

Equity in Housing Counseling Survey (PRA V2)

OMB Approval No. 2502-0623

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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Reports Management Officer, Paperwork Reduction Project, to the Office of Information Technology, US. Department of Housing and Urban Development, Washington, DC 20410-3600. When providing comments, please refer to OMB Approval No. 2502-0623. 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 identify and develop innovative programming and best practices for the Department's Housing Counseling Program under Section 106 of the Housing and Community Development Act of 1974. Responses to this collection are voluntary. No assurances of confidentiality are provided for this information collection.

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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.

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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):

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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

Suburban

Rural

* 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

9. Please identify any parties with which you have encountered instances or received complaints of racial, cultural, or linguistic biases from clients going through the homeownership process.

- | | |
|--|--|
| <input type="checkbox"/> Mortgage lender | <input type="checkbox"/> Real estate agent |
| <input type="checkbox"/> Appraiser | <input type="checkbox"/> Home inspector |
| <input type="checkbox"/> Mortgage broker | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Seller | |

Other (please specify)

10. Relative to the previous questions, please indicate how you assisted the client with their complaint (Please skip if you answered 'Not Applicable' to the previous question)

- | | |
|---|--|
| <input type="checkbox"/> Referred to Fair Housing Agency | <input type="checkbox"/> Referred the client to the police |
| <input type="checkbox"/> Referred to Fair Housing Department within your Agency | <input type="checkbox"/> Referred client to an attorney |
| <input type="checkbox"/> Referred to HUD | <input type="checkbox"/> Did not refer or assist client with the complaint |
| <input type="checkbox"/> Other (please specify) | |

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Staff Info

Please provide some information about your staff.

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

African American/Black	<input type="text"/>
Asian American	<input type="text"/>
Latinx/Hispanic	<input type="text"/>
White/Caucasian	<input type="text"/>
American Indian/Alaska Native	<input type="text"/>
Native Hawaiian/Pacific Islander	<input type="text"/>

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

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Best Practices

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

* 13. 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 ";")

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Partnerships

Please provide some information about your partnerships.

* 14. 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"/>

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Increase Capacity

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

* 15. 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.

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

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Outreach/Marketing Materials

Please provide some information about your outreach and marketing materials.

* 16. 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)

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

- Language support line
- Ask client to return with translator (such as family member)
- Refer to other housing counseling agency
- Say you can't help
- Refer to advocacy program

Other (please separate each with a ";")

* 18. 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.

* 19. 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 ";")

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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.