Multifamily Housing
Partnership Updates – October 13, 2021

USDA Rural Development
U.S. DEPARTMENT OF AGRICULTURE

MFH Leadership Introduction

Nancie-Ann Bodell
Deputy Administrator

Ernie Wetherbee
Field Operations Division Director

Dan Rogers
Production & Preservation Division Director

Jennifer Larson
Asset Management Division Director

MFH Field Operations Division – Regional Directors

Laurie Warzinski
Northeast Regional Director
Laurie.Warzinski@usda.gov

Karissa Stiers
Midwest Regional Director
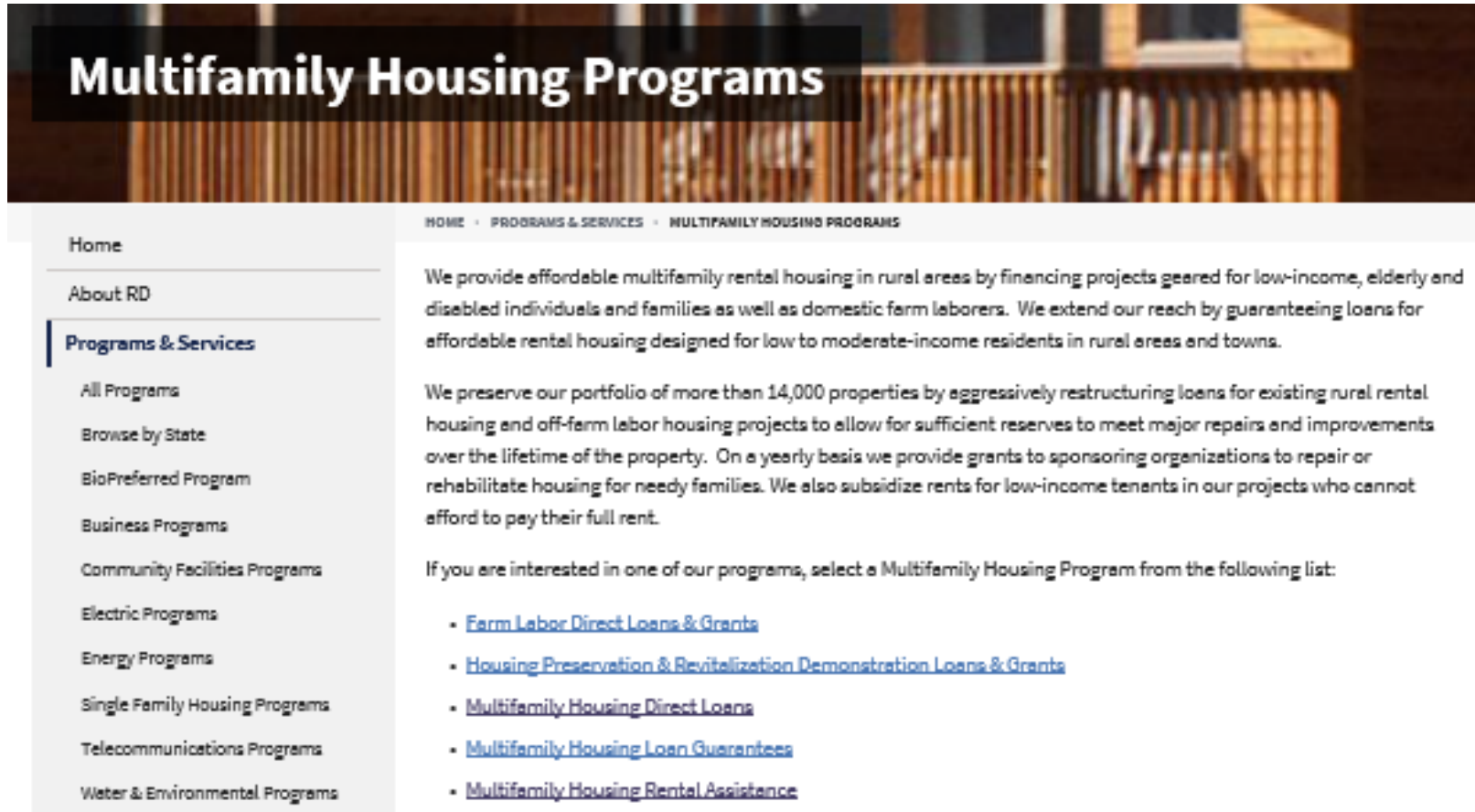Karrisa.stiers@usda.gov

Byron Waters
Southern Regional Director
Byron.waters@usda.gov

Becki Meyer
Western Regional Director
Becki.meyer@usda.gov

MFH Contact Information

- ➢ Central Phone Number
  - 800-292-8293

- ➢ MFH Website
  - Direct Web Address: https://www.rd.usda.gov/multifamily
  - MFH Organization Structure is located on the bottom of the site and is updated bi-weekly.

