

# **Survey of HUD-Approved Housing Counseling Agencies**

# Survey of HUD-Approved Housing Counseling Agencies

If you have any questions, please contact XXX, Survey Director, at: XXX-XXX-XXXX

Please enter your login ID provided in the letter requesting your participation in the survey:

Login ID: \_\_\_\_\_

**[CATI: If there is an error with the login ID provide a prompt to re-enter the number. Also provide the following message:**

**If you are unable to login please contact XXXX at XXX-XXX-XXXX or by e-mail at [XXX@matrixperformance.com](mailto:XXX@matrixperformance.com)**

**CATI: ADD CONFIRMATION SCREEN DIRECTLY AFTER LOG-IN:**

To confirm, you are responding to this survey on behalf of [CATI: FILL NAME OF ORGANIZATION]?

- Yes
- No → TERMINATE

**TERMINATE MESSAGE AT CONFIRMATION SCREEN:**

We're sorry – we are unable to process your request at this time. Someone from our staff will be in touch shortly. [CATI: ASSIGN CASE DISPOSITION – “ERROR IN LOG-IN MATCH”]

## **Introduction**

Thank you very much for participating in this survey of HUD-approved housing counseling agencies. Your participation in this survey will provide HUD with systematic information on the state of the housing counseling industry that is simply not available from any other source. The information gathered by this survey will be of great use to HUD in making plans for how best to continue to support the housing counseling industry.

This survey is being conducted by Matrix Performance Consulting Inc. under contract with the U.S. Department of Housing and Urban Development (HUD). The questions included in the survey have been reviewed by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1965 (OMB Control #\_\_\_\_, expiration date \_\_\_\_). The estimated time to complete this survey is 30 to 60 minutes, depending upon the scale of counseling services provided by your organization. Participation in this Government-sponsored survey is voluntary. Please be aware that the information provided in this survey will be kept strictly confidential. The names or other identifying information for either individuals or organizations that respond to this survey will not be used in any published reports or datasets nor will this identifying information be shared with HUD.

**[CATI: INSERT “CONTINUE” BUTTON” HERE AND ADD SCREEN BREAK]**

To begin the survey, simply click the “Start” button below. Each screen will provide you with an opportunity to save your results and to complete the survey at a later time. To resume the survey you will be asked to re-enter your username and password. You can also provide the user name and password to co-workers to have others complete a portion of the survey. If you prefer to complete the survey on paper, please print off the pdf in the link below.

Definitions are available for terms highlighted in blue. Click the word and a dialogue box will appear with the definition. If you experience any difficulties in completing the survey or have other questions, please contact XXXX of Matrix Performance Consulting at XXX-XXX-XXXX or by e-mail at: [STUDYEMAIL@matrixperformance.COM](mailto:STUDYEMAIL@matrixperformance.COM).

**[CATI: INSERT “START” BUTTON” HERE AND ADD SCREEN BREAK, ADD PDF LINK AT BOTTOM OF PAGE]**

In case we need to follow up with you to clarify any responses, please provide the following contact information:

- a. Name of primary person completing the survey: \_\_\_\_\_
- b. Title: \_\_\_\_\_
- c. Phone number: \_\_\_\_\_
- d. E-mail address: \_\_\_\_\_

## Section A. Organization Information

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1. In what year was your organization legally incorporated?

[Enter Four Digit Year]

**CATI: SKIP TO QUESTION 3 IF SERVICE TYPES ARE NOT IDENTIFIED IN THE SAMPLE FILE. OTHERWISE, ASK QUESTION 2.**

2. Based on 9902 data reported by your organization to HUD, our records indicate that your organization served at least 25 of each of the following type of housing [education and counseling](#) during Fiscal Year 2006.

**CATI: DISPLAY HOUSING EDUCATION AND COUNSELING SERVICES FROM THE FOLLOWING LIST THAT ARE IDENTIFIED FOR THIS ORGANIZATION IN THE SAMPLE FILE.**

**CATI: CREATE HYPERLINK OFF BLUE WORD TO TEXT BOX SHOWING THIS DEFINITION:** Throughout this survey “education” refers to group sessions while “counseling” refers to one-on-one sessions with individuals.

- Homebuyer education workshops
- Post-purchase homeowner workshops
- Predatory lending workshops
- Assistance on fair housing issues
- Pre-purchase homebuyer counseling
- Post-purchase homeowner counseling to resolve or prevent mortgage delinquency
- Counseling related to Home Equity Conversion Mortgages
- Post-purchase counseling regarding mortgage refinancing
- Counseling related to locating, securing or maintaining residence in rental housing
- Counseling related to shelter or services for the homeless

Is this an accurate list of your housing education and counseling service volumes in Fiscal Year 2006?

