

Disaster/National Emergency

U.S. Department of Housing and Urban Development Office of Housing Counseling

OMB Control Number: 2502-0615 Expiration Date: XX-XX-XXXX

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1. Date of this survey

Date / Time

Date

MM/DD/YYYY

2. Name of Emergency

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Covid-19

Other (please specify)

* 3. Agency Name

* 4. Agency HCS ID Number

* 5. Agency Contact

* 6. What state do you reside in?

7. Is your agency operational (offering housing counseling services):

) Yes

) No

8. Is your "Bricks & Mortar" office?

) Open

) Closed to public

) Closed to staff and public

9. Are your agency housing counseling staff teleworking?

🔵 Yes

🔵 No

10. Describe any issues converting housing counseling staff to telework.

Access to client files?	
Maintaining privacy?	
IT/telephone issues	
Other (please specify)	

11. Have you had to furlough housing counseling staff due to this National Emergency?

Yes

12. If so, what percentage of staff is providing housing counseling services?

\bigcirc	100%	\bigcirc	25%
\bigcirc	75%	\bigcirc	0%
\bigcirc	50%		

13. How have you changed the delivery of your services? Please describe.

Face to face to telephone

Face to face to internet



14. Have you changed the housing counseling services you are offering?

Yes - Deleted

) Yes - Added

) No

15. List Services Deleted?

Financial Management/Budget Counseling
Home Improvement and Rehabilitation Counseling
Mortgage Delinquency and Default Resolution Counseling
Pre-purchase Counseling
Rental Housing Counseling
Reverse Mortgage Counseling
Services for Homeless Counseling
Fair Housing Pre-purchase Education Workshops
Financial, Budgeting, and Credit Workshops
Non-delinquency Post Purchase Workshops
Predatory Lending Education Workshops
Pre-purchase Homebuyer Education Workshops

Rental Housing Workshops
Resolving/Preventing Mortgage Delinquency Workshops
N/A
Other (please specify)

16. List Services Added?

Financial Management/Budget Counseling
Home Improvement and Rehabilitation Counseling
Mortgage Delinquency and Default Resolution Counseling
Pre-purchase Counseling
Rental Housing Counseling
Reverse Mortgage Counseling
Services for Homeless Counseling
Fair Housing Pre-purchase Education Workshops
Financial, Budgeting, and Credit Workshops
Non-delinquency Post Purchase Workshops
Predatory Lending Education Workshops
Pre-purchase Homebuyer Education Workshops
Rental Housing Workshops
Resolving/Preventing Mortgage Delinquency Workshops
N/A
Other (please specify)

17. Which counseling services are most requested?Please put in order of most requested to least requested with 1 being most requested.

Financial Management/Budget Counseling	□ N/A
Home Improvement and Rehabilitation Counseling	□ N/A
Mortgage Delinquency and Default Resolution Counseling	□ _{N/A}
Pre-purchase Counseling	□ _{N/A}
Rental Housing Counseling	□ _{N/A}
Reverse Mortgage Counseling	□ N/A
Services for Homeless Counseling	□ N/A

18. Have you seen a change in the number and type of clients requesting housing counseling services since the start of the National Emergency? Please describe.

Yes

) No

Please describe

19. If you are an affiliate or sub grantee of an Intermediary or State Housing Finance Agency, have you been in touch with your parent agency for assistance or guidance?

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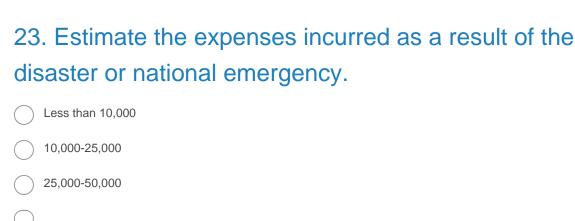
\bigcirc	Yes
\bigcirc	No

20. List any questions or concerns you have regarding providing housing counseling services during and after the National Emergency?

21. If your state has current restrictions in place for business operation, do you plan to resume normal business operations when these restrictions are lifted?

\bigcirc	Yes
\bigcirc	No

22. Has there been an increase in scam activity in your area?



50,000-100,000

) 100,000-300,000

300-500,000

24. How long can you maintain operations before experiencing financial stress?

25. Comments

Done

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