

## Records Related to the Office of Housing Counseling

### Schedule 25

This schedule provides records disposition instructions for files created, received, and maintained in the Office of Housing Counseling (OHC) for Headquarters and Field Offices records relating to Housing Counseling Service. The records created are generated from OHC's program, General and administrative office functions and responsibilities pursuant to section 106 of the Housing and Urban Development Act of 1968 (12 U.S.C 1701x) (1968 Act), 24 CFR 214 and HUD's Housing Counseling Handbook 7610.1-Rev5. OHC is responsible for the administration and oversight of the Department's Housing Counseling Program. OHC approves qualified organizations to participate in the Housing Counseling Program, provides training to participating agencies and awards competitive grant funds to support housing counseling activities. Files include records and applications of local public and private nonprofit agencies, local, county, city and State governments that apply to participate in the Housing Counseling Program.

| <b>Item Number</b> | <b>Description of Record</b>  | <b>Retention Instructions</b>   | <b>Disposition Authority</b>     |
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| <b>1</b>           | <b>Budget Files.</b> includes both internal budget documents such as budget requests and external budget documents such as summaries of funding dispersed to HUD-certified Housing Counseling Agencies. Also consists of budget data submitted to the Office of Budget. | <b>Temporary.</b>   | See GRS 1.3 Budgeting Records    |
| <b>2</b>           | <b>General Correspondence</b> – Correspondence from individuals, public or private organizations and responses from program office.   | <b>Temporary.</b> Cut off at end of calendar or fiscal year, as appropriate. Destroy (3) three years after cutoff, but longer retention is authorized if required for business use. | NARA Job No. N1-207-04-3, item 6 |

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| 3 | <b>General Subject/Chronological Correspondence.</b> Official Record Copies (Forms HUD-713 or equivalent) of outgoing correspondence, original incoming correspondence, copies of HUD issuances, notices, directives, and related documents.        | <b>Temporary.</b> Break files annually. Destroy (3) three years after file break, but longer retention is authorized if required for business use.   | NARA Job No. N1-207-86-3, item 1     |
| 4 | <b>Disapproved and Withdrawn Competitive Grant Applications.</b> Headquarters and Field Office copies of disapproved and withdrawn competitive grant applications for which no contract was executed, and applications received after the deadline. | <b>Temporary.</b> Destroy (5) five years plus 30 days after grant award, but longer retention is authorized if required for business use.  | NARA Job No. N1-207-93-4, item 17-3a |
| 5 | <b>Cancelled, Suspended or Terminated Competitive Grant Case Files.</b> Headquarters and Field Office copies of cancelled, suspended, or terminated competitive applications for grants for which a contract was executed.                          | <b>Temporary.</b> Cut off and place in an inactive file after final audit and settlement of account. Destroy 6 (six) years after final audit and settlement of account, but longer retention is authorized if required for business use. | NARA Job No. N1-207-96-2, item 3     |
| 6 | <b>Competitive Grant Case Files.</b> Headquarters and/or Field Office copies of approved competitive grant case files. Includes grantee application, review, approval, and performance documentation files.   | <b>Temporary.</b> Cut off and place in inactive file after grant closeout. Destroy (20) twenty years after grant closeout, but longer retention is authorized if required for business use.  | NARA Job No. N1-207-96-2, item 4     |
| 7 | <b>Agency's Files.</b> Work plan, Performance reviews conducted by HUD staff, financial reports, financial audits, other required reports, re-approval and recertification letters, correspondence from agency                                      | <b>Temporary.</b> Cut off at end of calendar year or fiscal year in which the agreement is closed out. Destroy (6) six years after cutoff, but longer  | NARA Job No. N1-207-04-3, item 5a    |

