



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	\
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2. Name of Emergency

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
- No

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

- 100%
- 75%
- 50%
- 25%
- 0%

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

- Face to face to telephone
- Face to face to internet
- Both

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.

<input type="text"/>	Financial Management/Budget Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Home Improvement and Rehabilitation Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Mortgage Delinquency and Default Resolution Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Pre-purchase Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Rental Housing Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Reverse Mortgage Counseling	<input type="checkbox"/> N/A
<input type="text"/>	Services for Homeless Counseling	<input type="checkbox"/> 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?

Yes

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?

Yes

No

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

23. Estimate the expenses incurred as a result of the disaster or national emergency.

Less than 10,000

10,000-25,000

25,000-50,000

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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