MFH Contact Information

Services

Cooperative Services

Newsroom

Resources

Contact Us

Multifamily Housing Contacts

Our Field Operations Division maintains local relationships through regionally organized servicing teams and handles all day-today servicing of Multifamily housing properties to ensure that tenants have safe and affordable housing. The four regions and the contact information for each Regional Director follows:

Western Region: Becki Meyer, Regional Director, MFHFODWest@usda.gov
(AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY)

Southern Region: Byron Waters, Regional Director, MFHFODSouth@usda.gov
(AL, AR, FL, GA, KY, LA, MS, NC, OK, PR, SC, TN, TX, VI)

Midwest Region: Karissa Stiers, Regional Director, MFHFODMidwest@usda.gov
(IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI)

Northeast Region: Laurie Warzinski, Regional Director, MFHFODNortheast@usda.gov
(CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)

If you need information on a loan transaction currently in process, or have questions on a new transaction, our Production & Preservation Division (PPD) processes, underwrites, and closes all multifamily direct, preservation, and guaranteed loan transactions. PPD will support all the Multifamily Housing Programs, including 515, 538, Multifamily Preservation and Revitalization (MPR), prepayments, and preservation efforts. This division will also oversee Notice of Solicitation of Applications (NOSA) drafting and administration efforts for Farm Labor Housing, Housing Preservation Grants, MPR, technical assistance, and 515. The email contact information for the Production & Preservation Division follows:

Processing and Report Review Branch 1 MFHprocessing1@usda.gov
(CT, DE, IA, IL, IN, KS, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, VA, VT, WI, WV)

Processing and Report Review Branch 2 MFHprocessing2@usda.gov
(AK, AL, AR, AZ, CA, CO, FL, GA, HI, ID, KY, LA, MS, MT, NC, NM, NV, OK, OR, PR, SC, TN, TX, UT, VI, WA, WY)

Multifamily Housing Organizational Structure

MFH Updates

- ➢ American Rescue Plan (ARP)
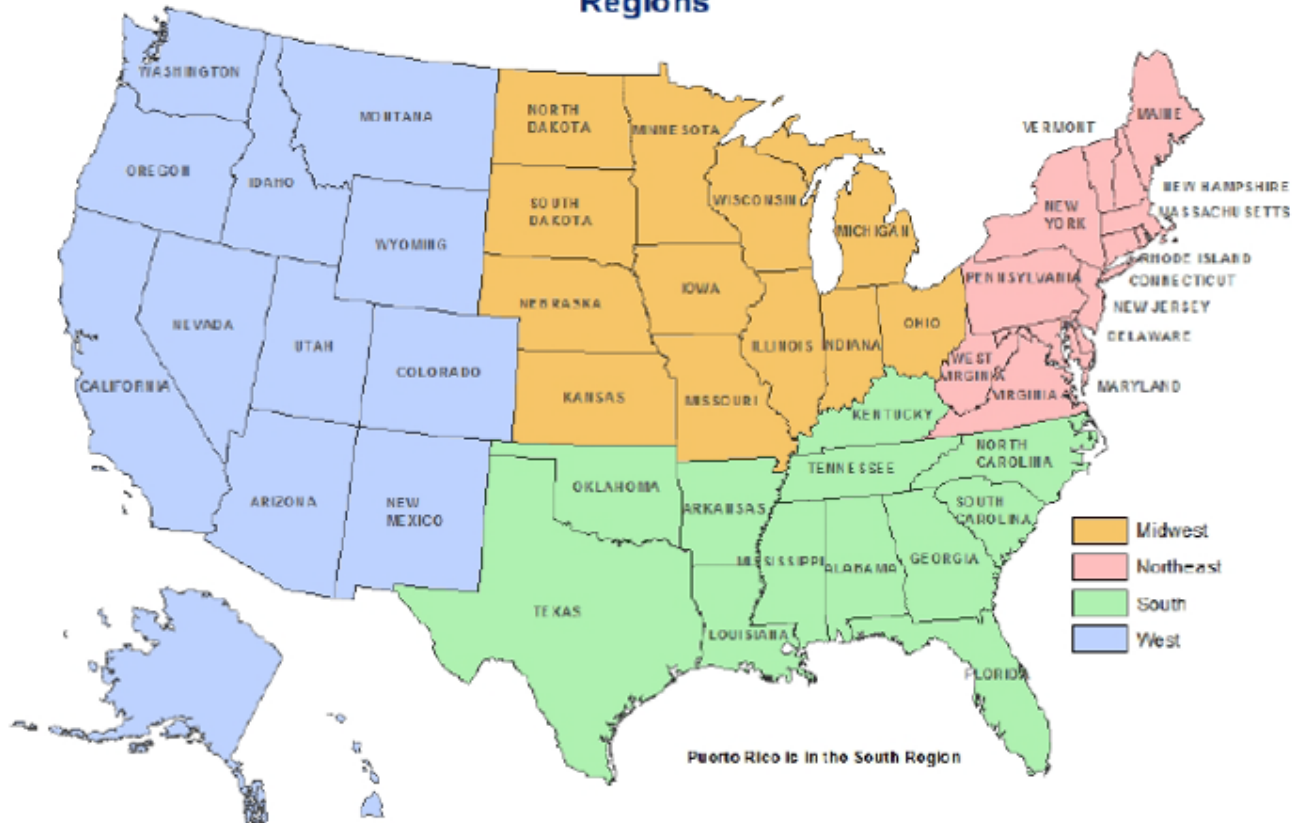
- ➢ Budget Reconciliation

