

Performance Review
Northwest Regional Housing Authority
PO Box 2568
Harrison, AR 72602-2516

I. PURPOSE:

The purpose of this review is to evaluate the counseling agency's performance to ensure compliance with HUD's counseling program as directed in applicable handbooks and regulations, and that the agency is following its Housing Counseling Plan.

II. METHOD AND SCOPE OF REVIEW:

During the week of March 16-20, 2015, Ms. Linda J. Bozeman, Housing Program Specialist of the Denver HUD Office conducted a desk performance review. The review included an entrance call and interviewing: Mr. Troy Clark, Housing Program Manager. The desk performance review also included: reviewing the housing counseling record keeping system, client files and group files (listed below). The opening and exit interviews were conducted Mr. Troy Clark Interview of the HUD form 9910 took place on March 16, 2014 with Mr. Troy Clark. The exit call was conducted on March 16, 2014.

III. SYSTEMS CHECK:

HCS Agency Profile Validation:	1/13/2015 - on-time
9902 Submission:	1/26/2015 - on-time

IV. GENERAL COMMENTS:

Northwest Regional Housing Authority provides services in: Financial Management/Budget Counseling, Home Improvement and Rehabilitation Counseling, Mortgage Delinquency and Default Resolution Counseling, Pre-purchase Counseling, Fair Housing Pre-Purchase Education Workshops, Non-Delinquency Post Purchase Workshops, Predatory Lending Education Workshops and Pre-purchase Homebuyer Education Workshops.

The reviewer observed that client files were documented clearly and thoroughly in accordance with HUD Handbook requirements. The reviewer could determine what had occurred on behalf of the client from initial contact and intake through termination of counseling.

The following 3(three) individual client and 3 (three) group file were reviewed:
Pre-purchase: 317198, 210820, and 496985
Group: Purchase Counseling: 100913, 102313, and 111213.

V. OBSERVATION/FINDINGS:

There were no observations.

There were no findings. The files reviewed were maintained in accordance with handbook requirements and no deficiencies were noted on Form HUD-9910 (Performance Review).

VI. CONCLUSION:

The clients are well served by this agency. Northwest Regional Housing Authority is serving community needs in: Harrison, AR. Unconditional re-approval for three years is recommended.