



OFFICE OF  
HOUSING COUNSELING

## HUD Housing Counseling Program

### Housing Counseling Disaster Preparedness and Recovery Toolkit Demonstration

**Audio is available only by conference call.**

Please call: **800-260-0712**

Participant Access Code: **451248**  
to join the conference call portion of the webinar

# Webinar Logistics

- Audio is being recorded. Access to the PowerPoint, transcript, and audio replay number will be available on the HUD Exchange at [www.hudexchange.info/programs/housing-counseling/webinars/](http://www.hudexchange.info/programs/housing-counseling/webinars/)
- An OHC LISTSERV will be sent out when the Archives are posted. Posting will usually be within 7-10 days.
- Slide handouts were sent out this morning and are available during the meeting in the Handouts section.

# Questions & Comments



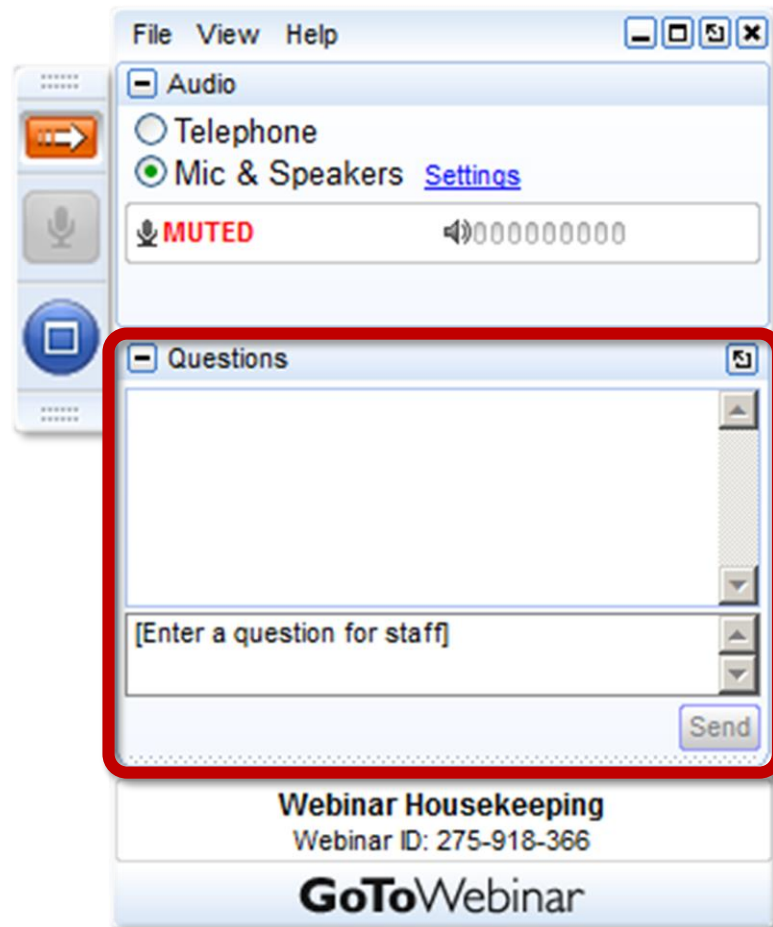
- There will be Polling Questions. Please respond to our polling questions.
- There may be Q&A periods, as well as discussion opportunities.
  - If so, the operator will give you instructions on how to ask questions or make your comments.
  - If unmuted during Q&A, please do not use a speaker phone.

# Other Ways to Ask Questions

## Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov) with **webinar topic** is subject line.





# Welcome

## **Jerrold H. Mayer**

Director of Office of Outreach and Capacity Building

Office of Housing Counseling

U.S. Department of Housing and Urban Development

# Presenters and Q and A

- Presenters – **Brandy Bones** and **Rachael Laurilliard**, ICF
- Question and Answer (Q&A) – **Jane Charida** and **Virginia Holman**, HUD

# Agenda

- Audience and Purpose
- Development
- Demonstration
- Questions and Resources

# **Audience and Purpose**



# Audience and Purpose

- Audience
  - Housing Counseling Agencies (HCAs)
  - Intermediaries (national and regional), State Housing Finance Agencies, and Multi-State Organizations
- Purpose
  - Provide best practices, resources and tools to enable organizations play an active and effective role in local disaster preparedness, response and recovery

# Polling Question 1: What type of disasters have you experienced in your area?

1. Hurricanes
2. Tornadoes
3. Floods
4. Fires
5. We have it all!

# Development

# Development

- Developed by ICF in close consultation with the Office of Housing Counseling
- Consulted with other HUD offices involved in disaster recovery efforts and experts working across all areas of disaster preparedness, response and recovery
- Conducted user testing with housing counseling agencies and intermediaries to get feedback on the toolkit and resources and incorporated feedback into final product

## Polling Question 2: How has your agency participated in past disasters?

Select all that apply:

1. Provided resources to our clients
2. Participated in community outreach
3. Consulted with our region's CDBG-DR grantee
4. Implemented organizational disaster plans and best practices within our agency
5. N/A – we haven't experienced a disaster

# Demonstration and Questions

# Demonstration: Toolkit Landing Page

<https://www.hudexchange.info/programs/housing-counseling/housing-counseling-disaster-recovery-toolkit/>



