

## National Mortgage Settlement Housing Counseling Program



**QUARTERLY**

**REPORT**



**California Housing Finance Agency**  
Quarterly Report **April 1 – June 30, 2025**

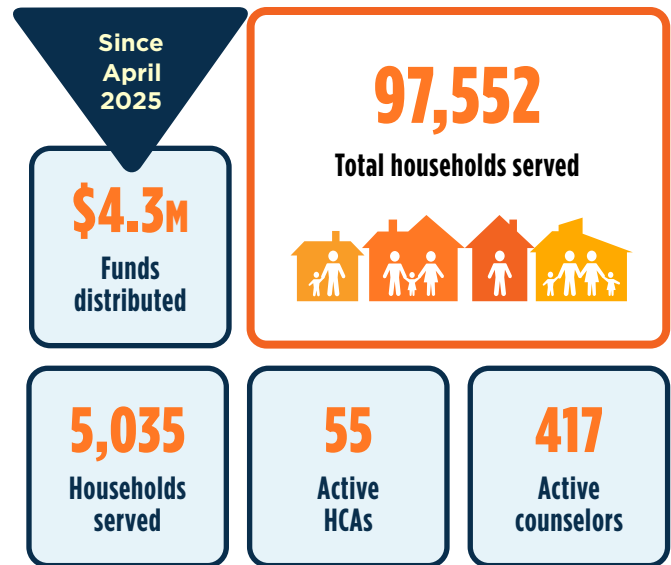
## Introduction

California’s Fiscal Year 2020-21 State Budget directed \$300 million in National Mortgage Settlement (NMS) funds to the California Housing Finance Agency (CalHFA) for housing counseling and mortgage assistance. Through its NMS Housing Counseling Program, CalHFA has allocated \$122.7 million for HUD-certified housing counselors throughout the state to provide free, confidential counseling services to California residents who are in danger of eviction or foreclosure.

### NMS Housing Counseling Program details

CalHFA allocates NMS funds to participating housing counseling agencies (HCAs) through HUD-approved Intermediaries: UnidosUS and BALANCE. Additionally, HomeFree USA participated in the program, as an intermediary, through the second quarter of 2023. The HCAs are reimbursed \$750 for a client’s first one-on-one counseling session, or up to \$750 worth of legal services.

An additional \$750 will be allowed if the same client returns for a second one-on-one session or a more in-depth level of counseling is needed (i.e. loan modification assistance).

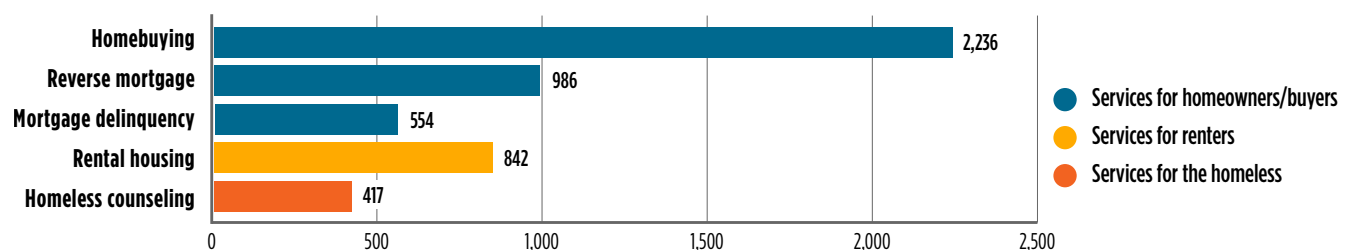


The maximum per household limit is \$1,500. Intermediaries and HCAs also received funds upfront to be used for oversight, program support and capacity building. The upfront investment into building capacity was designed to improve and extend the life of the counseling services by ensuring that agencies can modernize their technology to accommodate more virtual meetings, have adequate staffing with updated training to improve customer service and expand the availability of languages offered.