MFH Regional Summary

MFH RD Regional Summary

Ernie Wetherbee, Director of the Field Operations Division
Ernie.Wetherbee@usda.gov

Regions

Midwest	(orange)
Northeast	(pink)
South	(green)
West	(blue)

Puerto Rico is in the South Region

Northeast	
Laurie Warzinski, Regional Director	
Laurie.Warzinski@usda.gov	
2,072 projects	65,749 total units
	45,116 RA units

South	
Byron Waters, Regional Director	
Byron.Waters@usda.gov	
5,071 projects	173,162 total units
	120,220 RA units

Midwest	
Karissa Stiers, Regional Director	
Karissa.Stiers@usda.gov	
4,255 projects	105,664 total units
	72,487 RA units

| West	
Becki Meyer, Regional Director	
Becki.Meyer@usda.gov	
1,849 projects	67,484 total units
	52,943 RA units

Emergency Management Notifications

➢ Coordination with RD Emergency Management Office and FEMA

➢ Letter of Priority Entitlement (LOPE)
- Current USDA RD multifamily tenants displaced by natural disaster are entitled to receive LOPE letter, allowing the household to apply for housing in properties financed by USDA Rural Development or U.S. Housing and Urban Development (HUD).
- LOPE factsheets are available on the RD website in English and Spanish.
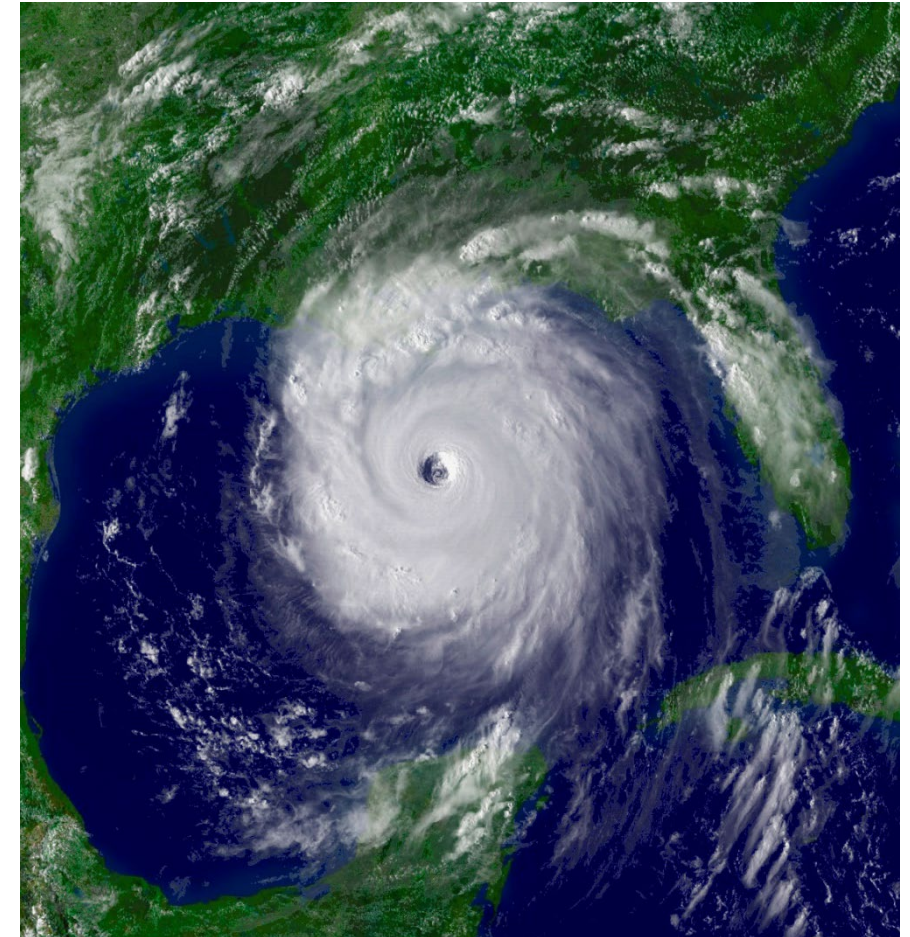
Field Operations Division Updates

