

Home Counselor Online User Migration

Frequently Asked Questions

Fannie Mae will be retiring Home Counselor Online™ (HCO®) on October 31, 2019. (As noted in the email dated April 12, 2019, the original retirement date of May 31, 2019 has been extended to facilitate a smooth transition for users.) Agencies are encouraged to not delay in migrating to their new CMS in advance of HCO's retirement. In order to provide HCO users with an enhanced experience, we have worked with industry partners to develop Launchpad, a new dynamic client management system that leverages the power of Salesforce to deliver state of the art functionality and an excellent user experience. Launchpad was designed by counselors for counselors and is available now.

Q1. When is the HCO retirement happening?

The HCO system will not be available after October 31, 2019. Prior to that date, Fannie Mae will ensure that all agencies have access to their HCO data dating back to January 1, 2015

Q3. Who is providing the replacement CMS Launchpad®?

The Housing Partnership Network (HPN) has contracted with an experienced technology vendor to develop a new Salesforce-based application that offers additional functionality and an enhanced user experience. HPN will be working with other counseling intermediaries and industry partners to establish an independent entity controlled by counseling organizations that will own and operate Launchpad® for the benefit of the participating organizations. More information is available at <https://www.launchpadcollaborative.com/>.

Q4. Is Launchpad® a HUD-certified CMS?

Yes. Launchpad® is certified by HUD for 9902 case file submission.

Q5. Will there be a cost to use Launchpad®?

Yes, please contact Launchpad for pricing information and to complete an onboarding survey.

Q6. What will happen to my case files when HCO is retired?

Once HCO is retired, users will no longer be able to log in and access their client data or case files.



Q7. What do I have to do to get my HCO case file data?

Beginning May 1, 2019 an agency level export of client and case data since January 1, 2015 will be made available to the Agency Administrator only. IMPORTANT: It is critical that all agencies confirm their designated Agency Administrator has updated his or her contact information, including email address, and is able to successfully login to the HCO application. If you are having difficulty logging in to HCO, please contact the HCO Customer Support Center for further assistance. Information on how to access the data export will be posted on the HCO login page.

Q8. Does my organization have to use Launchpad?

No. Counseling organizations are free to choose any CMS, however Fannie Mae is providing data migration support to those agencies that choose Launchpad. For agencies choosing a CMS other than Launchpad, Fannie Mae will make client and case data available for export as described in Q7 above.

Q9. Where can I get additional information?

For information about migration to Launchpad contact info@launchpadcollaborative.com

For further questions about HCO retirement visit <https://www.fanniemae.com/singlefamily/home-counselor-online> or email housing_counseling_inquiry@fanniemae.com