- Yes (skip to Question 6)
- No (continue to Question 3)

3. What types of housing **education and counseling** services does your organization provide?  
*Check all that apply.*

- Homebuyer education workshops
- Post-purchase homeowner workshops
- Predatory lending workshops
- Assistance on fair housing issues
- Pre-purchase homebuyer counseling
- Post-purchase homeowner counseling to resolve or prevent mortgage delinquency
- Counseling related to Home Equity Conversion Mortgages
- Post-purchase counseling regarding mortgage refinancing
- Counseling related to locating, securing or maintaining residence in rental housing
- Counseling related to shelter or services for the homeless

4. For which of the counseling services identified above did you serve at least 25 (twenty five) clients in the past year?

**CATI: ONLY DISPLAY THOSE SERVICES CHOSEN IN QUESTION 3 ABOVE AS ANSWERS.**

5. Approximately how many total housing education and counseling clients did you serve over the most recent 12-month period for which you have information available?

[Enter Whole Number]

6. How many years has your organization provided each of these types of services?

**CATI: PROGRAM SO THAT ONLY THOSE SERVICES IDENTIFIED IN THE SAMPLE FILE OR CHECKED IN QUESTION 4 APPEAR IN THE GRID BELOW**

	Less than 1 year	1-2 years	3-5 years	6-10 years	11+ years
Service Type #1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Type #2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Which of the following would you say is the primary mission of your organization? Please select only one option that most closely aligns with your primary mission.

- Housing counseling
- Housing stabilization

- Neighborhood or community development
- Consumer credit counseling
- Community action agency
- Anti-poverty agency
- Legal services
- Economic development
- Employment agency
- Human service organization
- Fair housing agency

8. In addition to the housing counseling and education services provided by your organization identified previously, which of the following additional services does your organization provide? *Check all that apply. (Only indicate services provided directly by your organization; please exclude services provided by other organizations that you partner with.)*

- Financial literacy education or counseling
- Individual development accounts (IDAs)
- Credit counseling for people with debt problems
- Bankruptcy counseling
- Debt management plan creation and administration
- Down payment and closing cost assistance programs for homeownership
- First mortgage financing for homeownership
- Home improvement loans for homeownership
- Construction management
- Housing development
- Mortgage brokerage
- Legal services or advocacy
- Commercial real estate development
- Rental property ownership or management
- Housing search/housing placement
- Intake and referral to other social service programs
- Administer housing shelter program
- Administration of rental housing subsidies (Section 8, etc)
- Administer other funding for housing issues
- Assistance with fair housing issues
- Mental Health services
- Food or nutrition services
- Neighborhood Planning
- Job training or education
- Micro-enterprise or small business development
- Community organizing
- Farm worker services
- Community infrastructure development
- Economic development lending
- Other \_\_\_\_\_ (detail)

9. How many full-time employees are employed by your organization? Count all staff, including staff involved in activities other than housing education and counseling. A full-time employee is anyone that works at least a 35-hour workweek. (Include volunteers who fill regular staff positions. Exclude temporary staff and professional services conducted by third parties such as accounting, bookkeeping, and legal counsel.)

\_\_\_\_\_ Number of Full-time employees

10. How many part-time employees are employed by your organization? Count all staff, including staff involved in activities other than housing counseling. A part-time employee is anyone that works less than a 35-hour workweek. (Include volunteers who fill regular staff positions. Exclude temporary staff and professional services conducted by third parties such as accounting, bookkeeping, and legal counsel.)

\_\_\_\_\_ Number of Part-time employees

## Section B. Housing Education and Counseling Management and Staff

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11. Does your organization currently have a program manager position to oversee housing counseling services?

- Yes (skip to question 12)  
 No (skip to question 13)

12. Approximately what percentage of the program manager position's time is devoted to overseeing housing counseling services?

\_\_\_\_\_ [Enter Percent]

**[PROGRAMMER: PLEASE DISPLAY QUESTIONS 13 AND 14 ON THE SAME SCREEN]**

For the next two questions, we are interested in all full-time staff that participate in or support housing education and counseling activities, even if they only do this work for a portion of their day.

13. How many full-time employees support your housing education and counseling activities?

Please include employees that provide housing education and counseling, client intake services, marketing and outreach, program management, or administrative support.