HUD EXCHANGE

Housing Counseling Disaster Recovery Toolkit

About this Toolkit ▶

## PREPARING FOR A DISASTER

Prepare your organization and your clients to respond to disaster

View Guide

## OPERATING POST DISASTER

Resume and maintain operations and enhance counseling services to support community recovery

View Guide

# Demonstration: Preparing for a Disaster

<https://www.hudexchange.info/programs/housing-counseling/housing-counseling-disaster-recovery-toolkit/preparing>

HUD EXCHANGE | Housing Counseling Disaster Recovery Toolkit

PREPARING FOR A  
DISASTER

INTRODUCTION

ORGANIZATIONAL  
PREPAREDNESS

COMMUNITY  
PREPAREDNESS

CLIENT  
PREPAREDNESS

DOWNLOAD  
ALL TOOLS



Housing counseling agencies (HCAs) are in a unique position to help their communities prepare for and recover from a disaster. They can help their clients prepare for disasters by integrating preparedness into their counseling and education activities. Post-disaster, they can use their knowledge of local resources and programs to help clients navigate the complexities of disaster recovery resources and programs.

**Why read this toolkit?** HCAs can support their communities in a disaster recovery only if they are prepared. This guide outlines the key actions that HCAs should take to prepare their operations, staff, and clients. For information on what HCAs can do after a disaster, see the companion guide on [operating post-disaster](#).

**Who should use this toolkit?** HCAs, Intermediaries, State Housing Finance Agencies, and Multi-State Organizations that want to be prepared to play an active and effective role in local disaster recovery.

**What is in this toolkit?** This guide provides concrete guidance on how to prepare your HCA for a disaster. This includes:



# Demonstration: Operating Post Disaster

<https://www.hudexchange.info/programs/housing-counseling/housing-counseling-disaster-recovery-toolkit/operating>

 HUD EXCHANGE | Housing Counseling Disaster Recovery Toolkit

OPERATING POST  
DISASTER

INTRODUCTION

ORGANIZATIONAL  
RECOVERY

COMMUNITY  
RECOVERY

CLIENT  
RECOVERY

DOWNLOAD  
ALL TOOLS



Housing counseling agencies (HCAs) are well positioned to help homeowners and renters after a disaster. With their knowledge of local resources and programs and relationships with clients, HCAs can help clients manage their post-disaster financial situation and navigate the complexities of disaster recovery assistance programs.

**Why read this toolkit?** This guide outlines the key actions that HCAs should take post disaster to ensure they can resume operations quickly and expand services as necessary to assist their clients in recovery. For information regarding what agencies need to do in advance of a disaster, see the companion guide on [preparing for a disaster](#).

**Who should use this toolkit?** HCAs, Intermediaries, State Housing Finance Agencies, and Multi-State Organizations that want to play an active and effective role in recovery should use this guide.

**What is in this toolkit?** This guide provides guidance on what HCAs should do following a disaster. Actions post disaster include:

## Polling Question 3: When will you access the toolkit?

1. Viewed and used already
2. As soon as the webinar is over
3. Over the next few weeks – you can never be too prepared for a disaster in my book!
4. Before the next disaster for certain



# Toolkit Resources: Preparing for a Disaster

## Organizational Preparedness

- [Emergency Response Plan Guidance](#)
- [Housing Counseling COOP Template and Instructions](#)

## Community Preparedness

- [Overview of Housing Counseling Disaster Recovery Services](#)
- [Partners for Disaster Recovery](#)
- [Sample Promotional Flyer: HCAs Can Support Disaster Recovery](#)

## Client Preparedness

- [Counseling for Financial Preparedness](#)
- [Home and Family Preparedness](#)

# Toolkit Resources: Operating Post Disaster

## Organizational Recovery

- [Emergency Response Plan Guidance](#)
- [Housing Counseling COOP Template and Instructions](#)

## Community Recovery

- [Overview of Housing Counseling Disaster Recovery Services](#)
- [Partners for Disaster Recovery](#)
- [Federal Disaster Recovery Funding Resources](#)
- [Disaster Preparedness and Recovery Resources](#)

## Client Recovery

- [Counseling for Household Recovery](#)
- [Counseling on Insurance Claims](#)
- [Counseling on Working with Contractors](#)
- [Counseling for Healthy Homes after a Disaster](#)
- [Avoiding Post Disaster Scams and Frauds](#)
- [Coping with Trauma Post Disaster](#)

# Additional Resources

- [Housing Counseling Landing Page](#)
- [Disaster and Emergency Resource Page for Housing Counselors](#)
- [Disaster Recovery Homelessness Toolkit](#)
- [Community Development Block Grant Disaster Recovery \(CDBG-DR\) Toolkit](#)

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- If you logged into the webinar, you will receive a “thank you for attending” email from GoToWebinar within 48 hours.
- The email will say “***This is your CERTIFICATE OF TRAINING***”. There is no attachment.
- Print out and save that email for your records.

Thank you for attending our Webinar on Housing Counseling Disaster Preparedness and Recovery Toolkit Demonstration. We hope you enjoyed our event.

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# Conclusion

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[www.hudexchange.info/programs/housing-counseling/](http://www.hudexchange.info/programs/housing-counseling/)

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Email Questions or comments:

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

**In subject line type:** name of webinar



**THANKS**  
for  
**ATTENDING**