

# **NATIONAL HOUSING RESOURCE CENTER**

## **Impact of Reduced and Delayed Federal Funding for Housing Counseling**

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### **Program Survey Results, August 2012**

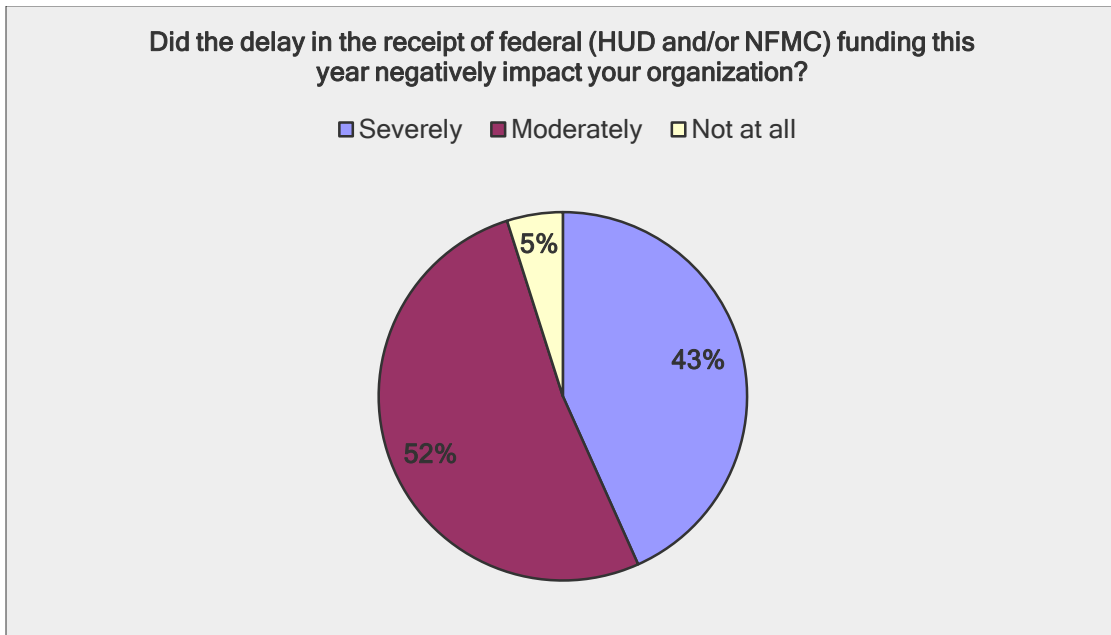
The National Housing Resource Center conducted this survey in August 2012. 313 nonprofit housing counseling agencies responded.

The National Housing Resource Center is a project of Tides Center and can be reached at [bdorpalen@hsgcenter.org](mailto:bdorpalen@hsgcenter.org), 215 765-0048, NHRC, 846 N. Broad St. Philadelphia, PA 19130

# Impact of Reduced and Delayed federal funding for Housing Counseling Program Survey Results (August 2012)

## Question One

Did the delay in the receipt of federal (HUD and/or National Foreclosure Mitigation Counseling) funding this year negatively impact your organization?