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|          | regarding staff changes, and other program changes related to meeting program requirements.  | retention is authorized if required for business use.  |   |
| <b>8</b> | <b>Audit Files</b> – Copies of GAO, OIG, or other program audits. Includes management decision memorandum, and documentation of responses to close out audits.   | <b>Temporary.</b>  | See GRS 5.7 Agency Accountability Records |
| <b>9</b> | <b>Selection Process Records.</b> Contains selection process related records such as routine operational subject or case files that may include notice of funding availability, plans and annual applications, award and funding decisions, correspondence, and other related records regardless of media (electronic, textual, etc.). Selection Process records that become part of a Master File, because of a renewal or continuation action, will follow the disposition instructions for the Master Files. (NOTE: Program related publications and posters must be transferred to NARA for permanent retention.)<br><br><b>a.</b> Awards that are not Mandatory or Formula Based Process Records. | <b>Temporary.</b> Cut off at end of calendar year or fiscal year in which selection and renewal process is concluded, as appropriate. Destroy (6) six years after cutoff, but longer retention is authorized if required for business use. | NARA Job No. N1-207-04-3, item 2a         |
|          | <b>b.</b> Formula-Based Allocation and notification process.   | <b>Temporary.</b> Cut off at end of calendar year, program year or fiscal year in which program allocations are made and awarded, as appropriate. Destroy (7) seven years after cutoff,  | NARA Job No. N1-207-04-3, item 2b         |

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|           |   | but longer retention is authorized if required for business use.  |                                   |
| <b>10</b> | <b>All Staff Meeting-</b> OHC staff from across the country attend the meeting in person every year and discuss OHC's goals, mission, and activities for the year.  | <b>Temporary.</b>   | See GRS 5.1 Common Office Records |
| <b>11</b> | <b>Calendars-</b> displaying key deadlines, activities, and scheduled staff leave for each OHC program office. Other calendars display HUD-wide training and events as well as the yearly pay period.   | <b>Temporary.</b>   | See GRS 5.1 Common Office Records |
| <b>12</b> | <b>Clearance Procedures-</b> documents related to the procedures governing the publication of Housing Directives. OPGA has a Subject Matter Expert staff member dedicated to overseeing the clearance procedures and the documents related to them. These documents range from archived trainings to process flows and legislative timelines depicting the clearance process. | <b>Temporary.</b>   | See GRS 5.1 Common Office Records |
| <b>13</b> | <b>Communication-</b> provide communications guidance across OHC program offices. This series includes templates for correspondence with Housing Counseling Agencies, guidance on a variety of housing counseling policies, and media-related documents like talking points and press releases.   | <b>Temporary.</b>   | See GRS 5.1 Common Office Records |
| <b>14</b> | <b>Correspondence-</b> Deputy Assistant Secretary for Housing Counseling and the protocols that govern said communications. The DAS communicates with a wide range of stakeholders, both internal (i.e. HUD and OHC) and external (i.e. Congress, Housing   | <b>Permanent.</b> Break files annually. Transfer in electronic format to the Federal Records Center with appropriate metadata, in accordance with NARA regulations and transfer | NARA Job No. N1-207-95-1, item 1a |

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|           | Counseling Agencies, and Federal Agencies). This correspondence can take a wide array of forms, from training requests, to Congressional testimonies, to "thank you" letters.   | guidance three (3) years after the file break. Transfer to National Archives five (5) years after the file break |                                       |
| <b>15</b> | <b>Counselor Certification-</b> reference materials for the housing counselor certification process. These documents include best practices and frequently asked questions related to the certification of new housing counselors. These documents range from policies to fact sheets and archived trainings.   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records     |
| <b>16</b> | <b>Cross-Divisional Team Files-</b> These files belong to teams that are not primarily composed of members of one OHC program office (thus, they are considered Cross-Divisional teams). These teams include the 9902 (Agency Activity Report) Team, the Housing Counseling Federal Advisory Committee (HCFAC), Intermediary Performance Review Team, and Point of Contact (POC) Team. These files include meeting minutes and teamwork products.   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records     |
| <b>17</b> | <b>External Training-</b> documents include both OHC's External Training Plan and archived documents from trainings delivered to and provided by external parties. These trainings cover topics from the final rule on housing counseling certification to social media best practices and HUD software platforms. There are also documents in this series that provide guidance on how to access archived external trainings and reports of attendees from various external trainings. OHC's Office of Outreach and Capacity | <b>Temporary.</b>  | See GRS 2.6 Employee Training Records |

