

SURVEYMONKEY

**Office of Housing Counseling  
Survey to Assess Operational and Capacity Status of  
Housing Counseling Agencies after a Disaster**

**Name of disaster:**

**Date of declaration:**

**State:**

1. HCS #
2. Agency Name/Location
3. Who is your HUD Point of Contact?
4. Agency Contact
5. Initial Survey
  - Yes
  - No
6. Follow-up Survey
  - Yes
  - No
7. Is your agency operational?
  - Yes
  - No
8. Are you operational on-site or remotely?
  - On-site
  - Remotely
  - Not operational
9. If your facility was damaged, are you open?
  - Yes
  - No
  - Facility was not damaged
10. Were any of your staff impacted?
  - Yes
  - No
11. If so, approximately what percentage of staff can provide services?
  - 100%
  - 75%
  - 50%
  - 25%
  - 0%
12. Are you able to provide all your approved housing counseling services?
  - Yes
  - No
13. If no, what services can you provide?

14. Would you like your delivery methods shown in HCS to be expanded to include phone, email, etc.?  
Yes  
No
15. Have you contacted FEMA, State or local agencies to request assistance for your agency?  
Yes  
No  
Other (please specify)
16. Have you contacted FEMA, state or local agencies to offer assistance?  
Yes  
No
17. Have you started any outreach activities to your clients?  
Yes  
No
18. Are you interested in participating in future loss mitigation or other programs related to Recovery?  
Yes  
No
19. Have you contacted your parent agency for assistance or guidance?  
Yes  
No  
N/A
20. If you were not impacted, are you able/willing to assist clients from impacted areas/agencies?  
Yes  
No
21. If so, what services can you assist with?
22. Notes (extent of damage, support from parent, types of client outreach, other problems, successes, etc.)