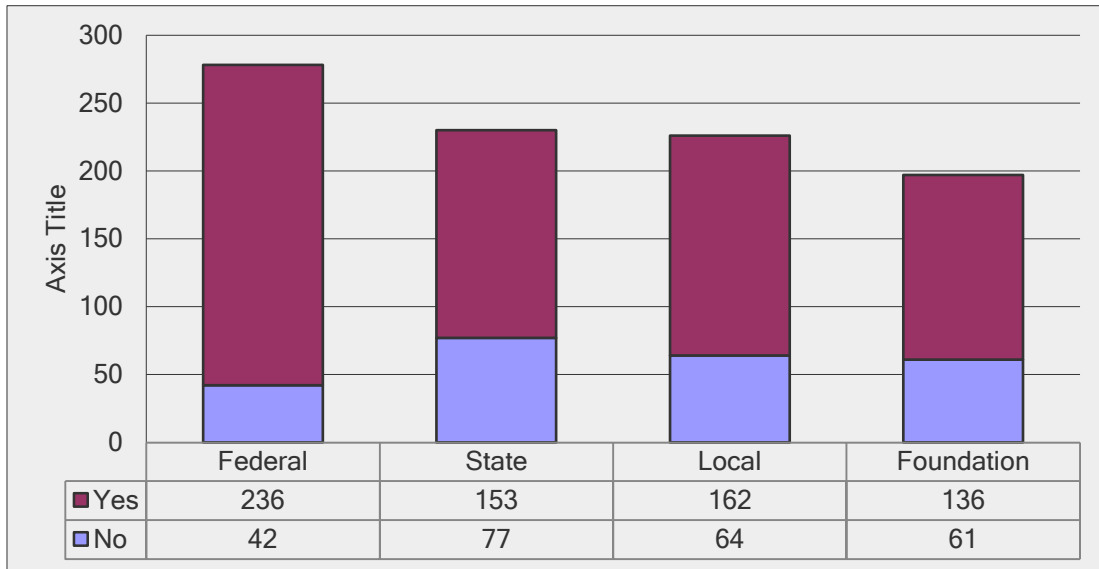
“If the trend continues, our agency will be forced to continue staff cuts (persons, hours, rate of pay) and we may face discontinuing our housing counseling program of 32 years.”

*Housing counseling agency in Greenville, South Carolina*

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**Question Two** Has your housing counseling program experienced a reduction in funding this year?

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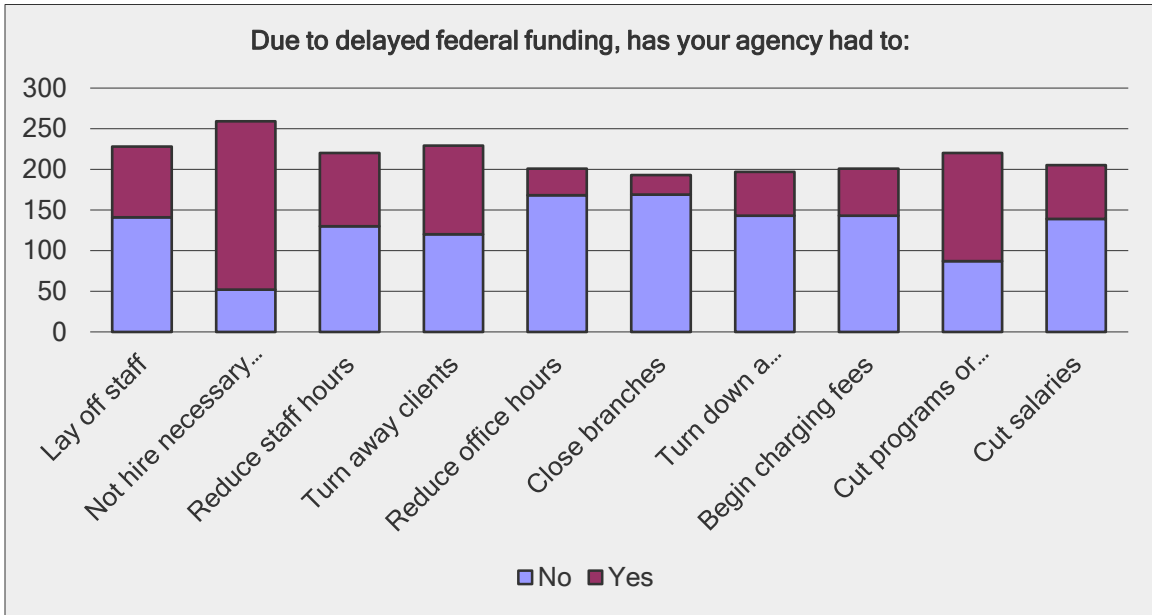


“Had we not had other resources to cover us in the short run, we would have had to let highly trained staff go and severely reduce counseling services. The uncertainty of this money at a time when there is high unemployment, an increasing number of families facing homelessness, declining credit scores and stress makes it harder for a recovery to take root, if no one is helping families with the tools and plans to navigate through this difficult time.”