- Pandemic Impact on Increased Budgets
  - Excess Cash Due to Shutdown
  - Salary Increases
  - Supply Chain Issues – Cost of Materials

- Electronic Customer File (ECF)

Emergency Housing Vouchers (EHVs)

➢ Meetings with Public Housing Authorities (PHAs)
- EHVs for USDA Rural Development [Frequently Asked Questions](#) link
- Worried about missed rent payments or eviction? [Help is available](#) brochure
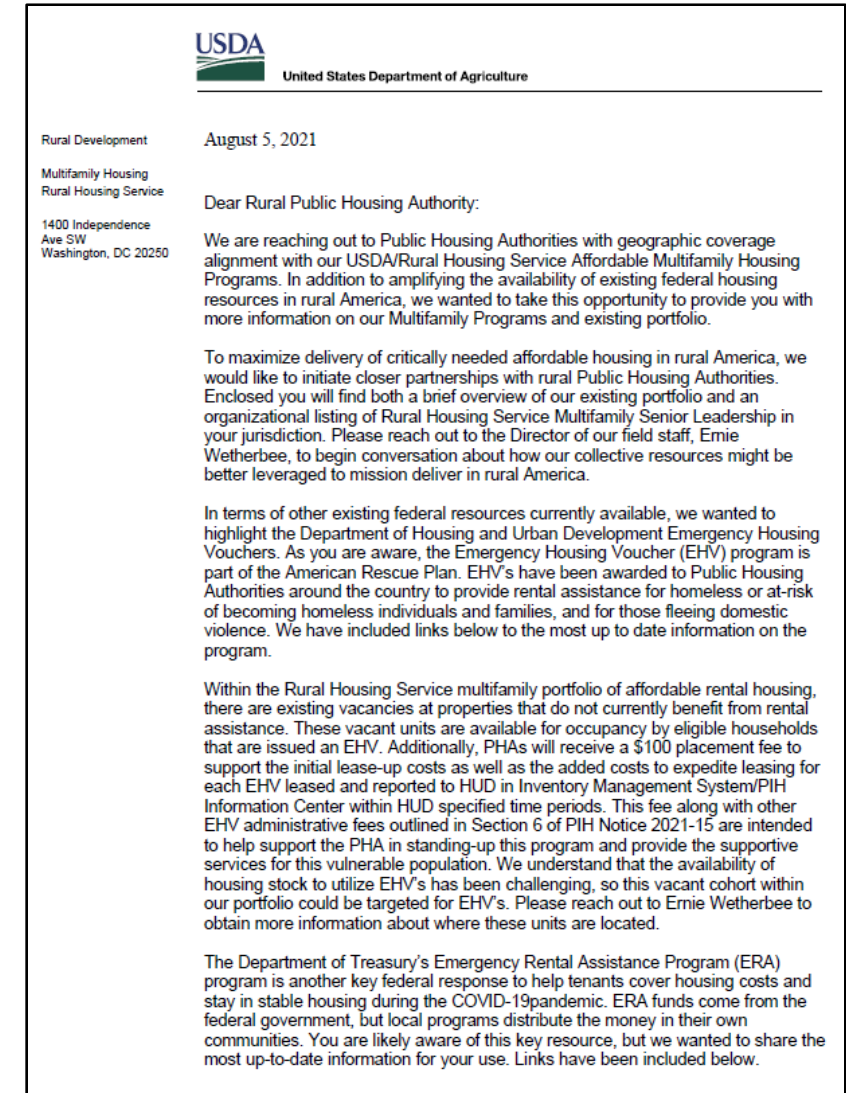
MINC Home Page / Help Desk

MINC Homepage

- https://usdaminc.sc.egov.usda.gov/MFHContact2.asp

Contact Information

- 1-866-600-7984
- multifamily@usda.gov

Contact Us

If you are experiencing problems with the MINC application, we now have a one stop number for you to contact. Please contact us at the Customer Service Center (CSC).

