

# SINGLE FAMILY HOUSING GUARANTEED LOAN PROGRAM (SFHGLP) INTEGRATION

## INTEGRATION OVERVIEW

### WHAT

SFHGLP will now be operated in an integrated, National model instead of 47 different State Offices.

### WHY

The SFHGLP Integration provides a more efficient, customer-centric experience, increasing rural home ownership.

### HOW

Operations will transition to the new model in 3 waves projected to take place between December 2019 through February 2020.

The integrated model streamlines processing and can easily scale the staffing level to accommodate future program growth.

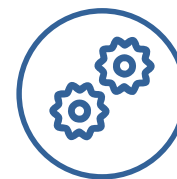
## INTEGRATION BENEFITS



Addresses Customer Needs



Improves Organizational Efficiency



Adds Additional Capabilities

## WHAT SHOULD WE EXPECT IN PREPARATION FOR SFHGLP INTEGRATION?

1

State loan volume and staff will transition to the new integrated model in a series of three waves: **December 8<sup>th</sup>**, **January 19<sup>th</sup>**, and **February 16<sup>th</sup>**.

2

When states transition, all new loans originated in the state will be reviewed by staff in the integrated, National model.

3

Prior to each wave transition, lenders will receive communications about which states align to which production team, the date of their transition, and new point of contact information.

4

Once transitioned into the new model, lenders can reach production teams for questions through an email inbox. Over time, the program will implement new customer service improvements.

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## CUSTOMER SERVICE

**Applicants** → with questions should contact an [approved lender](#).

**Lenders** → with **general** questions should contact [sfhgld.program@usda.gov](mailto:sfhgld.program@usda.gov).

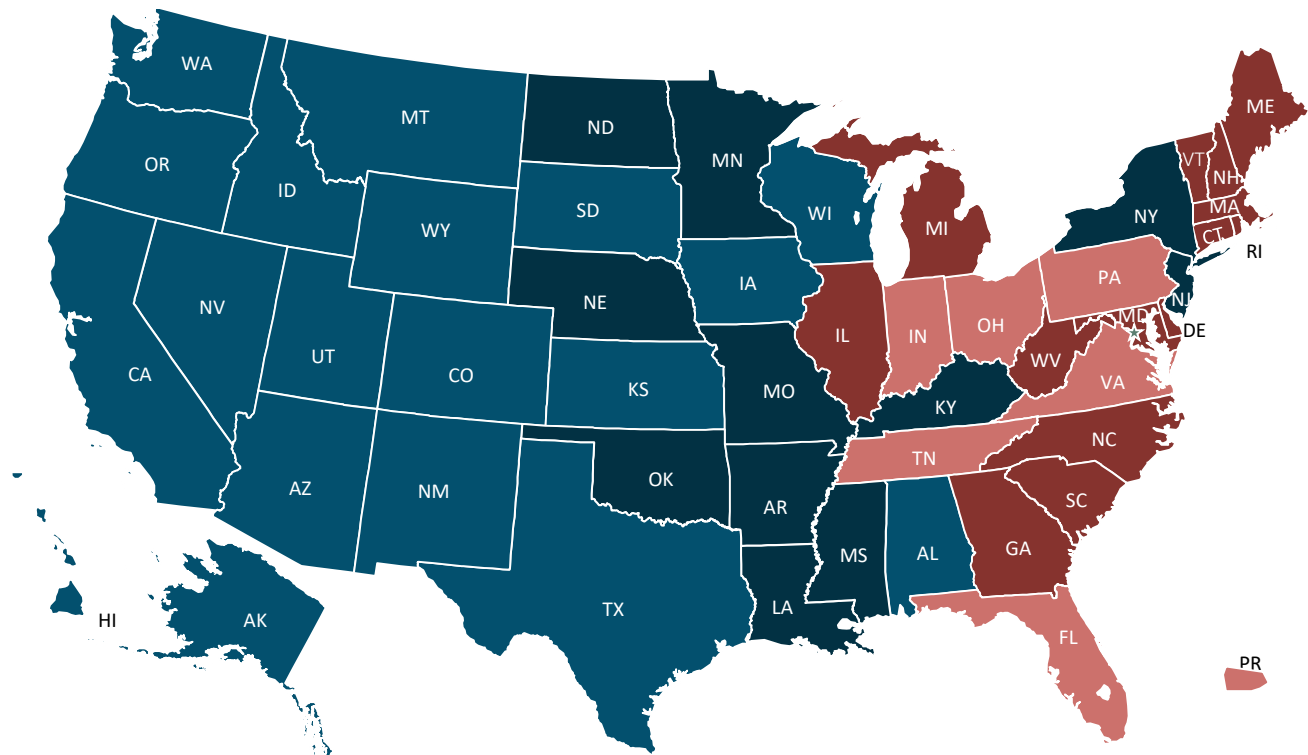
→ with **file-specific** questions should contact the respective production team inbox. All states will be aligned to one of four production teams, and each production team will have their own email inbox (shown below).

*For example, if you had a question regarding a guaranteed loan application in Nebraska, you would email [SFHGLPTWO@usda.gov](mailto:SFHGLPTWO@usda.gov) to contact Team Two.*

- In your email**
- 1) Identify the state the application property is located;
  - 2) Include contact information (email, phone); and
  - 3) Indicate if you want a call back – otherwise an email response will be sent

## PRODUCTION TEAM COVERAGE AREAS

States that have been integrated will be handled by one of four production teams. The map below illustrates the states included in each production team:



**Team One** ([SFHGLPONE@usda.gov](mailto:SFHGLPONE@usda.gov))  
AL, AK, AZ, CA, CO, HI, IA, ID, KS, MT, NM, NV, OR, SD, TX, UT, WA, WI, WY

**Team Two** ([SFHGLPTWO@usda.gov](mailto:SFHGLPTWO@usda.gov))  
AR, KY, LA, MO, MN, MS, ND, NE, NJ, NY, OK

**Team Three** ([SFHGLPTHREE@usda.gov](mailto:SFHGLPTHREE@usda.gov))  
CT, DE, GA, IL, MA, MD, ME, MI, NC, NH, RI, SC, VT, WV

**Team Four** ([SFHGLPFOUR@usda.gov](mailto:SFHGLPFOUR@usda.gov))  
FL, IN, OH, PA, PR, TN, VA, VI