

Loan Packaging Express

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Staffing Updates



Following the retirement of Roger Glendenning, I was appointed Deputy Administrator, Single Family Housing. I'm excited about this great opportunity and appreciate the encouraging words of support that I've received from many of you.

Having served as both the Director of Single Family Direct and Assistant Deputy Administrator, I am very familiar with the application packaging process.

My goal is to maintain focus on application packaging and expand upon the process through new and existing partnerships. I value your support of the Direct Loan Programs and pledge my commitment to work alongside our affordable housing partners to help rural Americans preserve and achieve the dream of home ownership.

Cathy Glover

Deputy Administrator
USDA, Single Family Housing

Future Packaging Opportunities

In [Issue 6 of the Loan Packaging Express](#), I provided a packaging retrospective and look forward. While my title has changed since this article (i.e. I dropped the "Acting"), my excitement about future packaging opportunities remains. Increasing packaging through these and other opportunities is beneficial to all parties (potential

applicants, applicants, packagers, intermediaries, and Rural Development); and a goal of the division and beyond.

Brooke Baumann

Director
USDA, Single Family Housing Direct Loan Division



The USDA, Rural Development "Direct Loan Application Packagers" website: <https://www.rd.usda.gov/direct-loan-application-packagers> provides information related to upcoming certified loan application packager trainings, USDA program trainings, intermediary coverage map, resources, and more. Make sure to bookmark and visit the site often to check for updates!

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Tips & Tricks: Navigating the Monthly Partnership Performance Report

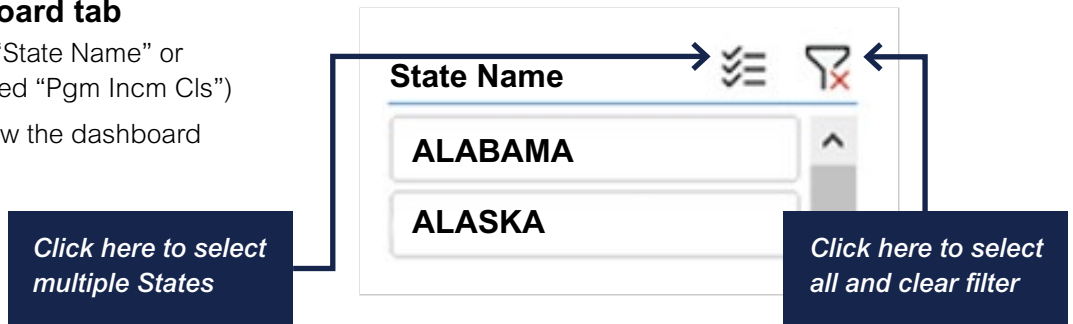
The monthly Partnership Performance Report (distributed monthly to Rural Development staff, intermediaries, and the four regional Technical & Management Assistance Self-Help Housing Contractors) gives an overview and detailed look at applications packaged and submitted via partner organizations in the past two years. In it, you can filter information by things like location, program description, income classification, and partner organization.

For the next couple of newsletters, we will be digging into this report. We will address tips and tricks for navigating the report. We will also present reflection questions for partners and states, as well as a few things to look out for throughout the data. We will start with the report's "Dashboard" tab which gives a quick overview of partner performance at the state and national levels.

Navigating the Dashboard tab

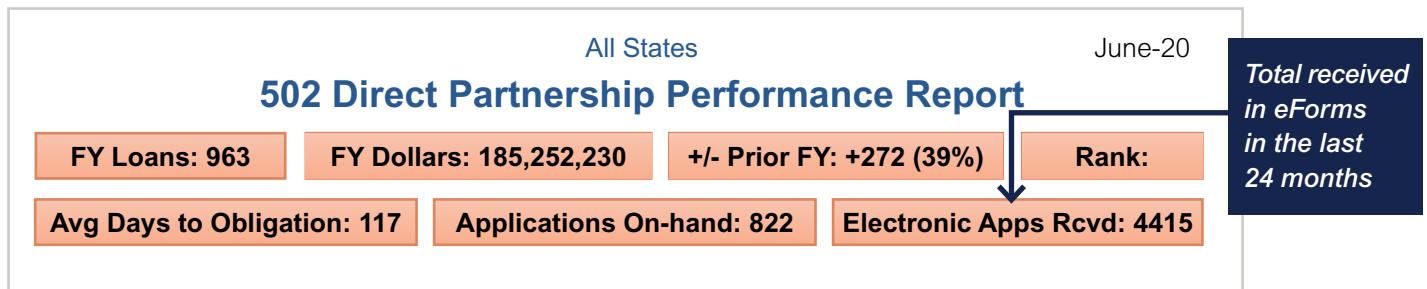
You can *filter* the charts by "State Name" or Income Classification (labeled "Pgm Incm Cls")

As you filter, you can see how the dashboard of information changes.



Quick tip for reflection

Focus on steps you can take (e.g. establishing additional partnerships) to positively influence what is being reported.



Reflection questions for the Dashboard tab

- *Packaged Loan Obligations* – How does the number of loan obligations this year compare to last year during the same time? Is there a reason for that? What can I do to influence that number?
- *Processing Pipeline (24-month activity)* – Do the numbers in the report match my records? Why or why not? What steps can I influence or have control over to ensure that loan applications are being processed quickly and efficiently?
- *Filter by Income Classification (Pgrm Incm Cls)* – Whom are we serving? How does it compare to last year?
- *Average Days to Obligation* – How does the average number of days to obligation in my area compare to similar areas? Who should I be communicating with so that I can decrease this number?

