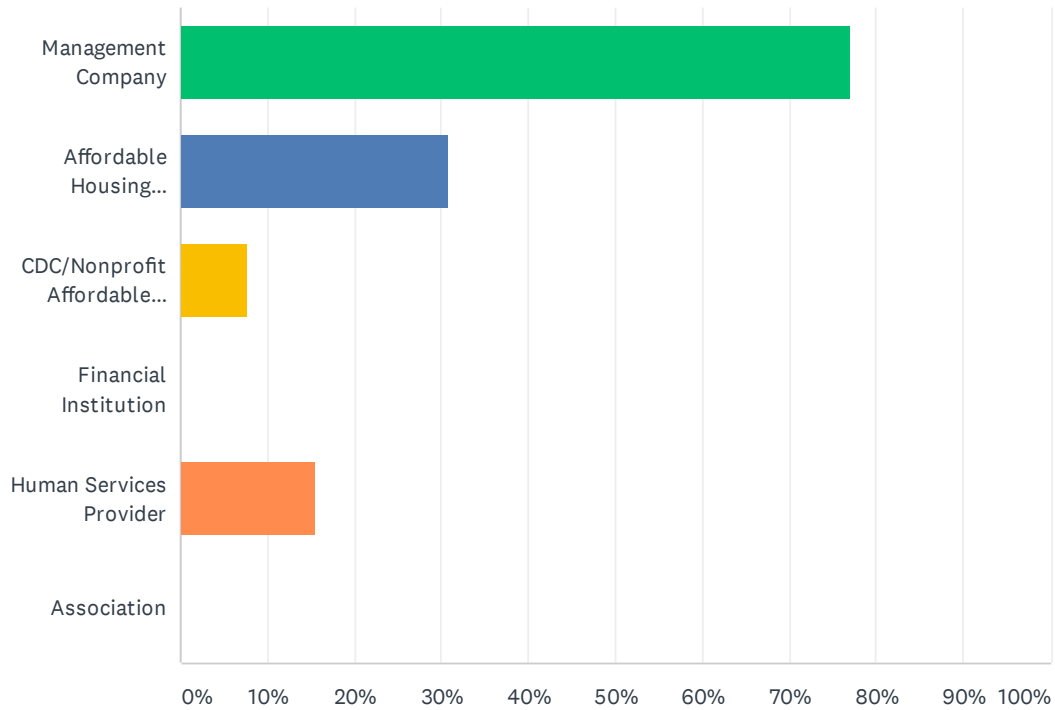


Q1 Identify your organization type. (Select all that apply)

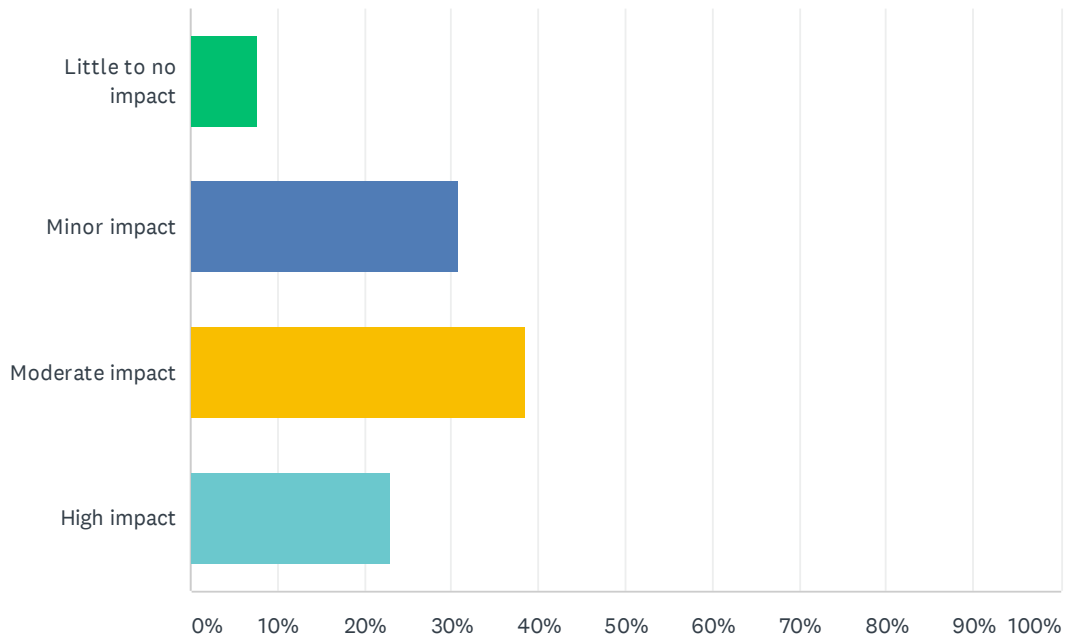
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Management Company	76.92%	10
Affordable Housing Developer	30.77%	4
CDC/Nonprofit Affordable Housing Developer	7.69%	1
Financial Institution	0.00%	0
Human Services Provider	15.38%	2
Association	0.00%	0
Total Respondents: 13		

Q2 Please estimate the level of impact COVID-19 is having currently on the programs, services, or general operations of your organization.