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|           | Building (OCB) has primary responsibility for conducting these external trainings.  |  |   |
| <b>18</b> | <b>Freedom of Information Act (FOIA)</b> - includes all documents related to the Freedom of Information Act (FOIA). These documents are either reference documents providing guidance on how to correspond with parties submitting FOIA requests (e.g. examples of responses) or the FOIA requests themselves.  | <b>Temporary.</b>  | See GRS 4.2 Information Access and Protection Records |
| <b>19</b> | <b>Grant Expenditure Monitoring</b> - documents related to the monitoring of housing counseling grant expenditures. These grants are given to Housing Counseling Agencies by OHC and are primarily monitored by OHC's Office of Oversight and Accountability. These documents include both extensions and recaptures. No.   | <b>Temporary.</b> Cut off at end of calendar year or fiscal year in which the agreement is closed out. Destroy when no longer needed for reference, or six years after cutoff, whichever is sooner.  | NARA Job No. N1-207-04-3, item 5a                     |
| <b>20</b> | <b>HCA Approval</b> -reference materials for the process by which Housing Counseling Agencies obtain HUD certification. The agency approval process is primarily overseen by OHC's Office of Outreach and Capacity Building (OCB). These documents include a tracker for agency applications as well as an overview of the application process and guidance around agency eligibility requirements. | <b>Temporary.</b> Cut off at end of calendar year in which financial assistance award case is closed out. Destroy when no longer needed for reference or six (6) years after cutoff, whichever is sooner, but longer retention is authorized if required for business use. | NARA Job No. N1-207-04-3, item 5a                     |
| <b>21</b> | <b>HCA Monitoring</b> -documents related to the monitoring of Housing Counseling Agencies. These monitoring activities are primarily conducted by OHC's Office of Oversight and Accountability (OOA). This series includes documents related to the   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records                     |

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|    | Point of Contact (POC) Toolkit, Quarterly Reporting Checklist, and Records Retention.   |  |                                   |
| 22 | <b>HCA Performance Reviews-</b> This series includes documents related to the Housing Counseling Agency Performance Review process. OHC conducts performance reviews to monitor the efficacy and operations of HUD-approved Housing Counseling Agencies. Doing so helps ensure that OHC funds dispersed to agencies are being utilized effectively (i.e. in a manner that serves potential homeowners). These documents are not agency-specific but include documents to track performance reviews and guidance documents on how to correspond with agencies throughout the performance review process. | <b>Temporary.</b> Cut off at end of calendar year in which financial assistance award case is closed out. Destroy when no longer needed for reference or six (6) years after cutoff, whichever is sooner, but longer retention is authorized if required for business use. | NARA Job No. N1-207-04-3, item 5a |
| 23 | <b>HECM Counselor Approval Process-</b> reference materials for the Home Equity Conversion Mortgage (HECM) counselor certification process. OHC's Office of Policy and Grant Administration (OPGA) primarily oversees activities related to Home Equity Conversion Mortgages. These documents include frequently asked questions, policies, and protocols, and HECM counselor application information. OHC considers the HECM counselor certification process to be different from the general HUD-approved housing counselor process.  | <b>Temporary.</b>  | See GRS 5.1 Common Office Records |
| 24 | <b>Housing Counseling Toolkit for Agencies-</b> housing counseling guidance and best practices that are currently on the HUD Exchange. These documents are intended for external users (i.e. Housing  | <b>Temporary.</b>  | See GRS 5.1 Common Office Records |

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|    | Counseling Agencies) and cannot be found on OHC's current internal knowledge repository (i.e. SharePoint). These toolkits cover the following topics: budget tracking, disaster recovery, technology guidance, fair housing, Form HUD-9902 (Agency Activity Report), Consumer Protection, Housing Counseling Capacity Building, Housing Counseling Outreach, and National Industry Standards for Housing Counseling. |  |  |
| 25 | <b>Housing Counseling Research</b> -includes research into best practices to promote financial literacy and homeownership. OHC's Office of Outreach and Capacity Building (OCB) is primarily responsible for collecting and reviewing this research. This research primarily takes the form of peer-reviewed articles by housing-focused academic sources.   | <b>Temporary.</b> Break files annually. Destroy when three (3) years old, but longer retention is authorized if required for business use. | NARA Job No. NC1-207-78-6; item 1        |
| 26 | <b>Housing Notices</b> - full archived collection of published, finalized HUD Housing Notices as well as a link to the archive on the HUD Exchange. Housing Notices are announcements of changes/updates to existing housing policies.   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records        |
| 27 | <b>Human Resources</b> -includes internal OHC documents related to Human Resources. These documents are primarily in the purview of OHC's Office of the Deputy Assistant Secretary (DAS) and include topics such as questions for interviewing OHC applicants, OHC's Continuity of Operations Plan (COOP), guidance for new OHC employees, performance management materials for OHC staff,                           | <b>Temporary.</b>  | See GRS 2.1 Employee Acquisition Records |



