

Housing Action Illinois is surveying housing counseling agencies to learn how COVID-19 is impacting their work & to respond to their needs through our capacity building program. 28 out of 55 agencies responded to the third survey, which was conducted on April 28.

Most respondents were located in the Chicago & Chicago metro area (68%). 7% were based in central Illinois, 4% in southern Illinois, and 21% out-of state (Indiana, Michigan, and Missouri).

How counselors are serving clients



93%
one-on-ones
via phone



64%
one-on-ones
via internet



54%
webinars held
by agency



57%
webinars through
partner platform

A clear community need

On March 16, housing counseling agencies were already reporting an **uptick in calls** from people concerned about their rent and mortgage payments.

Between April 7 and April 28, organizations
saw, on average, a

74%
increase in calls.

Renters are accessing counseling services at an unprecedented rate.

Between April 7 and April 28, 64% of the calls reported were from people requesting rental and eviction assistance.



What counselors are saying

"I am worried that since there is a moratorium on evictions, people are thinking that they are fine with not paying their rent, and not expecting to be smacked with a huge bill once the moratorium is lifted. **I think that is when we will be slammed with calls.**"

"I think **more calls will come** if the job market continues as is. 60 days out will be crucial, we are only around 30."

"[We're] receiving calls for rent and utility assistance but our region **lacks those resources currently.**"

> ONLINE CAPACITY BUILDING TRAINING



Housing Action will host an **online rental counseling training** from May 27-29 to increase housing counseling agencies' capacity to meet this need. See all of our trainings at bit.ly/housing-trainings.