Toll Free Number: 1-866-600-7984
Email: multifamily@USDA.GOV
Hours: Monday through Friday, 7 a.m. to 5 p.m. (Central Standard Time)
Mailing Address: USDA, RD, MFH, PO BOX 979082, ST LOUIS, MO 63197

Please be prepared to provide the following information:

- Management Agent Name
- Management Agent ID
- Contact Person
- Phone Number
- Description of the Specific Problem

We can assist you with:

- Transmission issues regarding Payments or Tenant Certifications
- Rental Assistance Checks
- Navigating through MINC
- Waivers for Late Fees and Overages
- PAD/EFT
- Account Status or Delinquencies
- Accessing or Releasing Project Worksheets (PWS)
- Correcting Social Security Numbers

If you have questions about Budget Transmissions, RD Policy or RD-3560 Regulations, please contact your local Servicing Office or State Office.

If you do not have a Level 2 eAuthentication account and wish to obtain one, visit the eAuthentication website. Click the "Create an Account" link and follow the screens. Upon successful completion of creating an account, please follow the instructions sent in the email.

eAuthentication Help documentation is available from this link:
https://www.eauth.usda.gov/_GlobalAssets/Documents/USDA_eAuth_FAQ_508.pdf

Includes links/information for:

- "Forgot your User ID"
- "Forgot your Password"
- "Frequently Asked Questions"

The eAuthentication Help Desk is available 1-800-457-3642, Option 1 or eAuthHelpdesk@ftc.usda.gov

Property Assignments

A complete and sortable list of servicing Specialist for a specific property is located here: https://www.sc.egov.usda.gov/data/MFH.html

Multi-Family Housing 514 & 515 Property Assignments
Property Assignments by Region as of 08-17-2021

Click on the Property Assignment by Region link to pull a sortable list.
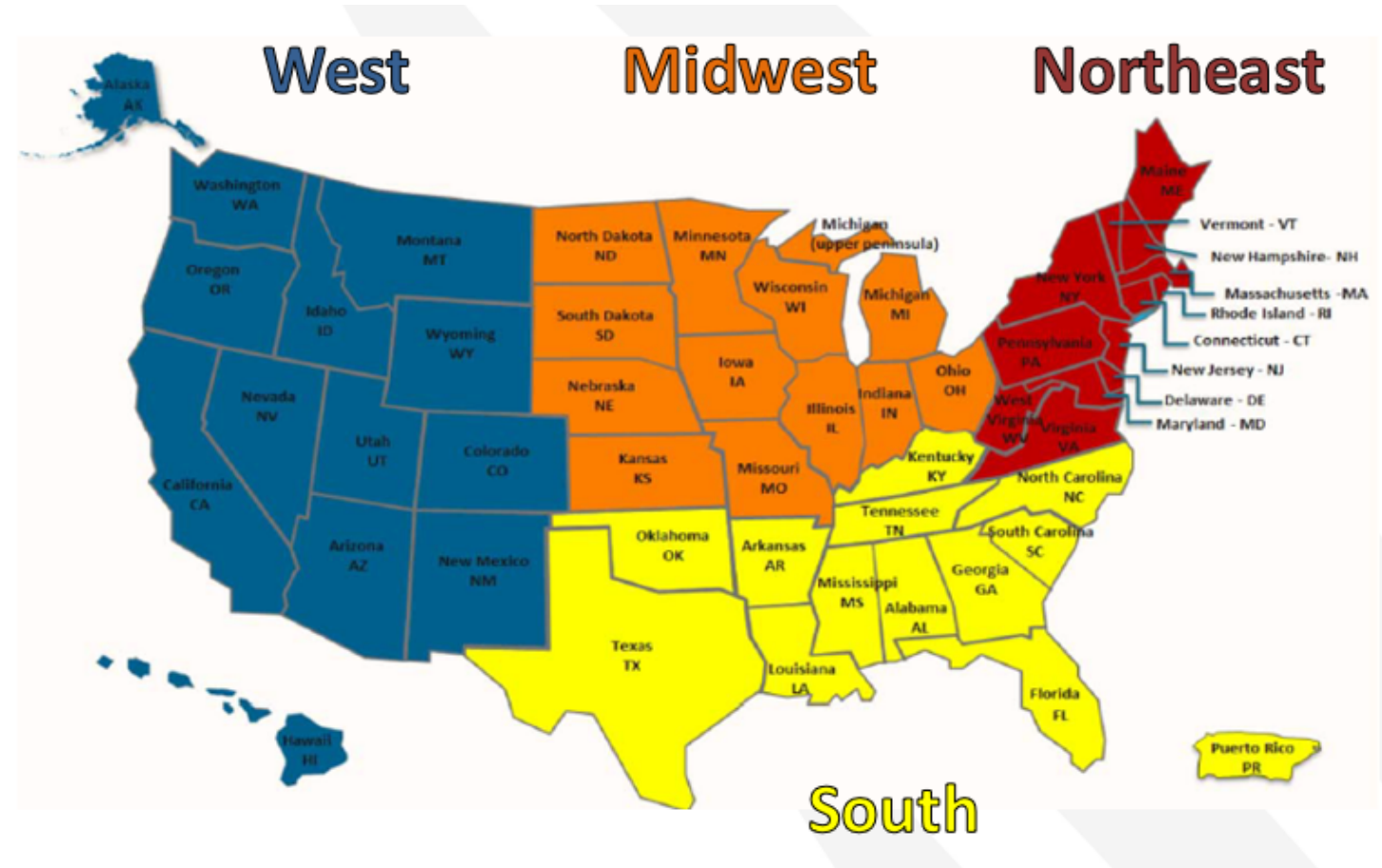
Asset Management Division Updates