## Types of services

The HCAs provide counseling services grouped into these categories: services for the homeless, rental housing, mortgage delinquency, reverse mortgage, and

homebuying (pre- and post-purchase). The chart below shows how many clients received counseling in each of these categories during the second quarter of 2025:



## Fund disbursement summary

| Allocated funds                      | Total funds allocated | Funds disbursed 4/1 – 6/30/2025 | Total funds disbursed |
|--------------------------------------|-----------------------|---------------------------------|-----------------------|
| Counseling services                  | \$ 147,725,000        | \$ 4,255,750                    | \$ 104,273,253        |
| One-time grants                      | \$ 600,000            | \$ -                            | \$ 200,000            |
| Marketing and coordination set-aside | \$ 2,500,000          | \$ -                            | \$ -                  |
| Administrative fees                  | \$ 6,575,000          | \$ -                            | \$ 6,575,000          |
| <b>Total</b>                         | <b>\$ 157,400,000</b> | <b>\$ 4,255,750</b>             | <b>\$ 111,048,253</b> |

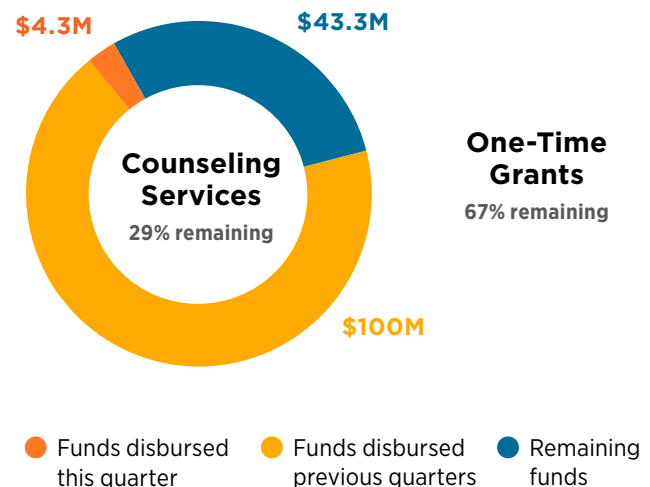
## NMS fund allocations & disbursements

To begin the program in 2020, an allocation of \$50 million was approved by the CalHFA Board of Directors to fund the National Mortgage Settlement (NMS) Housing Counseling Program.

Subsequently, the Board approved additional requests to increase funding to the program. In October of 2021 the Board approved \$23.5 million, \$18 million in July of 2022, up to \$50 million in May of 2023 and and \$25 million in April 2025 to continue the program through December of 2027. In total, up to \$166.5 million has been approved for the counseling program, and currently \$147.7 million has been allocated to HUD-Approved Intermediaries.

Of the allocated funds, 89% has been designated for counseling services and capacity building, 1% for one-time grants to nonparticipating HCAs, 5% for a marketing and coordination set-aside to ensure reach to disadvantaged, underserved, and ethnically diverse communities, and, per legislation, the remaining 5% to CalHFA for program

administrative fees. The unique investment into building capacity was designed to improve and extend the life of the counseling services in California by ensuring that agencies can modernize their technology to accommodate more virtual meetings, have adequate staffing with updated training to improve customer service and expand the availability of languages offered.

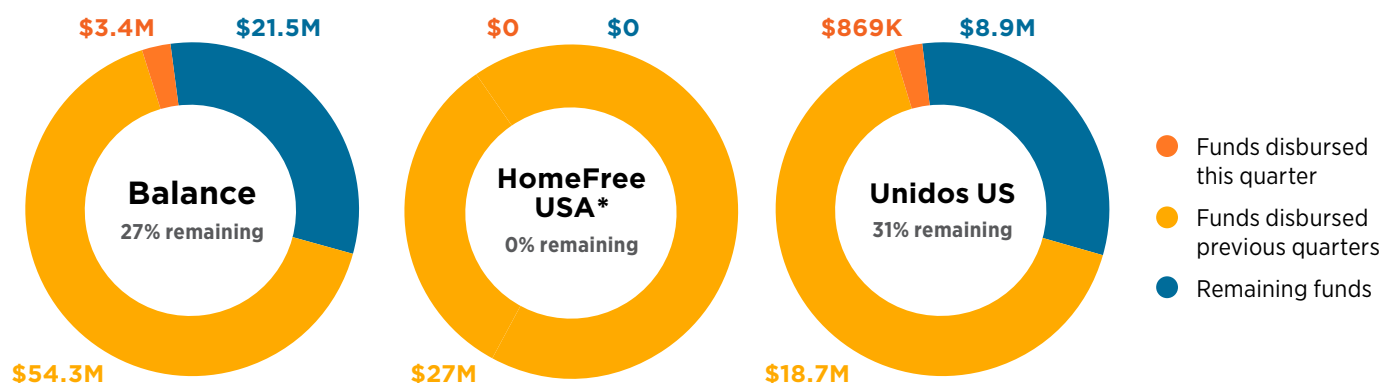


## NMS counseling services fund by intermediary

In the second quarter of 2025, \$4.3 million was distributed among the two Intermediaries for a combination of counseling fees and oversight fees, bringing the total disbursement to \$104 million in funds to date as of June 30, 2025.