*Housing counseling agency in Winooski, Vermont*

**Question  
Three**

Due to delayed federal funding, has your agency had to:

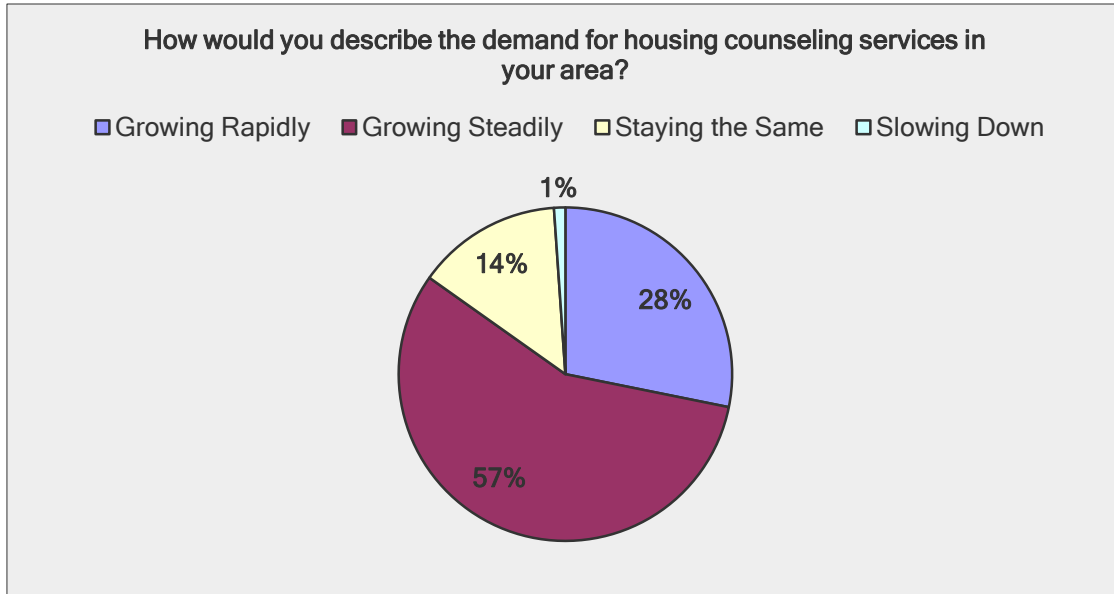


“Funding is vital to keeping our programs running on a day to day basis. The delay in funding causes us to need to ramp down and then try to ramp up once we know the funding outcomes, which is detrimental to staff and clients. We have lost certified staff due to this and then when we can re-hire we need to go through the re-training process which is costly and time consuming. There is a great need for continuous funding especially from the federal funding.”

*Housing counseling agency in Centereach, New York*

**Questions  
Four**

How would you describe the demand for housing counseling services in your area?



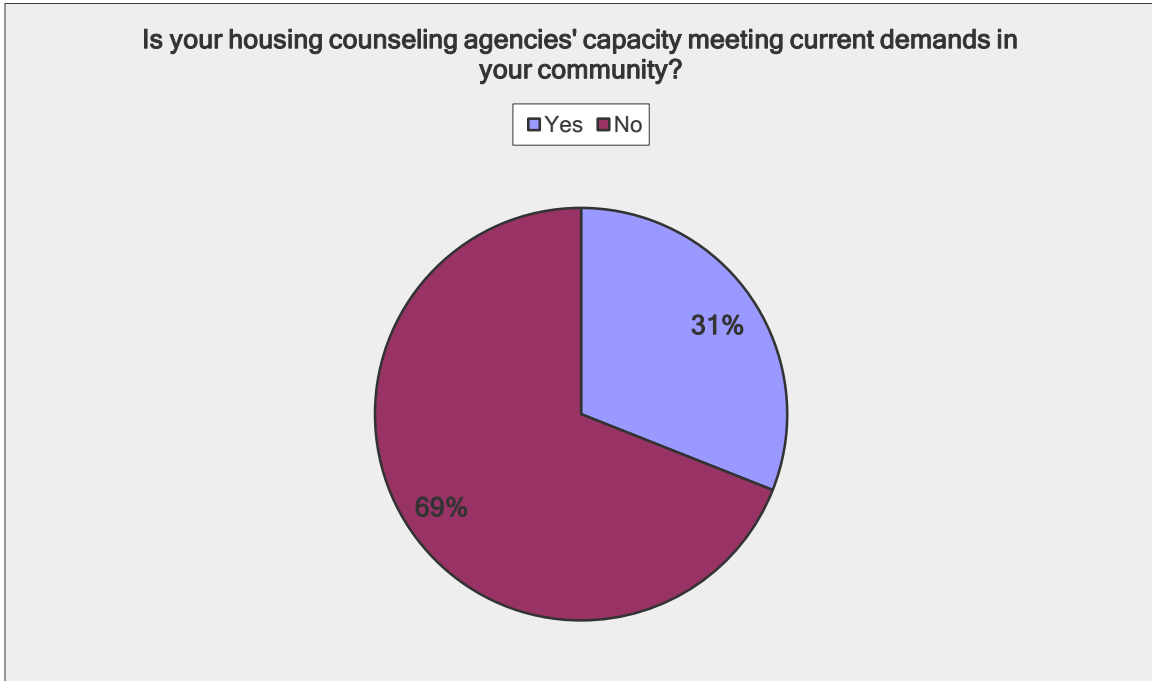
“We have longer waiting times, it takes longer to schedule appointments and we have more walk-in clients.”

