

NCSHA 2016 Annual Awards Entry Form

(Complete one form for each entry)

Deadline: Wednesday, June 15, 2016

Visit ncsha.org/awards to view the Annual Awards Call for Entries.

Instructions: Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact awards@ncsha.org or 202-624-7710.

Fill out the entry name *exactly* as you want it listed in the program.

Entry Name: _____

HFA: _____

Submission Contact: (Must be HFA Staff Member) _____ **Email:** _____

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

Use this header on the upper right corner of each page:

HFA: _____

Entry Name: _____

Select the appropriate subcategory of your entry and indicate if you are providing visual aids.

Communications	Homeownership	Legislative Advocacy	Management Innovation
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			

The Homeownership Fellowship

A new approach to developing a referral pipeline

By 2030, nearly half a million New Hampshire residents will be over the age of 65. The so called “silver tsunami” influences policy debate and presents a significant management challenge for New Hampshire Housing Finance Authority (NHHFA) to maintain critical mortgage lending industry relationships. NHHFA faces the imminent retirement of many of its most loyal and productive mortgage loan originator partners. To counter the inevitable experience gap of mortgage professionals aging out of the field, New Hampshire Housing crafted a unique program to develop promising young loan originators and enrich their careers “beyond the transaction” with new dimensions of housing advocacy. The Homeownership Fellowship Program addresses the operational challenge of top originators aging out of the field and also develops 9-10 loan originators each year to become future industry leaders.

The Fellowship builds goodwill with lending partners who share the common goal of helping homebuyers achieve successful homeownership outcomes. At the same time, the Fellowship educates partners on available resources and expands their knowledge of the HFA’s broader mission and important role in ensuring New Hampshire residents have safe and affordable places to live. The Fellowship deepens the relationships of lending professionals who are in the first half of their careers and provides an opportunity to position NHHFA in a favorable light compared to the array of lending products with which the agency competes in the marketplace.

The Homeownership Fellowship expands participants’ awareness of the mortgage industry, the needs and challenges of homebuyers, and understanding of New Hampshire Housing’s role in creating affordable housing opportunities for individuals and families in New Hampshire. This year-long program accepts applications from the most promising young professionals in the field and is broken down into six educational development sessions. Sessions include learning about New Hampshire Housing’s entire range of programs, meeting with successful mortgage professionals, spending time at the New Hampshire Legislature, and visiting with other top state and national officials.

Replicability and long-term operational improvement

The Homeownership Fellowship requires no more than 10 hours of up-front staff time to lay out the program curriculum and plan the sessions, presenters, and locations and can be assigned to a single staff member with adequate support from management. Sessions are aligned with strategic educational goals and spaced evenly throughout a twelve-month period. Scheduling sessions with in-house staff experts, state legislators, partner organizations, and national associations come at no speaker cost and build goodwill in the community. The program is designed to be experiential. While some sessions are held at NHHFA, most are held in locations that support the program for that day.

In creating the program, the Homeownership Division’s Managing Director and Director of Business Development coordinated with the project lead. Planning activities and logistics were broken down systematically and maintained throughout the year on a rolling basis of traditional event management. Other staff members occasionally supported the project by taking pictures and cataloging information. After the successful inaugural 2014-15 year, the Fellowship program was approved to continue each year on the merits of its simplicity, cost effectiveness, and educational outcomes. Using the model established in the first year, the project lead can secure logistics and participants with minimal conceptual planning, and make regular maintenance adjustments throughout the year.

