



Disaster/National Emergency

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

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PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected will be used assess the operational status of housing counseling agencies after a disaster to determine needed assistance. This collection of information is voluntary. The agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number. Responses are protected from disclosure pursuant to the Privacy Act of 1974 . HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012;31 U.S.C. 3729, 3802).

1. Date of this survey

Date / Time

Date

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%

25%

75%

0%

50%

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.




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?

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