Do not include employees who exclusively provide education or counseling services in which housing issues may be a secondary concern (for example, consumer credit debt counseling).

A full-time employee is anyone that works at least a 35-hour workweek.

\_\_\_\_\_ Number of Full-time Staff

14. Of the full-time employees identified in the previous question, how many are dedicated exclusively to supporting your housing education and counseling activities?

\_\_\_\_\_ Number of Staff

**[PROGRAMMER: PLEASE DISPLAY QUESTIONS 15 AND 16 ON THE SAME SCREEN]**

For the next two questions, we are interested in all part-time staff that participate in or support housing education and counseling activities, even if they only do this work for a portion of their day.

15. How many part-time employees support your housing education and counseling activities?

Please include employees who provide housing education and counseling, client intake services, marketing and outreach, program management, or administrative support.

Do not include employees who exclusively provide education or counseling services in which housing issues may be a secondary concern (for example, consumer credit debt counseling).



A part-time employee is anyone that works less than a 35-hour workweek.

\_\_\_\_\_ Number of Part-time Staff

16. Of the part-time employees identified in the previous question, how many are dedicated exclusively to supporting your housing education and counseling activities?

\_\_\_\_\_ Number of Staff

In the next set of questions, we are asking about employees who are housing educators or counselors. Please do not include housing education/counseling support staff or management.

17. How many of your employees provide housing education and counseling services?

Include staff that deliver pre-purchase, post-purchase, or predatory lending workshops, or provide individual counseling for clients on topics related to pre-purchase homeownership, post-purchase homeownership, rental housing, or homeless assistance.

\_\_\_\_\_ Number of Staff

18. How many of your staff provide the following types of education and counseling services?

**CATI: PROGRAM SO THAT ONLY THOSE SERVICES CHECKED IN QUESTION 4 OR LISTED IN THE SAMPLE FILE APPEAR IN THE GRID BELOW**

	# of Staff
ServiceType#1	_____
ServiceType#2	_____
Etc	_____

19. Of the [FILL IN NUMBER FROM Q17] staff you identified as providing housing education and counseling, how many of your housing educators/counselors belong to each of these racial/ethnic groups? (Please report employees in only one category. Employees that do not fit within the listed categories can be reported as "Other")

- \_\_\_\_\_ Non-Hispanic White
- \_\_\_\_\_ Non-Hispanic African-American
- \_\_\_\_\_ Non-Hispanic Asian
- \_\_\_\_\_ Non-Hispanic Native American
- \_\_\_\_\_ Hispanic White
- \_\_\_\_\_ Hispanic African-American
- \_\_\_\_\_ Hispanic Asian
- \_\_\_\_\_ Hispanic Native American
- \_\_\_\_\_ Other

20. Of the [FILL IN NUMBER FROM Q17] staff you identified as providing housing education and counseling, how many of your housing educators/counselors are women, and how many are men?

\_\_\_\_\_ Number of women  
\_\_\_\_\_ Number of men

21. Of the [FILL IN NUMBER FROM Q17] staff you identified as providing housing education and counseling, how many of your housing educators/counselors have the following levels of education:

\_\_\_\_\_ Less than high school graduate  
\_\_\_\_\_ High school graduate only  
\_\_\_\_\_ 2-year college degree  
\_\_\_\_\_ 4-year college degree  
\_\_\_\_\_ Masters degree or Ph.D.  
\_\_\_\_\_ Not known

## Section C. Organizational Relationships

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22. We would like to identify the national and regional organizations that you are affiliated with. By "affiliated" we mean that you either are a member of this organization, receive funding from them, follow their service standards, receive training/certification from them, use their curriculum, and/or get other tools or resources from them. Please identify all of the following organizations that you have some affiliation with (*check all that apply*)

	We receive funding from this organization	We receive training/certification from this organization	We follow their service standards or use their curriculum	We have some other affiliation with this organization
American Association of Retired Persons (AARP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Association of Community Organizations for Reform (ACORN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catholic Charities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing Partnership Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HomeFree-USA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission of Peace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Money Management International	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Association of Real Estate Brokers (NAREB)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Council of La Raza (NCLR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Credit Union Foundation (NCUF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Foundation for Credit Counseling (NFCC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Urban League	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NeighborWorks® America	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural Community Assistance Corporation (RCAC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structured Employment Economic Development Corporation (Seedco)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State housing finance agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statewide or regional housing counseling collaborative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify) ____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other(Please specify) ____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Please indicate whether your organization is CURRENTLY partnering with any of the following entities to provide housing education/counseling services. By “partnering” we mean that these organizations provide you with client referrals, operating or capital funding, training materials, office or meeting space, volunteers, supplies, or special products or services for your clients (such as loan products not available to the general public). *Check all that apply.*