| NMS Intermediary          | Total funds allocated | Funds disbursed for 4/1 – 6/30/2025 | Total funds disbursed |
|---------------------------|-----------------------|-------------------------------------|-----------------------|
| <b>Balance</b>            |                       |                                     |                       |
| Counseling fees           | \$ 64,361,508         | \$ 3,137,250                        | \$ 45,556,508         |
| Capacity building         | \$ 4,943,329          | \$ -                                | \$ 4,943,329          |
| Oversight fees            | \$ 9,900,691          | \$ 249,375                          | \$ 7,183,191          |
| <b>Balance total</b>      | <b>\$ 79,205,528</b>  | <b>\$ 3,386,625</b>                 | <b>\$ 57,683,029</b>  |
| <b>HomeFree USA</b>       |                       |                                     |                       |
| Counseling fees           | \$ 33,951,358         | \$ -                                | \$ 22,811,250         |
| Capacity building         | \$ 3,300,281          | \$ -                                | \$ 1,457,460          |
| Oversight fees            | \$ 2,750,234          | \$ -                                | \$ 2,750,234          |
| <b>HomeFree USA total</b> | <b>\$ 40,001,873</b>  | <b>\$ -</b>                         | <b>\$ 27,018,944</b>  |
| <b>Unidos US</b>          |                       |                                     |                       |
| Counseling fees           | \$ 23,187,759         | \$ 786,000                          | \$ 15,743,250         |
| Capacity building         | \$ 1,765,140          | \$ -                                | \$ 1,335,830          |
| Oversight fees            | \$ 3,564,700          | \$ 83,125                           | \$ 2,492,200          |
| <b>Unidos US total</b>    | <b>\$ 28,517,599</b>  | <b>\$ 869,125</b>                   | <b>\$ 19,571,280</b>  |
| <b>Total</b>              | <b>\$ 147,725,000</b> | <b>\$ 4,255,750</b>                 | <b>\$ 104,273,253</b> |

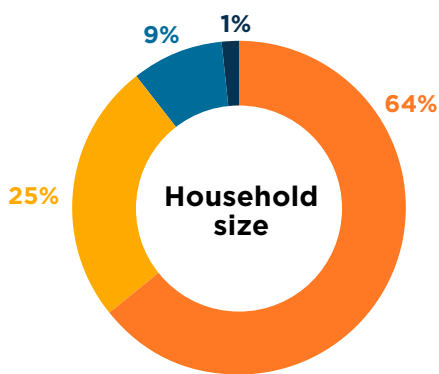
NOTE: Amounts are rounded to the nearest dollar.



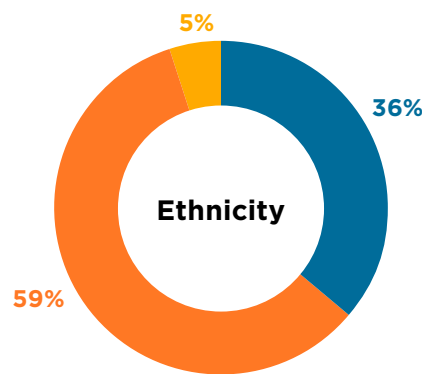
\*HomeFree USA exited the NMS Counseling Program in October 2023.