- ➢ CDC Temporary Halt in Residential Evictions – Status Update

- ➢ Rental Assistance Update

- ➢ Property Insurance Working Group

Section 504 of the Rehabilitation Act of 1973 Compliance in Rural Development Multi-Family Housing Properties

PURPOSE

This Unnumbered Letter (UL) provides clarified guidance for complying with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504). The Uniform Federal Accessibility Standards (UFAS), and Departmental Regulation 7 CFR 15b as it pertains to Rural Development Multi-Family Housing (MFH) Section 514, Section 515, Section 516, and Section 521 housing programs which is required by 7 CFR 3560.2.

Current UL expired on January 31, 2021.

Updated UL will be released soon via GovDelivery.

Unnumbered Letters

➢ ManagementFeePN published 9/2/2021
- UpdatedAttachment 3-F

➢ See RD Directives website:
https://www.rd.usda.gov/resources/directives/unnumbered-letters

State of Production & Preservation (P2) Priorities, Goals, and Objectives

- Transition into the New Model
  - Key Staffing Updates
- Multifamily Housing Transfer Tool
- Preservation Strategy for the 515 Portfolio
- MPR Pipeline
- Updated NOSA / NOFA Schedule
- Stakeholder Outreach, Input, Source Leveraging
  - QAP Preservation Priority Ranking
  - USDA Funding / QAP Compatibility
- Quick Hits

Multifamily Housing

State Offices
Marketing & Outreach

Multifamily Housing Deputy Administrator's Office
Nancie-Ann Bodell, Deputy Administrator

Field Operations Division
Ernie Wetherbee, Director

- Northeast Region
  - Northeast Routine Servicing Teams 1-4
  - Northeast Troubled Asset Servicing Team
- South Region
  - South Routine Servicing Teams 1-9
  - South Troubled Asset Servicing Team
- Midwest Region
  - Midwest Routine Servicing Teams 1-8
  - Midwest Troubled Asset Servicing Team
- West Region
  - West Routine Servicing Teams 1-4
  - West Troubled Asset Servicing Team

Production & Preservation Division
Dan Rogers, Director

- Processing & Report Review
  - Branch 1 (Northeast & Midwest)
  - Branch 2 (South & West)
- Underwriting
  - Branch 1 (Northeast & Midwest)
  - Branch 2 (South & West)
- Closing Branch
- Program Support Branch

Asset Management Division
Jen Larson, Director

- Servicing Support Branch 1 (Northeast & Midwest)
- Servicing Support Branch 2 (South & West)
- Risk & Counterparty Oversight Branch
- Policy & Budget Branch