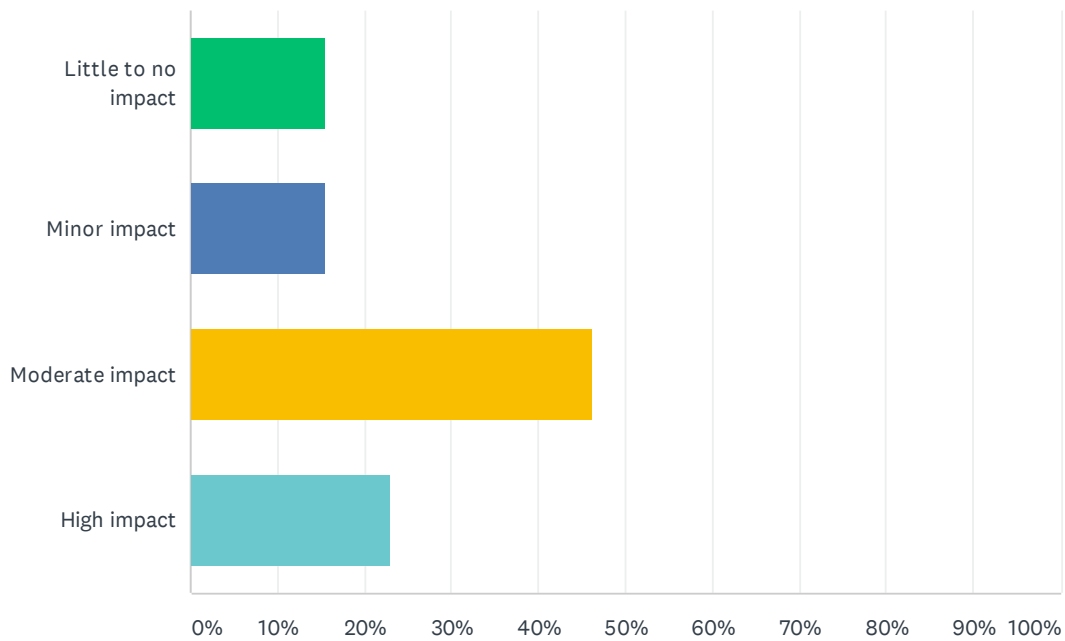
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Little to no impact	7.69%	1
Minor impact	30.77%	4
Moderate impact	38.46%	5
High impact	23.08%	3
TOTAL		13

Q3 Please estimate the level of impact COVID-19 is anticipated to have on the programs, services, or general operations of your organization.

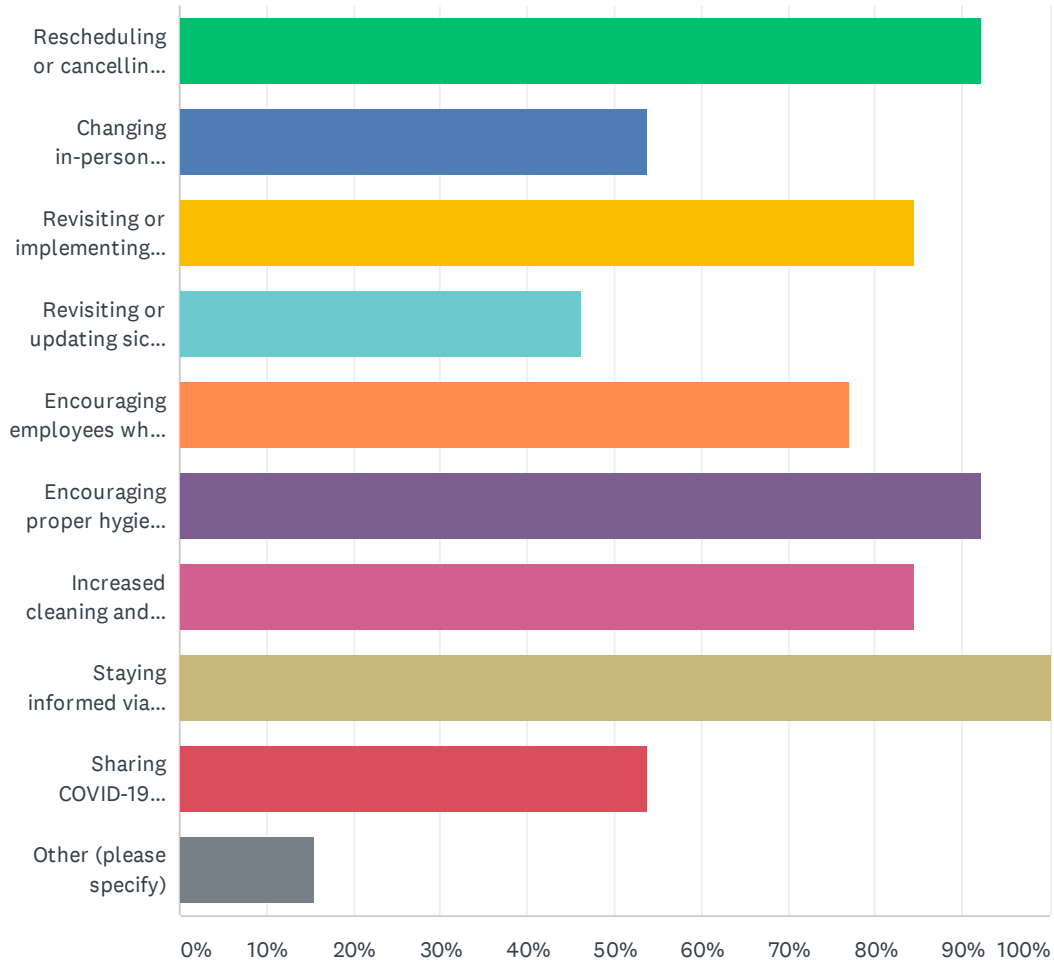
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Little to no impact	15.38%	2
Minor impact	15.38%	2
Moderate impact	46.15%	6
High impact	23.08%	3
TOTAL		13