*Housing counseling agency in Elizabeth, New Jersey*

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**Question Five** Is your housing counseling agencies' capacity meeting current demands in your community?

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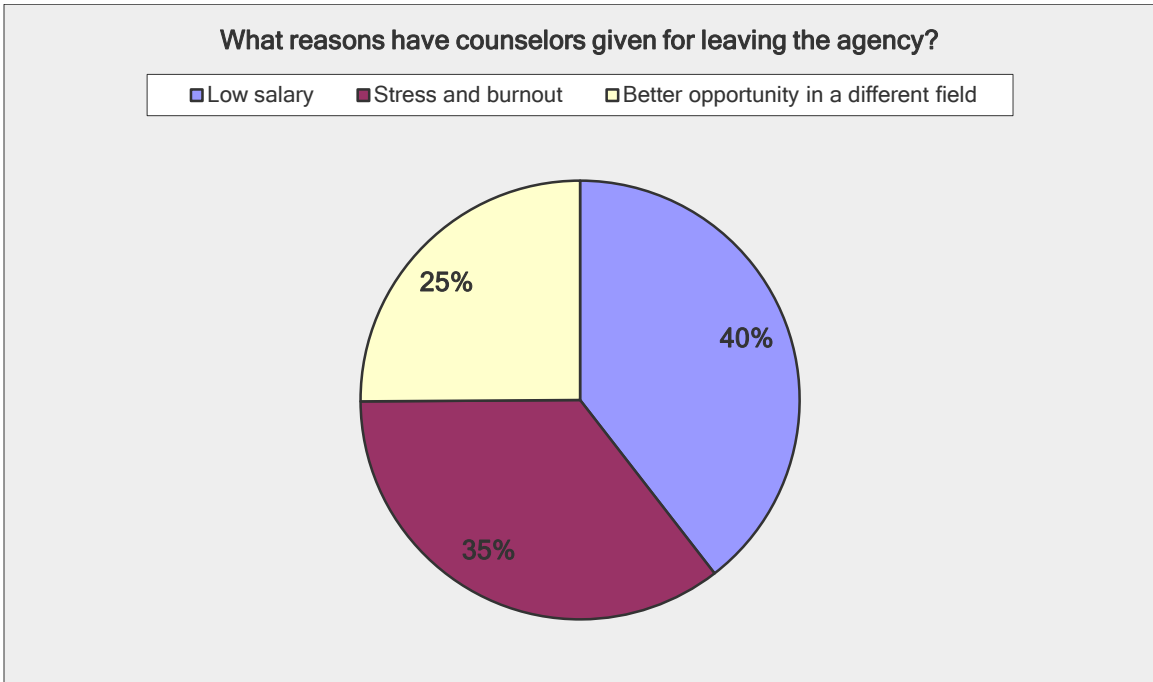
“The high demand and stress level makes it more difficult because clients get upset that it takes longer for a counselor to respond to their needs.”

*Housing counseling agency in Fall River, Massachusetts*

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**Question Six**    What reasons have counselors given for leaving the agency?

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“Low salary, stress, and burnout are factors for highly trained counselors finding other jobs.”

*Housing counseling agency in St. Petersburg, Florida*