



## HCCP Board of Governors Spotlight: Morgan Wiggins

*Director of Housing Compliance*  
Volunteers of America

Morgan Wiggins serves as the director of housing compliance for Volunteers of America, a faith-based, non-profit organization dedicated to helping the most vulnerable and under-served people achieve their full potential. Morgan has been in the affordable housing industry since 2003, with a primary focus on low-income housing tax credit (LIHTC) program compliance. She obtained her HCCP designation in 2005.

### **How has the HCCP designation impacted your career?**

The HCCP designation has been extremely valuable to my career by providing credibility that I have a thorough understanding of the very complex LIHTC regulations. LIHTC training and experience are critical components to the successful and compliant operations of housing communities. The HCCP designation provides industry professionals with assurance that I have the experience and training necessary to contribute to the success of the LIHTC program.

### **How did you get into the LIHTC industry?**

I had a friend who recommended that I apply for an open position at the company where he was employed. The position required obtaining utility data from utility companies and calculating utility allowances for properties all over the country. I had very limited knowledge of any affordable housing programs and pretty quickly realized that I really wanted to learn more. A position opened in the company's compliance department, and I took the opportunity to increase my knowledge. The primary focus of the compliance department was on LIHTC compliance. I love puzzles of all types, as well as working with people, and found that the LIHTC program allowed me to do both every day. I have enjoyed working with LIHTC compliance ever since.



**What are your day-to-day responsibilities?**

My primary responsibility is to provide program regulation guidance and expertise to our development, asset management and property management teams within the Volunteers of America LIHTC portfolio. I work with a variety of players to establish operational practices that are compliant with federal regulations, including training protocols, tenant file best practices and quality assurance practices.

**What helped with your success in the LIHTC industry?**

Training, experience and amazing colleagues have all contributed to my success in the LIHTC industry. The LIHTC program is very complex, and regulations change. Regular training has been critical for me in keeping my knowledge up to date. I have also faced many challenging compliance situations throughout my career; some were successful, and others were more of lessons learned. All of these successes and lessons learned have contributed to the experiences that I can draw from each day. I have also had the opportunity to work with some amazing colleagues in the LIHTC industry who have had an impact on me through their support, guidance and encouragement.

**What's your favorite hobby?**

Currently, my favorite hobby is crafting! I began crafting in May 2020 in the midst of COVID-19 and have discovered that I absolutely love making gifts for others as well as decorating my home.