



OFFICE OF
HOUSING COUNSELING
LET'S MAKE HOME HAPPEN

Disaster Assistance and Recovery Team

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DART Charge



- Train housing counseling agencies and housing counselors on the following:
- Planning and preparing for emergencies (agency and clients),
- Preparing a agency COOP plan,
- Responding after a disaster, and
- Helping with recovery
- Monitor the operations of and offer assistance to housing counseling agencies impacted by disasters

Training for Emergency Preparedness and Disaster Recovery

Training by OHC

- OHC has offered disaster training webinars and in-person training
- An on-line disaster training toolkit is being prepared
 - This two-part toolkit provides concrete guidance for housing counselors to help their clients prepare for and respond to disasters
 - 2nd quarter launch is planned.
- Support of disaster training in past Training Grant NOFAs.

Training by HUD Partners



- The four Training Grantees (Neighborworks, UnidosUS, National Community Reinvestment Coalition, Inc.(NCRC) and Rural Community Assistance Corporation (RCAC) have disaster classes in their catalogs.
- Other Training Partners, such as Counselors Corner, also offer classes.
- All of our Training Partners stepped up to offer classes during the recent disaster season.
- Over 2000 housing counselors received disaster training in last 6 months
- Classes such as Disaster Recovery, Coping with PTSD, Counseling Disaster victims

After a Declared Emergency or Disaster

OHC Disaster Outreach & Monitoring



- OHC will proactively reach out to housing counseling agencies when it appears that a disaster is imminent.
- **AFTER** there is a Emergency Declaration by FEMA, OHC will begin formal outreach to determine operating status, assess damage, and evaluate needs.
- LISTSERVs are sent out announcing a emergency declaration and giving guidance.
- During the disaster and in the recovery period, monitoring of the impact will continue.

Agencies Impacted by 2017 Disasters



- During the 2017 Disaster Season, **267** Housing Counseling Agencies were in areas impacted by the various disasters.
- OHC monitoring found that all the agencies made every effort to remain operational and serving their clients.
- By the time, recovery started in all the impacted areas, **ALL** were operational.
- OHC continues to work with impacted agencies.

Community Outreach and Welcome Centers

- Many communities have set up Outreach and Welcome Centers for victims of Hurricane Maria who have relocated to main land.
- The DART Team has identified them and provided information on our resources.

OHC DART on HUD Exchange Disaster Resources

OHC on-line resources

- With Hurricane Harvey, OHC recognized the need to provide immediate, consistent and broad information on policies and resources
- OHC developed a separate page on the OHC HUD Exchange page
- The [2017 Disaster and Emergency Resource Page for Housing Counselors](#) contains resources, news, and updates regarding Hurricanes Harvey, Irma, Maria, and Nate and California fires.

Disaster Recovery & Emergency Preparedness Toolkit

Housing Counseling Disaster Recovery and Emergency Preparedness Toolkit

This page contains disaster recovery and emergency preparedness resources for housing counseling programs.

Find by Topic

[Disaster Recovery Toolkit](#)

[Community Development Block Grant Disaster Recovery \(CDBG-DR\)](#)

[Emergency Preparedness Toolkit](#)

Disaster Recovery Toolkit

Office of Housing Counseling Resources

New

[Disaster and Emergency Resource Page for Housing Counselors](#)

This page contains resources, news, and updates regarding Hurricanes Harvey, Irma, Maria, and Nate and California fires. Check this page for resources for housing counseling agencies and news and updates about the disaster as they become available.

Emergency Preparedness Toolkit

Emergency Preparedness Toolkit

Emergency Preparedness Guide for Housing Counseling Agencies

This guide will provide useful and easy-to-implement information to assist housing counseling agencies successfully prepare for any type of disaster or emergency. Developing an Emergency Preparedness Plan is one of the most important strategic decisions you will make as a housing counseling agency.

Date Published: March 2016

Emergency Preparedness and Recovery Resources for Housing Counseling Agencies

This document contains a comprehensive list of website resources to help housing counseling agencies assist and prepare their community for a disaster. The web links provided are best reviewed ahead of an actual disaster since Internet access is not guaranteed during emergency situations.

Date Published: March 2016

<https://www.hudexchange.info/programs/housing-counseling/topics/hurricane-harvey-irma/>

Disaster Recovery Flyers

Available for download in Toolkit

Turn to a HUD Housing Counselor For Help

RECOVERING FROM A DISASTER?
TURN TO A HUD HOUSING COUNSELOR FOR HELP
Let's make home happen again.

A Housing Counselor will:

- Meet with you in person or over the phone
- Assess your housing, financial, and other needs based on the disaster
- Discuss the best resources for assistance
- Connect you with local resources that may provide you with additional assistance
- Help coordinate with your lender, insurance company and government agencies
- Help with necessary paperwork
- Recommend financial and other tools to help you solve current problems and avoid future ones
- Stay with you throughout the process of recovery

Online
• www.fair.org/hud/housing
• www.consumerfinance.gov/first a housing counselor

By Phone
• Call HUD Housing Counselor Services at (800) 654-4337

By Smartphone App
• HUD Housing Counselor

WE'RE HERE FOR YOU

Don't be a Victim of Cons and Scams

RECOVERING FROM A DISASTER?
DON'T BE A VICTIM OF CONS AND SCAMS
Fight back with a Housing Counselor!

PROTECT YOURSELF. DO YOUR HOMEWORK. STAY ALERT.

Home Repair

- Be wary of anyone requesting cash
- Ask for references from owners
- Check references
- Don't sign a contract
- Beware!
- Make your own inspection never change the estimate unless you are experienced

Loan Offers

- Watch out for false promises or unrealistic offers
- Don't be pressured to sign anything over the phone
- Research individual lenders

Money Theft

- Review your insurance policy to make sure
- Contact your insurer while the claim is open to give you the best chance
- Report your credit to a local credit bureau
- Search for credit bureaus

Online
• www.fair.org/hud/housing
• www.consumerfinance.gov/first a housing counselor

By Phone
• Call HUD Housing Counselor Services at (800) 654-4337

By Smartphone App
• HUD Housing Counselor

WE'RE HERE FOR YOU

HUD Exchange Webpage views (8/27/2017 to 2/21/2018):

Page	Page Views
OHC Disaster Recovery Toolkit	2,823
Disaster and Emergency Resource Page for Housing Counselors	4,063
OHC Disaster Flyers	1012

Questions?