



**NH&RA Summer Institute
July 23, 2016**

**Working Well Within the System:
How to Navigate HUD**

**Karen Kelleher
Deputy Director**

- **Self-Supporting, Quasi-Public, Housing Finance Agency**
 - **\$750 million multifamily lending**
 - Construction, permanent, bridge & other financing
 - Competitive rates, multiple executions (MAP, FFB, etc.)
 - Taxable and tax-exempt
 - Affordable, mixed-income, workforce housing
 - **\$650 million single family lending**
 - First-time, low/moderate income homebuyers
 - Mortgage Insurance Fund
 - 20% to minority homebuyers
 - 6 months unemployment protection
 - **Extensive Community Services to Financed Developments**
-



CAPE COD TIMES

Cape, Islands mortgage program aids 'missing middle'

July 20, 2016

BANKER & TRADESMAN

MassHousing Grant to Fund New Statewide Workforce Housing Units

May 12, 2016

Many Relationships/Points of Interaction

- **HFA Risk Share Lender**
 - **MAP Lender**
 - **Ginnie Mae Issuer**
 - **HAP Contract Administrator**
 - **HUD Technical Assistance Provider**
 - **HUD's Agent – Demo/Dispo Program**
 - **Purchaser of Flex Sub Loans**
-

- Navigational Aids
- Rules of the Road

8(bb)
Approval

TPA

HAP

RCA

Rent
Increase

FAL

Elderly
Desig.

