

## Equity in Housing Counseling Survey

OMB Approval No. 2502-NEW

Exp. / /

**Public Reporting Burden** for this collection of information is estimated to be .25 hours 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. This 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.

This information is collected in connection with HUD's Housing Counseling Program and will be used to determine eligibility for Program participation under Section 106 of the Housing and Community Development Act of 1974. The information is considered sensitive and is protected by the Privacy Act which requires the records to be maintained with appropriate administrative, technical and physical safeguards to ensure their security and confidentiality.

## Equity in Housing Counseling Survey

Thank you for participating in our survey.

**Thank you for participating in our survey. Our goal is to utilize this data to inform decisions that will help to promote wealth-building through homeownership in underrepresented communities. The information gathered here is for research and informational purposes only and will not be used in any funding or performance review decisions.**

**Please respond to the best of your ability based on agency information for FY2021 (Oct 2020 - Sep 2021).**

**Please submit only one survey response for the agency listed in the email you received, and be sure to include information from any of your branch agencies that do not submit their own 9902 reporting forms.**

**As a thank you to those who successfully complete this survey, some agencies will be selected to attend a virtual “coffee” listening session with HUD's Housing Counseling leadership to discuss equity innovations in Housing Counseling.**

## Equity in Housing Counseling Survey

### Agency Information

**Please provide some basic information about your agency.**

\* 1. Please enter your agency information

Agency name:

Your agency's HCS ID

(This is not your MX  
Number):

## Equity in Housing Counseling Survey

### Target Audience

Please provide some information about HUD's target audience and how you serve them. Target Audience refers to those populations that are underserved racially, culturally, and linguistically.

\* 2. How well are you serving the following groups in your approved coverage area?

	Exemplary	Adequately	Needs Improvement	Not serving
African American/Black	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian American	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latinx/Hispanic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White/Caucasian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
American Indian/Alaska Native	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian/Pacific Islander	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 3. Which groups would you like to serve better?

- African American/Black
- Asian American
- Latinx/Hispanic
- White/Caucasian
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander
- None of the above

\* 4. Approximately what percentage of the clients from your approved coverage area are from urban, suburban, rural areas? (Please enter whole numbers without the % sign)

Urban	<input type="text"/>
Suburban	<input type="text"/>
Rural	<input type="text"/>

\* 5. How many people seek your services that are located outside of your approved coverage area? Please give an estimate.

\* 6. Of the number given in the previous question, approximately what percentage are from urban, suburban, rural areas? (Please enter whole numbers without the % sign)

Urban

Suburban

Rural

\* 7. Approximately what percentage of your clients are experiencing homelessness? (Please enter whole numbers without the % sign)

8. In what ways is the COVID-19 pandemic continuing to impact your agency (or affiliates/branches if you are a parent organization) and your ability to serve the target population(s)?

- |  |   |
|--|---|
| <input type="checkbox"/> Office operations changes               | <input type="checkbox"/> IT and/or privacy concerns with virtual engagement |
| <input type="checkbox"/> Reductions in staff                     | <input type="checkbox"/> Increased costs                                    |
| <input type="checkbox"/> Reduction in clients served             |   |
| <input type="checkbox"/> Increase in clients served              |   |
| <input type="checkbox"/> Other (please separate each with a ";") |   |

None of the above

## Equity in Housing Counseling Survey

### Staff Info

**Please provide some information about your staff.**

\* 9. What is the approximate percentage racial makeup of your Housing Counseling staff? (Please enter whole numbers without the % sign)

African American/Black

Asian American

Latinx/Hispanic

White/Caucasian

American Indian/Alaska  
Native

Native Hawaiian/Pacific  
Islander

\* 10. Approximately what percentage of your Housing Counseling staff are currently homeowners? (Please enter whole numbers without the % sign)

## Equity in Housing Counseling Survey

### Best Practices

**Please provide some information about your best practices. Target Audience refers to those populations that are underserved racially, culturally, and linguistically.**

\* 11. What current best practices do you believe are helping your agency successfully reach the target audience?

Print Media

Word of Mouth

Radio or TV Ads

Partner Referrals

Social Media

None of the above

Other (please separate each with a ";")

## Equity in Housing Counseling Survey

### Partnerships

Please provide some information about your partnerships.

\* 12. Please indicate which groups you are partnering with and which you would like to partner with.

	Current Partner	Desired Partner	N/A
Community-based organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City/municipal departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mortgage lenders/Banks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nonprofit organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith-based organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For-Profit Organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real Estate Agencies/Brokers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Agencies (other than HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Equity in Housing Counseling Survey

### Increase Capacity

**Please help us identify resources that could help increase your capacity.**

\* 13. Please indicate what 3 resources you believe will make the biggest impact in increasing your agency's capacity to serve the target audience and ensure racial equity in rental housing and homeownership.

- |  |   |
|--|---|
| <input type="checkbox"/> Funding for Marketing                   | <input type="checkbox"/> Funding for Outreach Materials         |
| <input type="checkbox"/> Best Practices Guide/Toolkit            | <input type="checkbox"/> Technology support                     |
| <input type="checkbox"/> Trainings from HUD                      | <input type="checkbox"/> Connection to mentor/peer organization |
| <input type="checkbox"/> Funding for additional staff/hours      |   |
| <input type="checkbox"/> Connecting with language support        |   |
| <input type="checkbox"/> Other (please separate each with a ";") |   |

## Equity in Housing Counseling Survey

### Outreach/Marketing Materials

**Please provide some information about your outreach and marketing materials.**

\* 14. In what languages are you able to provide the following items? If you can provide items in languages not listed below, please enter them in the "Other" option.

	Resources	Marketing Materials	Counseling Services
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (including Mandarin, Cantonese, Hokkien, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tagalog (including Filipino)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

\* 15. What resources do you utilize for translation when a client requires housing counseling services, but no staff member speaks their language?

- |   |   |
|---|---|
| <input type="checkbox"/> Language support line                    | <input type="checkbox"/> Ask client to return with translator (such as family member) |
| <input type="checkbox"/> Refer to other housing counseling agency | <input type="checkbox"/> Say you can't help   |
| <input type="checkbox"/> Refer to advocacy program                |   |

Other (please separate each with a ";")

\* 16. If you have you encountered situations where cultural dynamics/sensitivities affect your ability to provide services, please indicate how. If you have not, please enter "N/A" below.

\* 17. Is your agency equipped to handle the following cultural dynamics of your clients?

- Gender role differences
- Culturally significant holidays
- Financial priorities of different cultures
- Culturally unique living situations
- We are interested in training in the above areas
- No, we are not equipped to handle these cultural dynamics

Other (please separate each with a ";")

## Equity in Housing Counseling Survey

Ready to Submit?

**Thank you for taking the time to complete the survey!**

**To submit your answers please click the "Done" button below. Your agency will then be entered into consideration for a virtual “coffee” listening session with HUD's Housing Counseling leadership.**