	They provide client referrals	They provide our organization with financial support, staff support, or in kind resources	They provide products or services for our clients (such as financial assistance or loan products)	We have some other affiliation with them
Colleges and universities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local employers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Faith-based institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking or mortgage institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal services agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local business associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other nonprofit housing organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real estate brokerage companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social service agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For-profit housing developers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section D. Organizational Budget

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24. Approximately what was your organization's total operating budget in your most recently completed fiscal year?

\$ \_\_\_\_\_ [Enter amount]

25. Approximately what was your organization's operating budget specifically for housing counseling for your most recently completed fiscal year (include costs for outreach, intake, education, counseling, and associated overhead; but exclude costs for grants, loans, financial assistance, or in-kind goods provided to clients):

\$ \_\_\_\_\_ [Enter amount]

26. Please enter the approximate amounts of your funding for housing counseling that came from the following sources: (You may approximate if necessary, but total should be close to amount reported in Question 25.)

	Percent
Fees paid directly by housing counseling clients	
HUD housing counseling funds (including those received thru intermediaries)	
Local government (city and county)	
State government or agency (including housing finance agency)	
Financial institutions	
Foundations	
National intermediaries (other than pass through of HUD housing counseling funds)	
All Other Sources	

<p><b>CATI: SHOW TOTAL AMOUNT REPORTED. CHECK THAT TOTAL IS WITHIN 5% OF TOTAL REPORTED IN QUESTION 25.</b></p>
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31. For each of the following types of housing education/counseling services, please estimate the average total amount of time spent working with a “typical” client in group sessions/workshops, one-on-one counseling sessions, or case management services where the client is not present (for example, advocating for the client with public agencies, the courts, or private parties):

**CATI: CREATE HYPERLINK OFF BLUE WORD TO TEXT BOX SHOWING THIS DEFINITION:** By “typical” we mean the process that is used by the majority of your clients. If there is no one process that represents a clear majority of your clients, please indicate the process varies.

**CATI: PROGRAM SO THAT ONLY THOSE SERVICES CHECKED IN QUESTION 4 OR LISTED IN THE SAMPLE FILE APPEAR IN THE GRID BELOW.**

	Average total hours in group sessions	Average total hours in one-on-one counseling sessions	Average total hours of case management without client present
Service Type #1	_____ hours	_____ hours	_____ hours
Service Type #2	_____ hours	_____ hours	_____ hours
Service Type #3	_____ hours	_____ hours	_____ hours
Etc.	_____ hours	_____ hours	_____ hours

**CATI: PROGRAM SO THAT QUESTIONS 32 THROUGH 39 ARE ONLY ASKED IF “PRE-PURCHASE HOMEBUYER COUNSELING” IS CHECKED IN QUESTION 4, OR APPEARS IN THE SAMPLE FILE**

32. Has your organization utilized video-conference counseling to provide housing counseling services?

- Yes
- No, but considering using it
- No, and not considering using it

33. Has your organization utilized telephone counseling to provide housing counseling services?

- Yes
- No, but considering using it
- No, and not considering using it

34. Has your organization utilized online / internet counseling to provide housing counseling services?

- Yes
- No, but considering using it
- No, and not considering using it



35. For clients seeking pre-purchase homebuyer education or counseling, approximately what share receive the following bundles of services: (Note: total should add to 100%)

- \_\_\_\_% Only attend a workshop or other group session
- \_\_\_\_% Only receive one-on-one counseling
- \_\_\_\_% Both attend workshops and receive one-on-one counseling

**CATI: CHECK THAT TOTAL REPORTED SUMS TO 100%. IF NOT, PROMPT RESPONDENT TO CHECK RESPONSES SO THAT TOTAL EQUALS 100%.**

36. For clients seeking pre-purchase homebuyer education or counseling, what is the estimated share of last year's clients by homeownership readiness status as of when they begin counseling? (Note: total should add to 100%)

- \_\_\_\_% Near-ready (ready to buy a first home within 0-3 months)
- \_\_\_\_% Short-term (ready to buy a first home within 3-6 months)
- \_\_\_\_% Long-term (ready to buy a first home after 6 months)
- \_\_\_\_% Unknown

**CATI: CHECK THAT TOTAL REPORTED SUMS TO 100%. IF NOT, PROMPT RESPONDENT TO CHECK RESPONSES SO THAT TOTAL EQUALS 100%.**

37. For clients seeking pre-purchase education or counseling assistance, do you conduct a needs assessment to determine the type or extent of services they should receive?