Waiver

PCNA

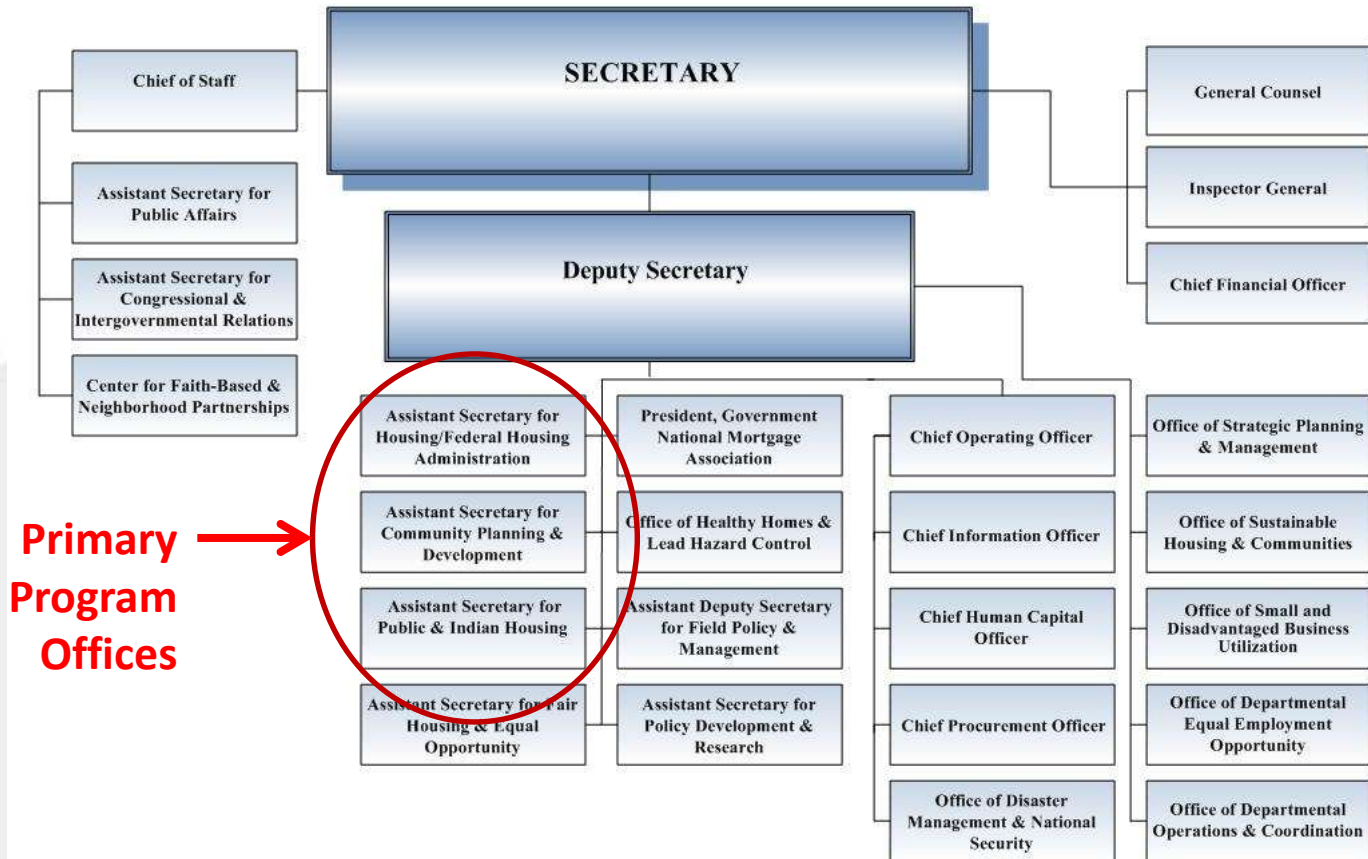
2530



Navigational Aids



HUD's Organization and Reporting Structure (FY 2011)



Source:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/cfo/afr_fy2012/section1

Identifying Relevant HUD Managers

portal.hud.gov

HUD.GOV
U.S. Department of Housing and Urban Development
Secretary Julián Castro

HUD > Directory > HUD's Headquarters Organization Directory

HUD's Headquarters Organizational Directory

Office of the Secretary

- Office of the Deputy Secretary
- Office of Small and Disadvantaged Business Utilization
- Office of Hearings and Appeals

Office of Administration

- Chief Administrative Officer

Office of Chief Human Capital Officer (OCHCO)

- Office of the Chief Human Capital Officer/Assistant Secretary
- Office of Performance Management
- Office of Policy, Planning, & Training
 - Training & Employee Development
 - Policy & Oversight
- Office of Human Capital Services
 - Recruitment & Staffing
 - Personnel Security
 - EAP, Health, & Wellness
 - Employee & Labor Relations & Performance Management
 - Pay, Benefits, & Retirement
- OCHCO Support Services
 - Human Capital Information Systems
 - Budget and Services
- Full Office of OCHCO Directory

Chief Information Officer (CIO)

- Office of the Chief Information Officer
- Office of Investment Strategies, Policy and Management
- Chief Information Security Officer

Chief Procurement Officer (CPO)

Drill down
for detail



portal.hud.gov

HUD.GOV
U.S. Department of Housing and Urban Development
Secretary Julián Castro

HUD > Program Offices > Housing > Office of Housing Directory

Office of Housing Directory


ASST SECRETARY FOR HOUSING- FEDERAL HOUSING COMMISSIONER


			Room	Phone
H	Assistant Secretary for Housing - Federal Housing Commissioner	Vacant	9100	(202) 708-2601
H	Principal Deputy Assistant Secretary for Housing	Edward Goiding	9100	(202) 708-2601
H	General Deputy Assistant Secretary for Housing	Genger Charles	9100	(202) 708-2601
H	Associate General Deputy Assistant Secretary for Housing	Janet Golnick	9100	(202) 708-2601
H	Chief of Staff	Sara Meyers	9106	(202) 708-2601
H	Senior Policy Advisor	Vacant	9110	(202) 708-2601
H	Senior Communications Advisor	Terry Carr	9110	(202) 708-2601
H	Communications Advisor	Maria DeFazio	9110	(202) 708-2601
H	Office Administrator	DeShaunta Franklin	9100	(202) 708-2601
H	Political Hang Fellow	Vacant	9100	(202) 708-2601
H	Political Hang Fellow	Vacant	9100	(202) 708-2601
H	Special Assistant	William Glavin	9110	(202) 708-2601
H	Special Assistant	Laura Thrower	9100	(202) 708-2601
H	Special Assistant	Mariene May	9100	(202) 708-2601
H	Program Analyst	Vacant	9110	(202) 708-3600
H	Program Analyst	Vacant	9110	(202) 708-3600
FAX	Commissioner's Office Fax		9100	(202) 708-1624

