

**HUD Form # (none), TITLE (Survey to Assess Operational Status of Housing Counseling Agencies due to Disaster/National Emergency 2502-0615)**

| <b>LOCATION<br/>Disaster Survey<br/>(current)<br/>Disaster/National<br/>Emergency Survey<br/>(revised)</b> | <b>CURRENT TEXT<br/>Disaster Survey</b>  | <b>REVISED TEXT<br/>Disaster/National Emergency<br/>Survey</b>   |
|--|--|--|
| 8 (old)  | Are you operational on-site or remotely? | (8) Is your “bricks&mortar” office<br>a. Open<br>b. Closed to public<br>c. Closed to staff and public  |
| 9 (old)  | Were any of your staff impacted?         | (9) Is your agency housing counseling staff teleworking?<br>Yes/No   |
| New (10)   |  | Describe any issues converting housing counseling staff to telework.<br>1. Access to client files?<br>2. Maintaining privacy?<br>3. IT issues<br>4. Other? |
| New (11)   |  | Have you had to furlough housing counseling staff due to National Emergency?   |
| New (15 & 16)  |  | List of services deleted or added  |
| New (17)   |  | What services are clients asking for? Please describe  |
| New (18)   |  | Change in number and type of clients requesting services   |
| 20 (old)   | Comments                                 | (20) List any questions or concerns you have regarding providing housing counseling services during and after the COVID-19 National Emergency?             |
| New (21)   |  | If your state has current restrictions in place for business   |

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|          |  | operation, do you plan to resume normal in-office hours when these restrictions are lifted? |
| New (22) |  | Is there an increase in scam activity   |
| New (23) |  | Estimate expenses incurred as a result of disaster/national emergency                       |
| New (24) |  | How long can you maintain operations before experiencing financial stress                   |
| 15 (old) | Have you contacted FEMA, State or local agencies to request assistance for your agency?              | deleted   |
| 16 (old) | Have you completed any outreach activities to your clients?  | deleted   |
| 17 (old) | Are you interested in participating in future loss mitigation or other programs related to Recovery? | deleted   |
| 19 (old) | If you were not impacted, are you able/willing to assist clients from impacted areas/agencies?       | deleted   |
| 22 (old) | Have you contacted FEMA, state or local agencies to let them know you are able to offer assistance?  | deleted   |