Multifamily Housing Transfer Tool

- Driven by Industry Feedback and Collaboration with External Partners

- Provides Internal and External Guidance on Various Transfer Types:
  - Organizational Changes
  - Deceased Borrowers
  - Transfer of Ownership

- Identifies:
  - Which Division is Responsible for Applicable Tasks (AMD, FOD, P2)
  - Application Portals
  - Contact Information / Email Addresses / Mailboxes

- Consolidated Resources
  - Handbook Links
  - Regulations
  - Instruction Portals
  - FAQs

Preservation Strategy for 515 Portfolio

- Enhanced Collaboration with Asset Management and Field Operations
  - Forecast Mortgage Maturity, Expiration of Affordability
  - Analysis of Other Preservation- and Recapitalization-driven Factors
  - Identify Anticipated Budgetary Needs Based on Forecast
  - Factor in a Risk-rank Approach to Preservation

- Continue Advocacy to Decouple Rental Assistance from 515 Financing

- Preservation Fund (Additional Rental Assistance)

Preservation Strategy for 515 Portfolio
Mission Risk – Program Exit by Program and Region
Data as of December 31, 2020

Section 515

Estimated Program Exit Year Range	Midwest	South	West	NE
Prior to 2024	139	46	26	18
2025-2029	471	388	141	151
2030-2034	1,031	1,103	326	359
2035-2039	1,135	1,306	455	541
2040-2044	1,117	1,348	441	591
2045-2049	342	723	216	344
2050-2055	18	18	17	7
TOTAL	4,253	4,932	1,622	2,011

Maturity of loans based on servicing regions and program

Program Exit-Sec 515
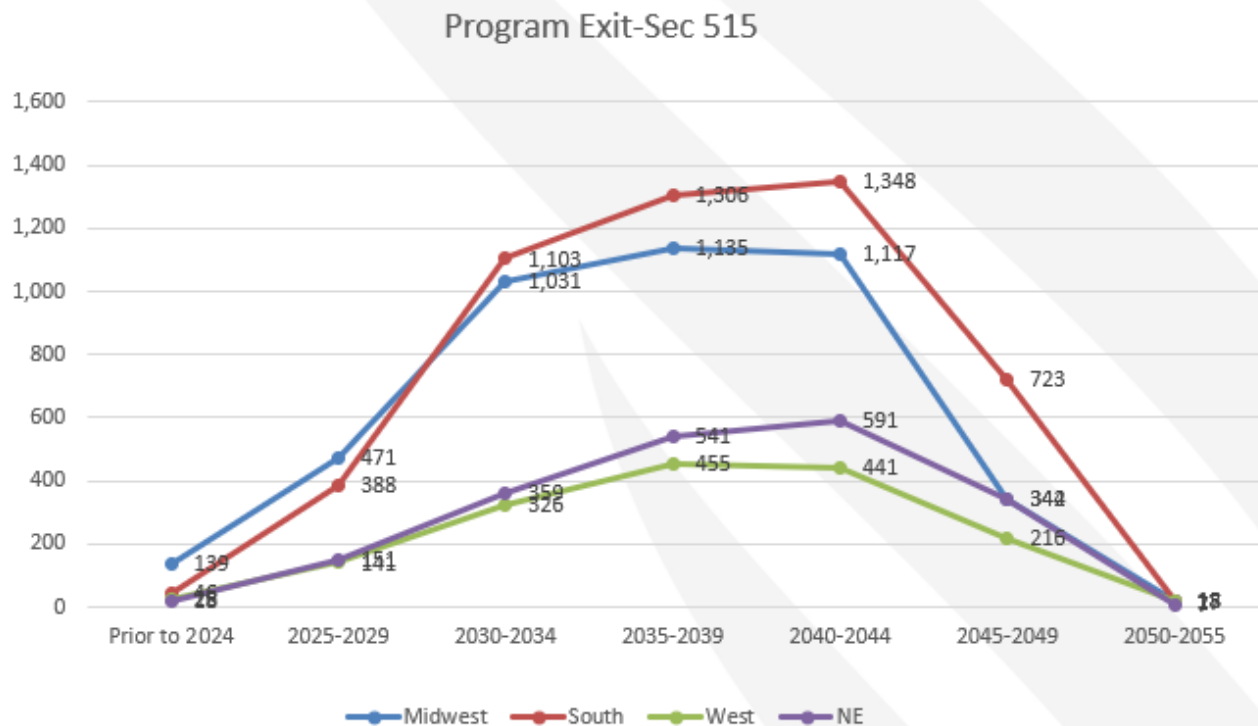
MPR Transactions (2018 – present)
Multifamily Housing Preservation and Revitalization Demonstration Program