DEPUTY ASSISTANT SECRETARY FOR HEALTHCARE PROGRAMS

			Room	Phone
HP	Deputy Assistant Secretary	Roger Lukoff (Acting)	6264	(202) 708-0599

Source: <http://portal.hud.gov/hudportal/HUD?src=/directory/director>


peoplesearch.hud.gov 

locator
Last Name Search:
 find!
All HUD Personnel 

- [HUD Home Page](#)
- [Key Principal Staff](#)
- [Headquarters Offices](#)
- [Local Offices](#)
- [HUD's 800 Numbers](#)
- [Locator Home](#)

Search Results

Name	Corr. Code	Room	Phone	Ext.	Location
Castro, Frank J.	9KHMLAT	2900	702-366-2120		LAS VEGAS
Castro, Georgia	4HPH	1015	904-208-6006		Jacksonville
Castro Ramirez, Lourdes	P	4100	202-708-0950		Headquarters
Castrogiovanni, Frank	GIP	8270	202-708-0390	8403	Headquarters

 Click Name to Send Email

HUD 's Online Employee Locator Includes Field Offices

Source: <http://peoplesearch.hud.gov/po/i/netlocator/>



**Searchable HUD Regulations
Available as an App on Mobile Devices**

- **HUD Directives System Handbook, 000.2 REV-3**
- **Departmental Clearance**
- **HUDCLIPS**
http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips
- **Available Resources**
 - Handbooks
 - Notices
 - Letters
 - Guidebooks
 - Acts
 - Bulletins
 - Forms



- **Regulation Changes - Federal Register**
- **HUD Mailing Lists (48+), Social Media, RSS Feed**
<http://portal.hud.gov/hudportal/HUD?src=/subscribe/mailinglist>
- **What's New On HUDClips?**
http://portal.hud.gov/hudportal/HUD?src=/program_offices/adminis-tration/hudclips/whatsnew

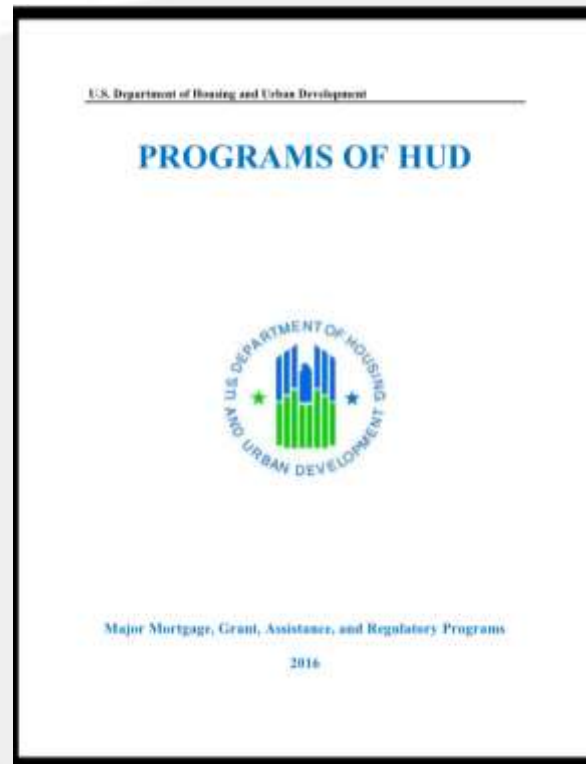


HUD Glossary of Acronyms

http://portal.hud.gov/hudportal/HUD?src=/program_offices/cfo/afr_fy2012/acronyms

Glossary of Terms,

HUD Occupancy Handbook (4530.3)



Source:

<http://portal.hud.gov/hudportal/documents/huddoc?id=HUDPrograms2016.pdf>

Recommended Road Rules

8. Know what part of HUD you need engaged.

7. Know HUD's Rules

6. Treat HUD Staff With Respect

5. Relationships Matter

4. Don't Ask for Approvals You Don't Need

3. Remember Their Public & Political Context

2. Give Them What They Need

1. Be Realistic About How Long It's Going to Take