Q4 Has your organization responded, or does it anticipate responding, to the spread of the coronavirus in any of the following ways? (Check all that apply)

Answered: 13 Skipped: 0

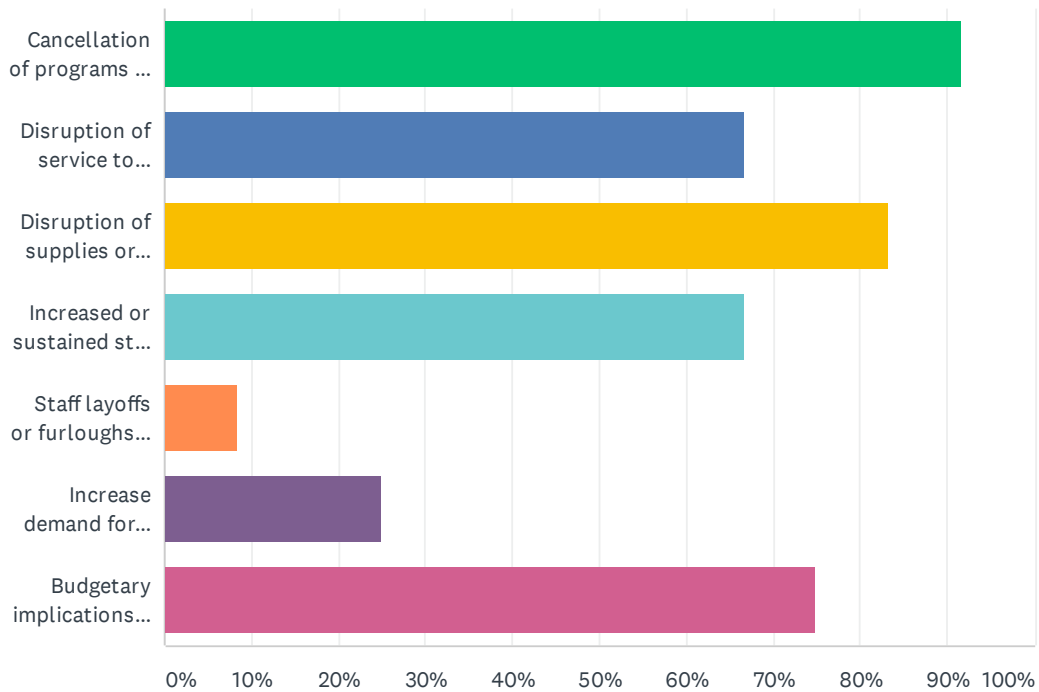


COVID-19 Survey: How is your Business Managing with this Pandemic?