Approved to Date (2018 – Present)

Transactions	Agency Debt Deferral	0% Loans	Grants	Soft Second Loans
218	$120,345,988	$25,824,144	$657,110	$89,794,514

MPR Pipeline

Transactions	Anticipated Need
171	~$300 million

Next Steps:
- Address MPR Pipeline when funds are available
- MPR No-Cost Debt Deferral NOSA: Target Date of December 1, 2021
- Enhance MPR Delivery / AMD & FOD Coordination as part of Preservation Strategy

Status of P2 NOSAs, NOFAs, & RFPs

NOSA / NOFA / RFP	Status
Off-Farm Labor Housing New Construction **Round 1**	
Housing Preservation Grant	Published 06/02/2021 *(Migration to SFH, 9/26)*
Off-Farm Labor Housing New Construction **Round 2**	Published 08/03/2021 *(Opened 9/1, closes 11/1)*
MFH NP Tech Assistance Grant	Target Publication Date 10/31/2021
MPR Demonstration / Debt Deferral	Target Publication Date 12/01/2021
Off-Farm Labor Housing Repair	Target Publication Date 12/01/2021
Off-Farm Labor Housing New Construction Round 3	Target Publication Q1 CY2022

Production & Preservation (P2)
Stakeholder Outreach / Source Leveraging

- Preservation Priorities in Qualified Allocation Plans
  - Outreach to HFAs / State Agencies Regarding Priority Preservation
  - Available Strategies
    - Input from USDA on Attributes of Priority Assets
    - Set-aside for RD-assisted Preservation

- USDA Funding Round / QAP Compatibility
  - Synchronize NOFA / NOSA Cycles with Other Public Lending Cycles
  - Modifying NOFA / NOSA Language
  - Modifying USDA / RD Award Letters

- CYE Management of P2 Pipeline

- Incorporating Administration's Priorities in NOFAs / NOSAs *(Abby Boggs, Jonathan Bell, Martha Hanson, Stephanie Vergin, Christa Lindsey, Carlton Jarratt, Fallan Faulkner)*
  - *Assisting Rural communities recover economically from the impacts of the COVID-19 pandemic, particularly disadvantaged communities;*
  - *Ensuring all rural residents have equitable access to RHS programs and benefits from RHS funded projects; and*
  - *Reducing climate pollution and increasing resilience to the impacts of climate change through economic support to rural communities.*

- Credit Report Fees *(Dean Greenwalt)*
  - Regulation and Handbook Changes
  - Transfers responsibility of Credit Report procurement from MFH during application process to applicant as part of required application documentation

- 538 Guaranteed Fee Reduction *(Abby Boggs, Tammy Daniels)*
  - *Examining Across-the-Board Reduction in Fees*
  - *Deeper Reduction for Properties that Feature:*
    - *538 New Construction / Sub Rehab with Energy Efficiency / Green Components*
    - *Preservation of Existing 515, 514 / 516 Assets*
    - *Workforce Housing*

- CNA Term Modification *(Martha Hanson, Carlton Jarratt)*
  - *15-Year Term vs. 20-Year Term*
  - *PAT Compatibility*
  - *Industry Feedback on Functionality*
  - *Further Develop Standards for CNAs, CNA Providers*

FY22: The Year of Baseline Data

- Collect Baseline Data to Analyze and Forecast Predictability

- Incorporate FY22 Baseline Timeframes into Programmatic Processing Timeframes

- Establish Timeframes as Formal Goals for USDA P2

- Modify as Appropriate When Performance Indicates Timeframes Can Be Shortened
  - Goals:
    - Eliminate Lingering Non-responsiveness to Industry
    - Substantially Decrease Processing Timeframes

Submit Questions to:
Daniel.Rogers2@USDA.gov

Submission of Questions

The four regions and the contact information for each Regional Director follows:

Western Region: Becki Meyer, Regional Director
MFHFODWest@usda.gov
(AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY)

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MFHFODNortheast@usda.gov
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GovDelivery

What is GovDelivery?

GovDelivery is a marketing platform and communications cloud custom-built for government. It allows the USDA Rural Development Multifamily Housing to easily provide program updates to our partners across the country via email.

We will be using **GovDelivery** for all general Multifamily Housing updates.

To ensure you are receiving these updates, please sign-up for GovDelivery at https://public.govdelivery.com/accounts/USDARD/subscriber/new?topic_id=USDARD_1272

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