In situations where discrepancies are noted, parties should work with the Rural Development State Office to determine next steps to correct the data.

Elizabeth Lewis
Management Analyst
USDA

Automated Calculators for the Direct Programs

The Worksheet for Computing Income and Maximum Loan Amount Calculator for the Section 502 Direct program and Automated Worksheet for the Section 504 Direct programs are tools that help packagers and Rural Development organize the applicant information and promote consistency when calculating income using various methods. The Worksheet for Computing Income and Maximum Loan Amount Calculator can be found on the [Single Family Direct Loan Application Packagers webpage](#) under Resources. The 504 Automated Worksheet can be found on the [Single Family Housing Repair Loans & Grants webpage](#) under the “To Apply” tab in the Rural Development Staff and Loan Application Packager Resources section. Links to training videos for both worksheets are also listed in the associated locations under the titles “Worksheet for Computing Income & Max Loan Amount Calculator” and “504 Automated Worksheet Tutorial.”

Revisions are made periodically and announced via a GovDelivery message. It's important to use the latest

version of the worksheet (especially since revisions can affect eligible loan amount, payment assistance, or program eligibility). Prior to submitting a loan application package to Rural Development, an intermediary or packager should confirm that they used the latest version of the worksheet (the revision date is provided at the top of each tab within the worksheets).

Be sure to complete applicable, open cells (i.e. not greyed/colored out). Sections of the worksheets are locked to protect the background formulas. A password is not needed for the fillable sections of the worksheet.

If you have any suggestions, comments, or concerns please reach out to Ashley Nelson (502 worksheet) at Ashley.Nelson@usda.gov or Anthony Williams (504 worksheet) at AnthonyL.Williams@usda.gov.

Anthony Williams

Management Analyst
USDA

Overcoming Hurdles to Successful Homeownership

Sarah Picard was referred to the Crossville Housing Authority for loan application packaging by a local Realtor. Sarah is a single mother of two children and is a self-employed hair salon owner. Having operated her business, Kalon, for just over two years, Sarah was excited to finally be able to fulfill her dream of owning a home. Then mandatory closures of barbershops and salons in Tennessee waylaid Sarah's efforts to obtain a conventional home loan. Not only was she worried about the impact on her business, she was worried how this temporary closure would impact her eligibility for a home loan.

As the state and her business reopened, Sarah turned to the Single Family Housing Section 502 Direct Program where she was able to work with the Crossville Housing Authority, FAHE and Brittiny Smith, Loan Specialist with the USDA RD.

Sarah's situation has a very happy ending. She was able to purchase her home with Section 502 financing, her salon reopened (with new restrictions), and she is back at work, doing what she loves.

This is just one more example of how the USDA 502 Direct Loan makes homeownership possible for individuals and families just like Sarah Picard! Thanks to Crossville Housing Authority, FAHE and the Cookeville Area RD Office for working together to help Ms. Picard become a successful new homeowner.

Jamie Puckett

Program Director
FAHE and Don Harris, USDA



We would appreciate hearing from you. If you have a success story which highlights the benefits of packaging for the 502 or 504 programs, please contact Tammy.Repine@usda.gov.



Did you know that you can use the [Single Family Housing Eligibility Assessment tool](#) as a way to conduct a pre-eligibility assessment? Simply select an assessment type (build, purchase an existing home, or refinance) then complete the information as prompted. Once an assessment is completed, it can be saved/amended at a later date.

Focus on eForms



The eForms site allows applicants and individuals working on behalf of the applicant to search for and complete forms to apply for the Single Family Housing Direct programs. With the eForms site, users can electronically submit all the items listed on Attachment

3-J for the Section 502 program or on Attachment 12-E for the Section 504 program.

To start the process, a user must obtain a verified eAuthentication account. Instructions and weblinks for this process are provided in the eForms user guide. The eForms user guide, training, and handout can be found on the [Direct Loan Application Packagers website](#). The user guide provides step-by-step written and pictorial instructions on submitting a package. For intermediaries and packagers (who are not submitting via an intermediary), the process simply includes searching for and completing RD 410-4, selecting the processing office, attaching supporting documentation, and submitting the package. When starting the process an

important step is communication, so each state has an assigned eForms point of contact provided on the [Direct Loan Application Packagers website](#).

The use of the eForms site is beneficial to both the submitter and to the Agency. For the submitter, eForms provides a convenient and secured way to submit a loan application package. For the Agency, eForms streamlines the application process and reduces paper consumption. In addition, applications that are accepted in eForms automatically upload into the Agency's origination system so they can be parsed for further processing. Packagers are asked to submit applications based on the Stacking Order Checklist on the [Direct Loan Application Packagers website](#). This document is designed to increase efficiency in field offices by arranging documents in a manner that allows for easy transfer from the eForms site to the electronic customer file. Since the relatively simple process is mutually beneficial, the Agency requires intermediaries and opt-out packagers to use the system and encourages all other packagers to transmit via the eForms site.

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- www.rd.usda.gov
- [Single Family Housing Direct Home Loan Program](#)
- [RD Regulations and Guidance](#)



For coverage and contact information, please visit the [Single Family Housing Intermediary Map](#).