

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 fourth survey, which was conducted on May 22.

Most respondents were located in the Chicago & Chicago metro area (61%). 18% were based in central Illinois, 4% in southern Illinois, and 18% out-of state (Indiana, Michigan, and Missouri).

## How counselors are serving clients



**97%**  
one-on-ones  
via phone



**69%**  
one-on-ones  
via internet



**66%**  
webinars held  
by agency



**48%**  
webinars through  
partner platform

## A clear community need

Since the first survey was administered on March 16, housing counseling agencies have been reporting a **consistent uptick in calls** from people concerned about their rent and mortgage payments.

Compared to the previous period, organizations

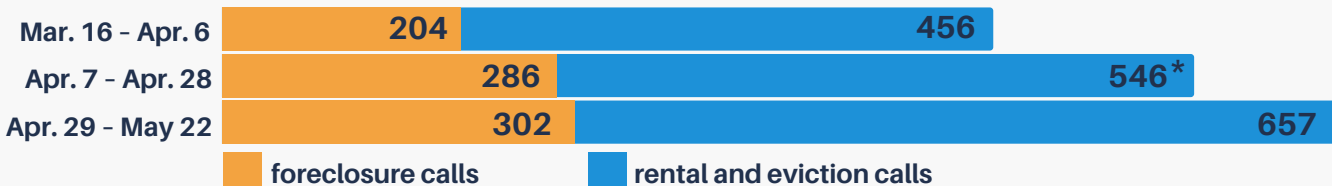
saw, on average, a

**99%**

**increase in calls.**

### Renters are accessing counseling services at an unprecedented rate.

Between April 29 and May 22, 69% of the total number of calls reported were from people requesting rental and eviction assistance.



## What counselors are saying

Clients have been calling about emergency housing grants, vouchers, and HUD funding. Our agency has received \$0 of these funds, and our area agencies, LIHTC properties, and public housing is swamped with requests. **Rental is desperately needed.**

We need up-to-date equipment, cell phones, and **funds to pay for an increased** [use of software] —it's free now because of low usage.

We need the **HUD Housing Counseling Exam date pushed back** from August 2020; counselors need more time because of the COVID-19 pandemic.

### > ONLINE CAPACITY BUILDING TRAINING



Housing Action will host **Learning Curve: How Housing Counselors Are Going Virtual** on July 9. The webinar will explore how three counseling agencies have handled the transition to virtual counseling. See all of our trainings at [bit.ly/housing-trainings](https://bit.ly/housing-trainings).

**Questions or suggestions?** Contact David Young at 312.939.6914 or [david@housingactionil.org](mailto:david@housingactionil.org).

\* Correction: the chart label previously stated that there were 514 rental and eviction calls between 4/7 and 4/28. There were 546.