The only real cost outlay to the agency is for the Fellowship's trip to Washington, DC to visit with New Hampshire's Senators as well as select federal officials. The expense for that three-day trip has been well worth it as NHHFA has already seen the impact of introducing the Fellows to these policy makers. The small amount budgeted for the program (\$30,000) brings NHHFA benefits that far outweigh the cost as it introduces Fellows to our larger mission while providing them a broader view of the mortgage system. *Also, the program is succeeding by creating and solidifying the lenders' connections with NHHFA, and is fulfilling our operational need to bring "new blood" into the participating lender pool to ensure the future success of our mortgage programs.*

Educational goals

The Fellowship serves as a catalyst for passionate young professionals to become leaders in the field. It allows mortgage professionals to serve homebuyers "beyond the transaction" at personal, professional, and political levels. By the end of the Fellowship, participants understand the affordable housing resources available to meet the unique needs of their clients, and have the ability to make an impact on state and national policy issues. With the homebuyer's experience at the heart of the program, educational sessions show mortgage professionals how they can tailor financial offerings to their clients and improve their quality of life. The Fellowship encourages participants to view advocacy as an extension of service to their clients, as reducing policy barriers benefits their immediate clientele and the broader industry.

Producing well rounded citizens of the mortgage industry

The Fellowship produces mortgage professionals that are actively involved in state and national policy discussions. The highpoint of the Fellowship Program is a visit to Washington, D.C. where participants meet with members of New Hampshire's Congressional Delegation and representatives from Fannie Mae, the Federal Housing Administration, Rural Development, and others. Participants have the opportunity to hold candid conversations with Senators and top agency officials who have the power to effect policy. Fellows share their ideas, challenges, frustrations, and vision with people who can create real change for the mortgage industry.

Aside from creating grassroots inroads for loan originators and homeownership advisors, the sessions help legislators and agencies strengthen their base of support to move key issues forward. HUD, MBA, RD, and NCSHA demonstrate for the Fellows how they are actively working towards positive housing change. New Hampshire's Senator Kelly Ayotte discussed her affordable housing initiative with the Fellows and requested a formal letter of concerns and needs—connecting real grassroots issues with policy change in Washington.

The program also empowers mortgage professionals to drive policy change at the state level. Participants met with lobbyists representing the Mortgage Bankers & Brokers Association and the President of the NH Bankers Association. The class learned about the unique contours of New Hampshire's political body (400 State Representatives), and how key bills move through the legislature. Throughout their legislative day, they learned how to conduct themselves with State House decorum, connect with lawmakers and associations, participate in committee meetings, and make an impact at different stages of the legislative process.

Graduation and recognition of participants

A graduation ceremony is held at the conclusion of the Fellowship year, recognizing the achievement of each class member and thanking them for their dedication to the industry and willingness to become a champion for homebuyers. The graduation ceremony is a catered event held on-site at New Hampshire Housing. Fellows are encouraged to bring guests and family to celebrate in recognition as they are awarded diplomas.

Strong outcomes

All nine participants of the inaugural Fellowship Program class found the experience beneficial. The year-long program gave these mortgage professionals a body of reference about New Hampshire Housing's available financing options, and equipped them to serve as formal nodes of referral for low-income clients. The depth of knowledge gives flexibility to loan originators when assisting clients and increases the amount of potential homebuyers that finance with New Hampshire Housing. The Fellowship is not a "quid pro quo" arrangement that obligates loan originators to refer to NHHFA, however, NHHFA has already seen increased use of loan products from Fellows in both the 2014 and 2015 classes—a 2014 Fellowship graduate quickly became a "Top Ten" loan originator for New Hampshire Housing in 2015.

Conclusion

The Fellowship program has become a resounding success for financial, educational, and NHHFA's own operational and mission goals. Agencies from Washington, DC have already reached out in anticipation of our visit to them next September—a good sign for the positive impact the Fellowship has had. This program will continue to serve as a vital marketing element of New Hampshire Housing's Homeownership Division, and will cultivate both advocacy and referrals for years to come. NHHFA will demonstrate return on investment by documenting clients referred by Fellows and track improvements against prior benchmarks. The Fellowship is positioned to help New Hampshire Housing achieve our financial and management goals and, if adopted by HFAs in other states, could have an immeasurable collective impact on the mortgage industry.