## Demographic data

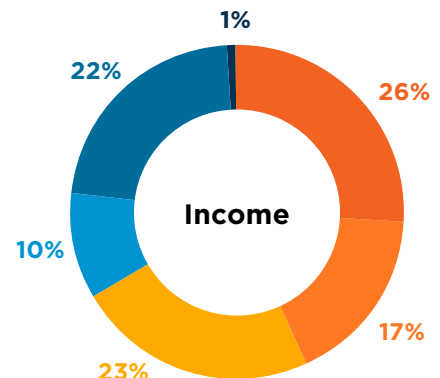
To help CalHFA ensure that assistance is equitable and effective, HCAs are required to track demographic data, income levels, location and household size for each client. The charts below provide data on households that received counseling in the second quarter of 2025:



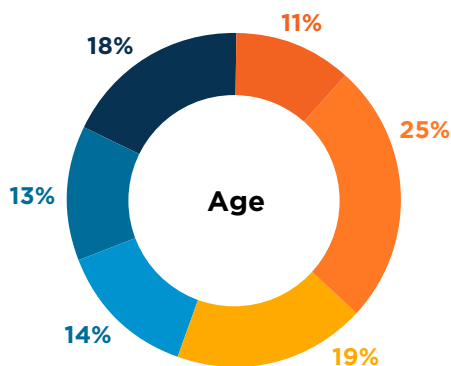
- 1 – 2 people per household
- 3 – 4 people per household
- 5 – 6 people per household
- >7 people per household



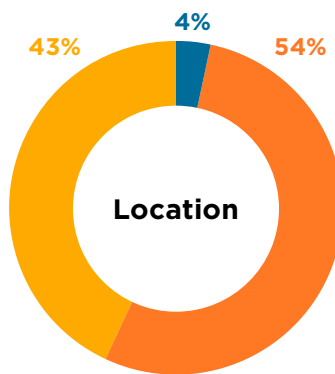
- Hispanic
- Not Hispanic
- No response



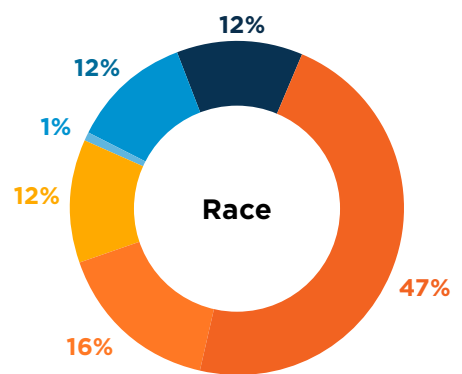
- By percentage of Area Median Income (AMI)
- < 30%
  - 30 – 49%
  - 50 – 79%
  - 80 – 100%
  - >100%
  - No response



- Under 30
- 30 – 39 Years
- 40 – 49 Years
- 50 – 59 Years
- 60 – 69 Years
- Over 69



- Northern California
- Southern California
- Central Valley / Bay Area



- White (not Hispanic)
- Black/African American
- Asian American/Pacific Islander
- American Indian/Alaskan Native
- Other/Multiple Race
- No response

Note: Charts may not add up to 100% due to rounding.

## HCA recipients of NMS counseling funds

In the second quarter of 2025, NMS funds were disbursed to the following HCAs as reimbursement for one-on-one counseling sessions.

|                                                                  |                                                       |                                                                                            |
|------------------------------------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------------------|
| A-1 Community Housing Services                                   | Inland Fair Housing and Mediation Board               | Orange County Community Housing Corporation                                                |
| Asian Incorporated                                               | Mission Economic Development Agency (MEDA)            | Project Sentinel                                                                           |
| Centro Familiar Nueva Esperanza                                  | Money Management International                        | San Francisco Housing Development Corporation                                              |
| Community Housing Counsel of Fresno                              | Montebello Housing Development Corporation            | San Francisco LGBT Community Center                                                        |
| Consumer Credit Counseling Service of San Francisco, DBA Balance | Navicore Solutions                                    | Self-Help Enterprises                                                                      |
| Credit.org                                                       | Neighborhood Housing Service of the Inland Empire     | Shalom Center                                                                              |
| East LA Community Corporation                                    | Neighborhood Housing Services of Los Angeles County   | Take Charge America                                                                        |
| ECHO Housing                                                     | Neighborhood Partnership Housing Services             | The Carolyn E. Wylie Center                                                                |
| Fair Housing Foundation                                          | Neighborworks Home Ownership Center Sacramento Region | Urban League of San Diego County                                                           |
| Greater Sacramento Urban League                                  | Neighborworks Orange County                           | USA Homeownership Foundation DBA Veterans Association of Real Estate Professionals (VAREP) |
| Greenpath Financial Wellness                                     |                                                       | Ventura County Community Development Corporation                                           |
| HomeOwnership OC                                                 |                                                       | Visionary Home Builders of California, Inc.                                                |
| Inland Empire Resource Center                                    |                                                       |                                                                                            |