- No, clients generally receive a standard set of services regardless of their circumstances
- Yes, a formal or systematic needs assessment is done using a standard process driven by a checklist or software
- Yes, each clients needs are assessed but the process is informal without the aid of checklists or software

38. For homebuyer education workshops, what curriculum does your organization use? (CHECK ALL THAT APPLY)

- Realizing the American Dream by NeighborWorks® America
- Keys to Homeownership by National Foundation for Consumer Credit
- CreditSmart by Freddie Mac
- Your own locally-developed materials
- Other (Please specify)

39. Do you typically involve any of the following outsiders as presenters in your homebuyer workshops? (CHECK ALL THAT APPLY)

- Real estate agents
- Mortgage lenders or brokers
- Attorneys
- Title or escrow agents
- Home inspectors
- Representatives of government agencies providing homebuyer assistance

**CATI: PROGRAM SO THAT QUESTIONS 40 THROUGH 41 ARE ONLY ASKED IF  
"PRE-PURCHASE HOMEBUYER COUNSELING" IS CHECKED IN QUESTION 4,  
OR APPEARS IN THE SAMPLE FILE**

40. Approximately what share of your post-purchase homeowner counseling to resolve a mortgage delinquency is conducted using the following methods?
- \_\_\_\_ % Telephone
  - \_\_\_\_ % In person
  - \_\_\_\_ % Other
  - \_\_\_\_ % Don't know
41. Approximately what share of your clients seeking counseling to resolve a mortgage delinquency have the following factors as the primary cause of their mortgage delinquency?
- \_\_\_\_ % Borrower lost job or significant portion of income
  - \_\_\_\_ % Health problem or disability
  - \_\_\_\_ % Home repair costs or problem with home improvement
  - \_\_\_\_ % Increase in non-housing related expenses
  - \_\_\_\_ % Increase in mortgage payment due to adjustable rate mortgage, taxes or related expenses
  - \_\_\_\_ % Mortgage origination or appraisal fraud, or an unsuitable loan product for borrower's initial situation
  - \_\_\_\_ % Don't know
42. What services do you provide for borrowers seeking post-purchase mortgage delinquency counseling (Check all that apply):
- Advocacy with loss mitigation staff at major lenders/servicers
  - Budget and debt counseling
  - Legal assistance (directly or through referral)
  - Financial assistance to meet mortgage payments
  - Financial assistance for emergency home repairs
  - Other

## Section F. Policy Questions

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43. What are the most significant challenges for your organization's housing education/counseling program?

	Very significant	Somewhat significant	Not all significant
Funding for organizational operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding for clients' housing or social service needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff retention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff expertise/training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competition from other service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client retention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing and outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of other service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Fill)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. Please rate your agreement with the following statements about HUD's roles in supporting the housing counseling industry.

	Agree a lot	Agree a little	Disagree a little	Disagree a lot
HUD should have a more rigorous process for certifying housing counseling agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD should set standards for housing counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD should endorse another entity to set standards for housing counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD should provide quality control for housing counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD funding is worth the administrative burden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD funding is worth the restrictions it comes with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD should increase funding for housing counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

45. Please indicate which types of standards that you feel should be established either by HUD or another entity for the housing education and counseling industry. Please check each box where you feel standards are needed.

**CATI: PROGRAM SO THAT ONLY THOSE SERVICES CHECKED IN QUESTION 3 OR LISTED IN THE SAMPLE FILE APPEAR IN THE GRID BELOW.**

	Certification standards are needed for staff	Curriculum standards are needed for education sessions	Data Tracking and Reporting Standards are needed	Formal service delivery protocols are needed	No standards are needed
Service Type #1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Type #2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Type #3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

46. Please use the following space to provide any further comments on either the challenges facing the housing counseling industry, HUD's role in supporting this industry, or concerns that were not captured by this survey.

**CATI: ALLOW FOR AN OPEN-ENDED TEXT RESPONSE.**

Thank you very much for your participation in this survey. If you have any questions regarding the survey please contact the survey director, XXX of Matrix Performance Consulting, toll-free at 1-888-XXX-XXXX or by e-mail at [XXX@matrixperformance.com](mailto:XXX@matrixperformance.com).