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|           | position descriptions, organization charts, union materials, and staff agreements.<br><b>a. Interview Records</b>   |  |   |
|           | <b>b. COOP-Emergency Planning Files</b>   | <b>Temporary.</b>  | See GRS 5.3 Continuity and Emergency Planning Records |
|           | <b>c. COOP-Employee emergency contact information</b>   | <b>Temporary.</b>  | See GRS 5.3 Continuity and Emergency Planning Records |
|           | <b>d. Performance Management Materials</b>  | <b>Temporary.</b>  | See GRS 2.2 Employee Management Records               |
|           | <b>e. Position Descriptions</b>   | <b>Temporary.</b>  | See GRS 2.1 Employee Acquisition Records              |
|           | <b>f. Organization Chart</b>  | <b>Temporary.</b> Place inactive file when organizational change is completed. Destroy when the (10) ten years old, but longer retention is authorized if required for business use. | NARA Job No. NC1-207-80-5, item 42a                   |
|           | <b>g. Union Materials</b>   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records                     |
| <b>28</b> | <b>Internal Training</b> -documents related to trainings intended for internal OHC staff. These documents include archived training materials, OHC mentoring materials, and the OHC Training Needs Assessments. Archived trainings cover topics including the 9902 (Agency Activity Report), Housing Counseling Agency Eligibility Tool, Disaster Recovery, Housing Counselor Certification, Grant Reporting, Housing | <b>Temporary.</b>  | See GRS 2.6 Employee Training Records                 |

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|    | Counseling System (HCS), HUD Reform Act, OMB Grant Guidance, Line of Credit Control System (LOCCS), New Application Processing, Microsoft OneDrive, Performance Reviews, Reading Financial Statements, Point of Contact (POC) Work, and more. OHC's Office of Outreach and Capacity Building (OCB) is primarily responsible for internal training documents.   |  |                                    |
| 29 | <b>IT Guidance</b> - documents that provide training/guidance on how to access and use HUD's various software platforms. These software platforms include but are not limited to the Client Management System (CMS), Housing Counseling System (HCS), HUD Exchange, Line of Credit Control System (LOCCS), Microsoft Office, and SharePoint. These documents are used by OHC staff across program offices. | <b>Temporary.</b> Destroy when superseded or obsolete or when no longer needed. Review annually.   | NARA Job No. NC1-207-78-1, item 12 |
| 30 | <b>Knowledge Management (Documentation)</b> -include finalized materials related to OHC's updated Knowledge Management structure (i.e. the way OHC's documents are organized). Once the new Knowledge Management structure is implemented, this series will include excel spreadsheets displaying the Knowledge Management structure as well as reference guides on how to navigate through it.            | <b>Temporary.</b>  | See GRS 5.1 Common Office Records  |
| 31 | <b>Management Tracking</b> -documents related to OHC's high-level strategic plans and goals. Major documents within this series include the HUD Strategic Plan, OHC Strategic Plan, Transition   | <b>Permanent.</b> Break files annually. Transfer in electronic format to the Federal Records Center with appropriate metadata, in accordance | NARA Job No. N1-207-95-1, item 1a  |

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|    | Documents, Milestone Tracking, and the DAS Weekly Report. This series is primarily overseen by the Office of the Deputy Assistant Secretary for Housing Counseling.  | with NARA regulations and transfer guidance three (3) years after file break or one year after the incumbent leaves' office, whichever is sooner. Transfer to National Archives five (5) years or three (3) years after incumbent leaves office, whichever is sooner. |                                   |
| 32 | <p><b>Notice of Funding Availability (NOFA) Grant Management-</b> documents related to the awarding of housing counseling grants. Each year, OHC announces the availability of housing counseling grants, and agencies apply to win what are known as Notice of Funding Availability (NOFA) grant awards, which they then apply to their housing counseling services for the public. To win this grant funding, agencies must submit a detailed, comprehensive application package. Each agency's application package and agency-specific grant materials are in the Agency Files. This series, however, contains all reference documents and working documents not related to an agency, but to the NOFA process overall. This series is primarily overseen by OHC's Office of Policy and Grant Administration (OPGA) and contains a wide range of documents including but not limited to scoring sheets, frequently asked questions, application instructions for agencies, and grant criteria.</p> <p><b>a. Award Files</b></p> | <b>Temporary.</b> Cut off at end of calendar year or fiscal year in which the agreement is closed out. Destroy six (6) years after cutoff, but longer retention is authorized if required for business use.   | NARA Job No. N1-207-04-3, item 3a |