Attachments

Schedule for Pilot Program year and current year:

Homeownership Fellowship Program Schedule 2014-15 Class	
May, 2014	Welcome/Program Kick-off/NHHFA Overview
June, 2014	NH Housing: More than just homeownership
September, 2014	Housing & Politics National Perspective in DC
October, 2014	Demographics, Economy, and Housing
January, 2015	NH Government & Politics (Session 1)
March, 2015	NH Government & Politics
June, 2015	Fellows Class of 2014-15 Graduation

Homeownership Fellowship Program Schedule 2015-16 Class	
September 9, 2015	Welcome Luncheon/Overview of NHHFA
September 15-17, 2015	Housing and Politics: A National Perspective
October 23, 2015	Housing and Economic Development
January 13, 2016	NHHFA: More than just homeownership
April 7, 2016	Homeownership Conference
May 10, 2016	NH Government & Politics
June 23, 2016	Fellows Class of 2016 Graduation

Testimonials from Fellows:

After much discussion, I truly feel as if our visit will have an impact and future guidance for the issues we raised. The issues of accessory units, overdraft use, and student loan payment calculations are something we deal with each day and the staff was listening and prepared to do their research.

---Dennis, 2014-15 Fellow, on the meeting with USDA

Senator Ayotte seemed to be as concerned as we were about the ability for our smaller local banks to survive in the increasingly difficult compliance/legislative environment. It was also great to have the opportunity to ask her directly for support of a bill that would offer additional funding to help victims of the recent flooding in the Northern part of the State.

---Tammy, 2014-15 Fellow, on the meeting with Senator Ayotte

It was very gratifying to voice our concerns to the people that can affect change. In fact, within a couple of weeks of our visit we received an email from RD that addressed some of the concerns and questions that we had for them. As a result of our conversation with them the folks in Washington are working with our local RD underwriters to address some inconsistencies in the underwriting guidelines.

---Carrie, 2014-15 Fellow, on her advocacy with Rural Development

“Our ability to sit with Senator Shaheen and Senator Ayotte as well as their staff and discuss true life experiences from their constituents on the effects of new finance regulation has proven beneficial.”

---Mark, 2015-2016 Fellow

“As a newer loan officer I was not that familiar with the MBA or what they did in Washington. It was interesting to learn about the work and efforts that go into lobbying in Washington and it is great to know that an organization is advocating for the work we do as loan officers.”

---Christine, 2015-2016 Fellow

“As a result of these meetings I feel that I am more apt to write a letter to my Senator or Congressperson in regards to issues that may be affecting my clients or the communities we serve, now knowing that our concerns really do matter and can have a real impact.”

---Samantha, 2015-2016 Fellow

Photos



Program kickoff in front of New Hampshire Housing.

New Hampshire Housing Finance Authority
The Homeownership Fellowship Program



Fellows learning about New Hampshire Housing's programs at a session held in the NHHFA Board Room.



Fellows in front of the United States Capitol Building.

New Hampshire Housing Finance Authority
The Homeownership Fellowship Program



Fellows meeting with leaders from Rural Development.



Fellows after meeting with leaders from Fannie Mae.



Fellows meeting leaders from the Mortgage Bankers Association.



Fellows exchange ideas with United States Senator Kelly Ayotte.

New Hampshire Housing Finance Authority
The Homeownership Fellowship Program



Fellows meet with United States Senator Jeanne Shaheen.



A 2014-2015 Fellow at graduation. The 2015-2016 graduation will be held after this application's submission deadline on June 23, 2016

New Hampshire Housing Finance Authority
The Homeownership Fellowship Program



New Hampshire Housing
Dennis Kochanek - Top Originator 2015



Dennis Kochanek, graduate of the inaugural 2014 Homeownership Fellowship, was one of New Hampshire Housing's Top 10 Loan Originators the following year in 2015.



