



Dear Multifamily Partner,

To continue to meet the increasing demand for safe and affordable multifamily rental housing in rural America, Multifamily Housing (MFH) Leadership has reorganized MFH programs into an integrated model with specialized teams.

This integration will allow MFH to establish streamlined business processes, provide consistent and predictable work for staff, and improve customer service to you. I am sending this note to provide **an overview** of the MFH Integration, reassure you that **much of how of we operate will remain the same**, and to let you know **who you can contact for questions or services** after the realignment.

The transition to the integrated model will occur in two waves. Yesterday, July 6, 2020, the first wave launched in the National Office and the Northeast region (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, Virginia, and West Virginia). The second wave will include the remaining states in the South, Midwest, and West regions and is scheduled to launch in early **October 2020**.

In the new model, all MFH staff will be aligned to 1 of 3 integrated divisions: Field Operations Division, Production & Preservation Division, and Asset Management Division. The table below outlines a brief description of each of these integrated divisions:

Overview of Future State Divisions	
Field Operations Division	The Field Operations division is organized regionally with teams delivering routine servicing and troubled asset servicing remaining in their current duty station in the field to maintain a local presence. This team will report through a regional structure up to divisional leaders.
Production & Preservation Division	The Production & Preservation division will process, underwrite, and close all multifamily direct, preservation, and guaranteed loan transactions. Each branch will support all the MFH programs, including 515, 538, Multifamily Preservation and Revitalization (MPR), prepayments, and preservation efforts. This division will also oversee Notice of Solicitation of Applications (NOSA) drafting and administration efforts for Farm Labor Housing, Housing Preservation Grants, MPR, technical assistance, and 515.
Asset Management Division	The Asset Management division will oversee portfolio risk and overall portfolio health, with regionally aligned servicing teams to support field operations and the use of the new risk-ranking effort.

The MFH Future State Model is based on modern-day multifamily housing industry practices and aims to address a changing rural footprint, outward migration, and changing community needs. Our MFH Future State model will improve MFH program delivery by focusing staff on specialized roles and providing them with new tools and support, which will in turn improve the quality of life for our tenants across Rural America by ensuring housing is safe and affordable. In the MFH Future State, we will continue to value our State Advocacy Group partnerships and are committed to make sure they remain as strong as they are today.

You will continue to interact with Rural Development staff located in state offices, although your point of contact may change. Your Regional Director, Field Operations Division will now be your primary point of contact with MFH. Your Rural Development State Director will also play a continued role in outreach for MFH programs.

In the National Office, we are pleased to announce the MFH leadership team:

- Adam Hauptman – Assistant Deputy Administrator

Rural Development

Nancie-Ann Bodell
Deputy Administrator
Multifamily Housing
Rural Housing Service

1400 Independence Ave SW
Room 5017
Washington, DC 20250

Telephone (202) 720-3773

- Lauryn Enrico – Director, Production & Preservation Division
- Jen Larson – Director, Asset Management Division

In the Northeast Region, Laurie Warzinski is our Acting Field Operations Division Director. In this role, Laurie will provide leadership for all Field Operations staff in the Northeast Region. Each servicing team in the NE Field Operations Division will be supervised by a team lead reporting to Laurie.

Below, you will find a list of updated Points of Contacts. If you have questions about any of the contacts listed below, please reach out to Laurie Warzinski at Laurie.Warzinski@usda.gov.

Updated Points of Contact		
Asset Servicing Contacts		
Laurie Warzinski, Acting Northeast Regional Director	Leadership and supervision of MFH servicing in the Northeast Region	Laurie.Warzinski@usda.gov
Preservation and Production Contact		
Jonathan Bell, Acting Processing & Report Review Branch Chief	Transfers, Prepayments, MPR, REAP, 515, 538	Jonathan.Bell@usda.gov

Thank you in advance for your patience and support as we transition into our new integrated model. We are confident that the new organizational structure will better meet your needs and, in turn, the needs of rural America.

Nancie-Ann Bodell
Deputy Administrator
Multifamily Housing