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| <p><b>b.</b> Master File-Contains documents under which award selections and decisions are made<br/>(1) <u>Competitive and Non-Formula Awards</u></p>  | <p><b>Temporary.</b> Cut off at end of fiscal or calendar year in which all Master File elements are closed out. Destroy six years (6) years after cutoff, but longer retention is authorized if required for business use.</p>   | <p>NARA Job No. N1-207-04-3, item 3b1</p> |
| <p>(2) <u>Formula Awards</u></p>   | <p><b>Temporary.</b> Cut off at end of fiscal or calendar year in which all Master File elements are closed out. Destroy seven years (7) years after cutoff, but longer retention is authorized if required for business use.</p>   | <p>NARA Job No. N1-207-04-3, item 3b2</p> |
| <p><b>c.</b> Unsuccessful Applications</p>   | <p><b>Temporary.</b> Cut off at end of calendar year in which final announcement of selections are made for competitive programs or after decisions are made not to fund potential mandatory program recipients, as appropriate. Destroy six (6) years after cutoff, but longer retention is authorized if required for business use.</p> | <p>NARA Job No. N1-207-04-3, item 3c</p>  |
| <p><b>d.</b> Financial Award Deliverables-Consist of studies, reports, standards, inventions (description), and other related materials. (NOTE: Inventions shall be registered in iEdsion Archive)</p> | <p><b>Permanent.</b> Cut off at end of calendar year in which HUD receives and accepts deliverable and place in an inactive file. Transfer in electronic format to the Federal Records Center with appropriate metadata, in accordance with NARA regulations</p>  | <p>NARA Job No. N1-207-04-3, item 3d</p>  |

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|           |   | and transfer guidance. Transfer oldest five (5) year block of inactive files to the National Archives every six (6) years. |                                    |
| <b>33</b> | <b>OCB Administrative</b> -contains miscellaneous administrative documents belonging to OHC's Office of Outreach and Capacity Building (OCB). These documents include but are not limited to OCB Reports, Strategic Plans, Telework Agreements, and Teleconference Guidance.  | <b>Temporary.</b>  | See GRS 5.1 Common Office Records  |
| <b>34</b> | <b>OCB Team Files</b> -composed of members of OHC's Office of Outreach and Capacity Building (OCB). These teams include the Disaster Assistance Recovery Team (DART), Housing Counselor Certification Team, New Streamline Application Team, and Travel Consultation Team. These files include meeting minutes and teamwork products. | <b>Temporary.</b>  | See GRS 5.1 Common Office Records  |
| <b>35</b> | <b>OHC Photos</b> -photos taken by OHC staff from various events both OHC-related (e.g. from conferences and staff holiday parties) and personal (e.g. staff members' children or weddings).  | <b>Temporary.</b>  | See GRS 6.4 Public Affairs Records |
| <b>36</b> | <b>OOA Administrative</b> -miscellaneous administrative documents belonging to OHC's Office of Oversight and Accountability (OOA). These documents include but are not limited to OOA Staff Photos, Telework Agreements, and Teleconference Guidance.   | <b>Temporary.</b>  | See GRS 5.1 Common Office Records  |