New Hampshire Housing Homeownership Fellowship 2015-16

About New Hampshire Housing

New Hampshire Housing's mission is to promote, finance and support affordable housing opportunities and related services for New Hampshire individuals and families so they can live where they work and play. Specifically, New Hampshire Housing offers safe, fixed-rate mortgages to homebuyers and provides rental assistance to low-income families and individuals. Our Rental Production Program is the primary method for financing the development of quality, affordable rental housing in New Hampshire. Although established by statute as a public instrumentality, New Hampshire Housing is not a state agency and receives no operating funds from the state government.

About the Program

The Homeownership Division of New Hampshire Housing is committed to helping homebuyers achieve successful homeownership. We know this is a goal shared by our lending partners as well. The Homeownership Fellowship is designed to serve mortgage professionals by providing a unique, interactive and educational experience where mortgage professionals explore the issues, challenges and opportunities of the mortgage finance system.

This year-long program will allow mortgage professionals to interact with New Hampshire Housing staff, national and state housing officials, national and state public officials, seasoned mortgage lenders and others. The highpoint of the Fellowship Program will be a visit to Washington, D.C. where participants will meet with members of our Congressional Delegation as well as representatives from Fannie Mae, the Federal Housing Administration (FHA), Rural Development (RD) and others.

Through experiential learning and discussion, graduates of the program will leave with an expanded awareness of the mortgage industry, the needs and challenges of homebuyers, and an increased understanding of how to promote successful homeownership for individuals and families in New Hampshire.

Program Details & Timeline

Who should apply? The fellowship is for people who are committed to home financing as a profession and who are looking to enhance their career while providing services to low- and moderate-income borrowers. Therefore, the target audience is mortgage professionals with 3-5 years experience. We will consider individuals with more experience who can demonstrate that their participation would meet the fellowship goals.

How many sessions will be planned? There will be six half-day sessions throughout the year not including a three-day trip to Washington, D.C. Please note, New Hampshire Housing is required to issue fellows an IRS 1099 form for the value of the Washington, which could create tax consequences for fellows.

What are the sessions? Sessions will be designed to provide unique and interactive experiences that will enhance the fellows' perspectives about their role in housing finance. The sessions will include learning about New Hampshire Housing programs, meeting with successful mortgage professionals, spending time at the New Hampshire Legislature and visiting with other top state and national officials. One session will involve a two-day trip to Washington, DC to see first-hand how our nation's mortgage finance system works.

Application Procedure

Interested candidates will be asked to complete a simple application and provide a letter of reference from their employer along with a current resume. Applications must be received at New Hampshire Housing by the date stated above.

Selection Process

All applications are reviewed by the New Hampshire Housing Homeownership Fellowship selection committee. Applicants will be notified of the committee's decision by April 25th. Since the class size is limited, interested individuals who have not been selected the first time are encouraged to apply again.

Timeline

Applications Due	June 30
Interviews/Review & Recommendation	April 16-24
Notification Decisions	April 27
Acceptance of Fellowship	May 1

PROGRAM DAYS

<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>PROGRAM</u>
Sept. 9, 2015	11 AM-2 PM	New Hampshire Housing	Welcome Luncheon & Overview of NHHFA
Sept. 15-17, 2015	3 days	Washington, DC	Housing & Politics: A National Perspective
Oct. 23, 2015	10 AM-3 PM	Railroad Square, Keene	Housing & Economic Development
Jan. 13, 2016	10 AM-3 PM	New Hampshire Housing	NHHFA: More than just homeownership
April 7, 2016	8:30-Noon	Manchester Country Club	Homeownership Conference
May 10, 2016	11 AM-3 PM	State House, Concord	NH Government & Politics
June 23, 2016	Noon – 2 PM	New Hampshire Housing	Fellows Class of 2016 Graduation

Attendance and Fellowship Agreement

The success of the program depends on attendance by the fellows. Therefore, attendance at each session is expected. As a condition of acceptance in the program, fellows will be asked to clear their calendars to allow for attendance at each session. Fellows will also sign a fellowship agreement that will outline the program and the fellow's responsibilities.

Additional Information: Contact Brenda Mahoney at bmahoney@nhhfa.org or (603) 310-9245.

