle Housing Authority, King County Developmental Disabilities Division, and Everett Housing Authority. Other examples of outreach activities include:

- Information provided to various housing authorities.
- Direct mailings through the Washington State Department of Developmental Disabilities.
- Participation in community-wide events including county homeownership information fairs allows for distribution of information to large audiences.
- Staff's present program information at various meetings of public, private and governmental organizations.
- PARKVIEW is a referral source of the toll-free statewide Homeownership Information hotline, the Washington Homeownership Resource Center website, and the Washington State Department of Financial Institutions' website. These agencies promote the benefits of housing counseling as they relate to successful homeownership.

PARKVIEW has developed collaborative relationships with the state Bar Association's Home Foreclosure Prevention project, Northwest Justice Project and Columbia Legal Services for clients in need of legal advice. PARKVIEW has cultivated many other public and private relationships at the local, regional, and national level including: City of Seattle, King County, Snohomish County, Washington State Housing Finance Commission, Financial Education Networks, Housing Development Consortium of King and Snohomish Counties, and the Low Income Housing Alliance.

Alternative Setting/Format:

We prefer to counsel in-person but we do provide counseling by phone for households living within our approved geographic area that are unable to come to our offices because of schedules, transportation issues, distance, disability, or other hardship. The housing counseling staff may use alternative locations to provide counseling activities when outreach is beneficial.

Follow-up Activities:

Counselors are required to conduct follow-up sessions and/or contacts with all participants. Follow-up counseling sessions and contacts are made to track the client's progress toward their housing goal, to champion their efforts, provide guidance and assistance, and determine outcomes. Follow-up contacts are made until the client's need or problem is resolved by having met their housing goal or until the case is closed for another reason: further counseling will not resolve their problem; the client fails to respond to contacts or chooses to terminate counseling. Follow-up activities and outcomes are documented in client files.

Fee Structure:

Parkview Services charges fees for some services to those who can afford to pay. We determine that a person can afford to pay if their household income is less than or equal to the greater of 200% of the poverty level or 50% of the area median income (AMI). If a household's income is greater than the waiver limit the participant will be required to pay the fees according to the schedule shown in the table below.

If a participant is required to pay the fee and she or he feels that paying the fee will create a financial hardship she or he may request a hardship waiver. To request a hardship waiver the participant is asked to write a letter explaining how payment of the fee will create a financial hardship and give a signed copy to the housing counselor. The housing counselor in consultation with the Homeownership Programs Director approves or disapproves the waiver. If at any time during the course of the housing counseling service the housing counselor determines that payment of the fee has caused the participant a financial hardship the fee is refunded.

PARKVIEW SERVICES FEE SCHEDULE

Default and Delinquency Counseling	No Charge	Exception: Non-Owner Occupied
Pre-Purchase Counseling/Non-FHA	\$125.00	Paid by Client-Borrower
Homebuyer Education Seminars	No Charge	
Home Choice Pre-Purchase Counseling	\$260.00	Paid by Borrower at closing.
Post Purchase Foreclosure Prevention Classes	\$125.00	*Paid by Borrower or Lender
Homeownership and Equity Protection Act - (HOEPA)	\$245.00	*Paid by Borrower or Lender
Higher Priced Mortgage Loan Counseling	\$125.00	*Paid by Borrower or Lender
High Cost Mortgage Counseling	\$125.00	*Paid by Borrower or Lender
Credit Report Fee-Individual	\$21.80	Paid by Client-Borrower
Credit Report Fee-Joint	\$43.60	Paid by Client-Borrower

Home Maintenance Workshop	\$65.00	Paid by Client-Borrower
Title 1 Home Improvement Loans Workshop	\$65.00	Paid by Client-Borrower
Fannie Mae-Framework	\$125.00	Paid by Client-Borrower
Acceptable Forms of Payment: Personal Check; Cashiers Check; Counter Check/Bank Draft: Credit Card; Debit Card; Third-Party Payment (Requires signed authorization)		WE DO NOT ACCEPT CASH PAYMENTS
Dishonor Check-Administration Fee	\$25.00	
Credit Card Decline-Administration Fee	\$15.00	
Mediation Fees-Can require more fees for continuances or mutli-sessions	\$300.00	May be more! Paid directly to Mediator. No fee waiver.
		* Must Designate who pays

Limited English Proficiency:

The Agency contracts with Certified Language International to provide on-site and telephonic interpretive services and translation of written documents. PARKVIEW maintains a list of interpreters that graduated from the Train the Interpreter Class offered periodically by HomeSight of Washington. The class trains interpreters to properly interpret language used in the mortgage and housing counseling industries. Parkview employs four staffs that are fluent in the following languages: Spanish; Korean; Arabic; French.