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| 37 | <b>OPGA Administrative</b> -miscellaneous administrative documents belonging to OHC's Office of Policy and Grant Administration (OPGA). These documents include but are not limited to OPGA Staff Photos, Telework Agreements, and Teleconference Guidance.   | <b>Temporary.</b> | See GRS 5.1 Common Office Records         |
| 38 | <b>OPGA Team</b> Files-primarily composed of members of OHC's Office of Policy and Grant Administration (OPGA). These teams include the Frequently Asked Questions (FAQ) Team. These files include meeting minutes and teamwork products.   | <b>Temporary.</b> | See GRS 5.1 Common Office Records         |
| 39 | <b>Outreach and Visibility</b> -includes materials used to promote housing counseling services. These documents are primarily overseen by OHC's Office of Outreach and Capacity Building (OCB) and include promotional materials like flyers and fact sheets related to a range of topics including but not limited to financial literacy, homeownership best practices, and disaster recovery. The series also includes blog posts, graphic templates, and promotional videos. | <b>Temporary.</b> | See GRS 6.4 Public Affairs Records        |
| 40 | <b>Paperwork Reduction Act</b> -documents related to the Paperwork Reduction Act (PRA). The Office of Policy and Grant Administration (OPGA) has a Subject Matter Expert staff member dedicated to overseeing the application of the Paperwork Reduction Act and the documents related to it. These documents range from a change worksheet to an internal presentation and a submissions timeline.   | <b>Temporary.</b> | See GRS 5.7 Agency Accountability Records |

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| 41 | <p><b>Policy Development Committee (PDC)</b>- contains agendas, summaries, minutes, and other supporting materials related to OHC's Policy Development Committee (PDC). The PDC meets to review and approve or deny any new initiative or activity that could impact OHC. These documents are primarily overseen by the Office of Policy and Grant Administration (OPGA) and cover any topic that OHC could come across, from the NOFA process to performance reviews to the All-Staff Meeting.</p> | <p><b>Temporary.</b></p>   | <p>See GRS 5.1 Common Office Records</p> |
| 42 | <p><b>Policy Guidance</b>- contains federal policy documents along with reference materials to help OHC staff navigate the guidelines therein. These documents are utilized by OHC staff across all program offices. Policies in this series include the Housing Counseling Handbook, National Industry Standards for Ethics, 24 CFR 214, OMB A-122, OMB A-123, OMB A-133, and the HUD Act.</p>   | <p><b>Permanent.</b> Break files annually. Transfer in electronic format to the Federal Records Center with appropriate metadata, in accordance with NARA regulations and transfer guidance three (3) years after file break or one year after the incumbent leaves' office, whichever is sooner. Transfer to National Archives five (5) years or three (3) years after incumbent leaves office, whichever is sooner, but longer retention is authorized if required for business use.</p> | <p>NARA Job No. N1-207-95-1, item 1a</p> |
| 43 | <p><b>Policy/Programmatic Initiatives</b>- contains documents relating to various policy and programmatic initiatives led by OHC's Deputy Assistant Secretary (DAS) for Housing Counseling. These initiatives include FHA programs, HUD mission programs, activities related to the</p>   | <p><b>Temporary.</b></p>   | <p>See GRS 5.1 Common Office Records</p> |

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|    | NeighborWorks board, and miscellaneous policy collaborations with Housing Counseling Agencies and other stakeholders.   |  |  |
| 44 | <p><b>Procurement</b>-documents related to OHC's procurement of contractor services as well as invoices for the performance of that contract work. This series also includes contract monitoring reports created by HUD Contracting Officer Representatives (CORs), Government Technical Representatives (GTRs), and Government Technical Monitors (GTM). OHC's procurement is primarily overseen by its Office of the Deputy Assistant Secretary (DAS).</p> <p>a. Financial transactions records related to procuring goods and services, paying bills, collecting debts and accounting.</p> | <b>Temporary.</b>  | See GRS 1.1 Financial Management and Reporting Records |
|    | <p>b. Procuring goods and services</p>  | <b>Temporary.</b>  | See GRS 1.1 Financial Management and Reporting Records |
| 45 | <p><b>Quality Control (Grantee Voucher Documentation)</b>-contains reference documents related to the quality control process for Housing Counseling Agencies to which OHC disburses grant funding. Documents pertaining to a specific agency would belong to the Agency Files series. The Quality Control (Grantee Voucher Documentation) series, however, contains general guidance documents, such as an Internal Quality Control Checklist, that can be applied to all agencies for which OHC seeks to</p>  | <p><b>Temporary.</b> Cut off at end of calendar year in which financial assistance award case is closed out. Destroy when no longer needed for reference, or (6) six years after cutoff whichever sooner, but longer retention is authorized if required for business use.</p> | NARA Job No. N1-207-04-3, item 5a                      |



