

Supporting Housing Counseling for Newcomer Populations:

Housing Expertise and HUD Housing Counseling Exam Prep Course

Refugee Housing Solutions is pleased to announce the second cohort of a 9-week virtual prep course designed to prepare learners for the Housing and Urban Development (HUD) Housing Counseling Certification exam as well as gain additional housing expertise to serve their clients.

This course draws from the HUD Office of Housing Counseling's Certified Housing Counseling course. It is designed to not only provide you with the knowledge to better serve your clients but also prepare you for the HUD Certified Housing Counselor exam.

Course Participants

This virtual 9-week course is open to all agencies, organizations, staff, ethnic community-based organizations, and/or community-based organizations that serve [ORR-eligible populations](#). The course is free.

If you are interested in learning how to better serve your clients with housing support and take a course to equip you for the official HUD housing counseling certification exam, then this course is for you!

Expected Outcomes of the Course

By the end of the course, participants will be equipped with the following anticipated skills and expertise:

- Learners will be equipped with the tools and expertise to effectively manage all aspects of either renting or purchasing a home, including finances, as it relates to budgeting and credit. Throughout the course, learners will understand first-time homebuying requirements, including but not limited to loans, income, maintaining homeownership, mortgages, financial assistance programs and community support opportunities.
- Learners will be equipped with knowledge and expertise to prepare for the [HUD certified housing counselor](#) exam, which could open opportunities both for clients' housing support as well as for the organization to pursue HUD housing counseling agency status. For more information on the HUD housing counseling agency status, see benefits [here](#).
- Learners will gain knowledge on federal fair housing laws, regulations, and tenancy best practices and how they are applied.

Course Timeline Details

- Classes begin January 28, 2026 and end March 25, 2026.
- Live classes each Wednesday at 1:00 p.m. ET.
- Additional review sessions with instructor available upon request.
- Another cohort will follow, to begin on a date to be determined. Information and registration will be published prior to the start of the class.
- If you are unsure if this class is for you, please read the Frequently Asked Questions on the next page and/or join an informational session about the course on December 10, 2025 at 1:00 p.m. ET. [Register here](#).

REGISTER

[Sign up for the January cohort](#)

Registration closes January 27, 2026.



Frequently Asked Questions

What is the time commitment?

There will be a total of nine (9) classes – one class per week – that review new information each class. Each class will be 1.5 hours. It will be possible to request additional review sessions with the instructor if desired.

Is there self-study involved?

Self-study is strongly encouraged. If you plan to take the HUD Certified Housing Counseling exam, then self-study is necessary.

How do I register?

Click the link or scan the QR code to register, or email Jeremy Hayes at jhayes@cwsglobal.org for assistance.

Can I take the HUD Housing Counselor Certification upon completion?

You can take the exam at any time and can retake the exam as many times as you want. Taking this prep class is not required. The cost for the exam is \$100 in-person, or \$60 virtually. You can register for the exam [here](#).

What is the HUD Housing Counseling Program?

The Housing and Urban Development (HUD) Housing Counseling program helps families obtain, sustain, and retain their homes. HUD accomplishes this mission through a strong network of HUD participating housing counseling agencies and HUD certified housing counselors. To find a housing counseling agency near you please call 800-569-4287 (202-708-1455 TTY) or [search online](#).

If I can't attend this course, will there be other cohorts?

Yes, dates for the third cohort will be announced after March 25, 2026.

INSTRUCTOR BIOGRAPHY

Jeremy Hayes has over a decade of experience in the housing industry. Throughout his career, he has seen success in securing safe, suitable, and affordable housing for both newly arrived refugees and native-born citizens across the United States. Prior to joining Church World Service (CWS), he was part of a local CWS office team in Lancaster, Pennsylvania where he spearheaded innovative housing solutions and partnerships through creating positive relationships with local and private landlords and property management companies. He developed trainings and taught newly arrived refugees how to properly care for their homes, including paying rent, writing checks, proper cleaning techniques, and more.

Jeremy also has extensive experience in HUD programming and as a HUD Certified Housing Counselor. At BASE, Inc., Jeremy worked with individuals in foreclosure to apply for the Homeowners' Emergency Mortgage Assistance Program (HEMAP). As Director of the Housing Rights and Resources Center at Tenfold, he developed and led educational sessions and workshops surrounding tenant rights and responsibilities as well as Fair Housing law. He managed workgroups with stakeholders, local government officials, and nonprofits to work towards housing stability and eviction prevention for tenants.



Jeremy Hayes