**HUD’s Lean 232 Program**

**Office of Residential Care Facilities (ORCF)**

**Update as of April 19, 2019**



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**Section 232 Healthcare Portal Helpdesk Updates**

The HHCP mailbox is the avenue by which all Portal issues, concerns and password resets are processed.  It is important that all messages be sent directly to the 232 Healthcare Portal Help Desk e-mail box (hhcp@hud.gov), and not to individual ORCF staff members.  Any messages sent to individuals will be replied with the request to please send those messages to the HHCP mailbox directly.  Having the ability to respond to all messages from a central location allows for consistent responses, central tracking to ensure all issues are resolved, and the ability for multiple individuals to cover the HHCP mailbox at any given time.  This is similar to our Lean Thinking inquiry process, and will be treated in the same way.

ORCF has awarded a new contract for monitoring and maintaining the Section 232 Healthcare Portal.  We are currently working on the backlog of Helpdesk requests that resulted from the changeover in contracts and will be responding to all requests as quickly as possible.

**Do you have a question regarding the 232 Healthcare Portal?**

The Office of Residential Care Facilities has a Frequently Asked Questions web page that is specifically focused on Portal issues. This allows Portal users to both submit questions and review previously submitted questions and their responses regarding the 232 Healthcare Portal ([here](https://www.hud.gov/federal_housing_administration/healthcare_facilities/residential_care/232_healthcare_portal)).

**Do you need Portal Training?**

You can search 232 Healthcare Portal training material and can access training information ([here](https://www.hud.gov/federal_housing_administration/healthcare_facilities/residential_care/232_healthcare_portal/232HCP_Training)).

***Keywords:*** *232 Healthcare Portal*

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**HUD’s Office of Housing Wants Your Suggestions About Opportunity Zones**

We wanted to make sure you saw HUD’s newest Request for Information (RFI) published on April 17 in the Federal Register. We are seeking to hear from stakeholders like you about how we can leverage the tools HUD has to maximize the positive impact of Opportunity Zones. Created by the 2017 Tax Cuts and Jobs Act, Opportunity Zones are distressed communities that provide tax benefits to investors who make new investments in the Zones.

You can see the RFI [here](https://www.federalregister.gov/documents/2019/04/17/2019-07682/review-of-hud-policy-in-opportunity-zones).

As the Chair of the White House Opportunity and Revitalization Council, HUD Secretary Carson is very interested in all the levers HUD can pull to make Opportunity Zones vibrant economic engines for their residents. Don’t be wary of making outside the box suggestions on the information contained in the RFI, including the following questions:

* What tools can HUD provide to make local communities, investors and other stakeholders more aware of the full range of applicable Federal financing programs and incentives available to projects located in urban and economically distressed areas, including Opportunity Zones?
* What types of technical assistance should be offered through HUD?

It is important that you submit your comments and suggestions using one of the response methods contained in the RFI. We are unable to accept responses or reply to emails submitted to this email box.

***Keywords:*** *Opportunity Zones*

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1. [232 Healthcare Portal](https://www.hud.gov/federal_housing_administration/healthcare_facilities/residential_care/232_healthcare_portal)
2. [232 Healthcare Portal Training Material](https://www.hud.gov/federal_housing_administration/healthcare_facilities/residential_care/232_healthcare_portal/232HCP_Training)
3. [FR–6155–N–01 - Review of HUD Policy in Opportunity Zones](https://www.federalregister.gov/documents/2019/04/17/2019-07682/review-of-hud-policy-in-opportunity-zones)

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Past Lean 232 Updates are [available online](http://portal.hud.gov/hudportal/HUD?src=/federal_housing_administration/healthcare_facilities/residential_care/mail_blast_index).

Have questions about the Lean 232 Program? Please contact LeanThinking@hud.gov.

For more information on the Lean 232 Program, check out: <http://www.hud.gov/healthcare>.

Have your loan servicing colleagues joined our email list? The Email Blasts contain information relevant to them as well. You might suggest they [Join here](http://portal.hud.gov/hudportal/HUD?src=/subscribe/signup&listname=Lean%20232%20Updates&list=LEAN-232-UPDATES-L).

We hope that you will want to continue receiving information from HUD. We safeguard our lists and do not rent, sell, or permit the use of our lists by others, at any time, for any reason. If you wish to be taken off this mail list, please [go here](http://portal.hud.gov/hudportal/HUD?src=/subscribe/signup&listname=Lean%20232%20Updates&list=LEAN-232-UPDATES-L).