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|           | perform quality control activities. The quality control function is primarily performed by OHC's Office of Oversight and Accountability (OOA).  |  |   |
| <b>46</b> | <b>Reports</b> -all reports generated by program offices within the Office of Housing Counseling. Reports range from agency data reports to program office monthly reports to reports concerning other housing counseling-related subjects.   | <b>Temporary.</b> Keep 3 latest reports and destroy previous reports, but longer retention is authorized if required for business use. | NARA Job No. NC1-207-79-8, item 20        |
| <b>47</b> | <b>Risk Matrix</b> -documents related to the risk matrix belonging to OHC's Office of Oversight and Accountability (OOA). OOA utilizes its risk matrix to effectively measure and assess levels of risk assumed by its Housing Counseling Agency counterparts.  | <b>Temporary.</b>  | See GRS 5.7 Agency Accountability Records |
| <b>48</b> | <b>Stakeholder Meetings</b> -contains archived reports, slide presentations, agendas, and participant evaluations from Stakeholder Meetings that OHC conducts with various external counterparts. Counterparts in this series include Faith Based Organizations, the Housing Counseling Stakeholders' Forum, HUD Intermediaries, and Tribal Consultation and Rural Housing groups. These meetings primarily fall under the purview of OHC's Office of Outreach and Capacity Building (OCB). | <b>Temporary.</b>  | See GRS 5.1 Common Office Records         |
| <b>49</b> | <b>Standard Operating Procedures (SOPs)</b> -Technical Reference Files  | <b>Temporary.</b><br>Destroy when superseded or obsolete.  | NARA Job NC1-207-78-1                     |

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| 50 | <p><b>The Bridge Newsletter</b>-materials related to the development and publication of OHC's monthly newsletter, "The Bridge." This series contains a link to the archive of finalized issues of "The Bridge" dating back to 2012 as well as a template for its creation and a flow chart depicting the publication process. Moreover, the series contains a collection of independent submissions for articles to be included in the newsletter dating back to 2017. OHC's Office of Outreach and Capacity Building (OCB) is primarily responsible for the monthly production and dissemination of "The Bridge."</p> | <b>Temporary.</b> | See GRS 6.4 Public Affairs Records                  |
| 51 | <p><b>Agency Data (Housing Counseling System - F11)</b> Agency data is collected to include: agency name, agency primary address, type of services provided, contact information, counselor/client data, agency ID, agency status and agency type.</p>   | <b>Temporary.</b> | See GRS 1.2 Grant and Cooperative Agreement Records |
| 52 | <p><b>Counselors Certification Data (HUD Housing Certified Housing Counseling and Counseling Database)</b> Reports are pulled to verify certification for all counselors who have completed the required exam to administer the program. The database collects counselors name, agency employed, SS# and whether pass or fail exam. The PII in this database is collected under approval from OMB through the PRA process and data collected in FHAC is also covered by CHUMS/FHAC SORN.</p>   | <b>Temporary.</b> | See GRS 1.2 Grant and Cooperative Agreement Records |
| 53 | <p><b>Data Extraction (Agency Reporting Module - F11M)</b> Data is received for all Housing Counseling</p>   | <b>Temporary.</b> | See GRS 1.2 Grant and Cooperative Agreement Records |

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|           | Agencies to include agency profile, 9902 reports, performance reports, counselor, and client reports.   |                   |  |
| <b>54</b> | <b>Exam Results (Housing Counseling Training and Certification System)</b> Data needed for Housing Counseling Training and Certification System is pulled by the contractor Bixal and provided to HUD for counselors' certification exam results.   | <b>Temporary.</b> | See GRS 1.2 Grant and Cooperative Agreement Records, |
| <b>55</b> | <b>HECM Exam Reports (HECM Exam Support Services and Registration)</b> Reports are generated weekly and monthly to track HECM exam reports and overall usage.   | <b>Temporary.</b> | See GRS 5.1 Common Office Records                    |
| <b>56</b> | <b>Usage Reports/Exam Results Reports (HECM Loan Comparison and Underwriting Tool)</b> Covers monthly usage reports for individual counselor activity, activity by agency, and answers to counselors required questions. It also covers weekly exam results report. It provides HECM counselors with loan printouts, amortization schedules, and total annual loan cost analyses. | <b>Temporary.</b> | See GRS 1.2 Grant and Cooperative Agreement Records  |