ANSWER CHOICES	RESPONSES	
Rescheduling or cancelling programs and events	92.31%	12
Changing in-person events to virtual events using video conferencing services	53.85%	7
Revisiting or implementing remote work policies	84.62%	11
Revisiting or updating sick leave policies	46.15%	6
Encouraging employees who feel sick to stay at home	76.92%	10
Encouraging proper hygiene, hand washing, and protection practices to reduce the spread of COVID-19	92.31%	12
Increased cleaning and sanitizing of surfaces and providing products in your facility	84.62%	11
Staying informed via news, other media, updates from the CDC and State of Indiana	100.00%	13
Sharing COVID-19 related guidance and updates with stakeholders	53.85%	7
Other (please specify)	15.38%	2
Total Respondents: 13		

Q5 Which of the following impacts has your organization experienced or anticipates experiencing? (Check all that apply)

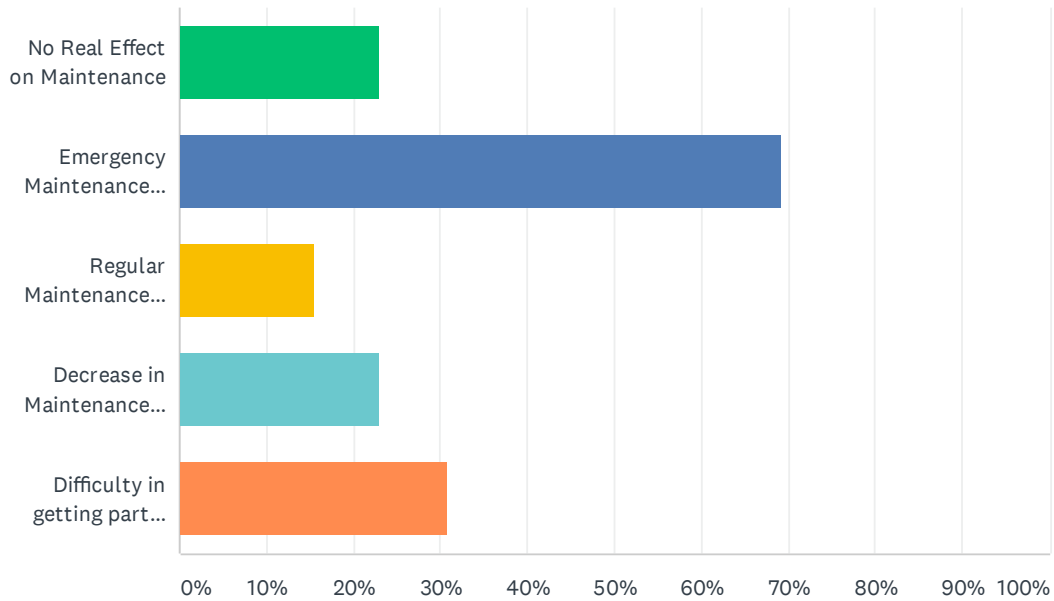
Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES	
Cancellation of programs or events	91.67%	11
Disruption of service to clients and communities	66.67%	8
Disruption of supplies or services provided by partners and/or vendors	83.33%	10
Increased or sustained staff and volunteer absences	66.67%	8
Staff layoffs or furloughs or reduced programming	8.33%	1
Increase demand for services/requests for assistance from clients and communities	25.00%	3
Budgetary implications due to the strained economy	75.00%	9
Total Respondents: 12		

Q6 Is the maintenance of your projects being affected?

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
No Real Effect on Maintenance	23.08%	3
Emergency Maintenance Only	69.23%	9
Regular Maintenance with Precautions	15.38%	2
Decrease in Maintenance Staff Willing/Able to Work	23.08%	3
Difficulty in getting parts or supplies	30.77%	4
Total Respondents: 13		

Q7 What resources or advice can you recommend to other companies to assist them in adapting?

Answered: 7 Skipped: 6

#	RESPONSES	DATE
1	Follow CDC recommendations and be as proactive as possible in trying to keep staff and residents safe	4/21/2020 11:03 AM
2	Stay informed of governmental regulations, loans, and policies. Take extra precautions before entering apartments, hosting gatherings, evicting, and conducting face to face business.	4/21/2020 9:48 AM
3	0	4/21/2020 8:26 AM
4	Just to stay informed, keep contact with tenants and do the best you can.	4/21/2020 8:11 AM
5	Stay on top of the news, follow instruction and work accordingly.	4/21/2020 7:55 AM
6	Our director team has spent a considerable amount of time updating leave policies and setting work standards going forward. I encourage everyone to establish work plans going forward as this type of pandemic will probably occur again.	4/21/2020 7:52 AM
7	Safety first	4/20/2020 6:40 PM

Q8 What is your organization doing differently in response to COVID-19, including new methods of service delivery?

Answered: 8 Skipped: 5

#	RESPONSES	DATE
1	limited face to face. Mostly telephone calls. Looking on how to incorporate teleahealth in our housing. Trying to identify a suitable web based platform to communicate with tenants.	4/21/2020 11:58 AM
2	We've restricted the offices to staff only, put the staff on alternating schedules with each other to reduce their exposure, and gone to emergency maintenance only.	4/21/2020 11:03 AM
3	Different paperwork procedures with applicants and residents. Less face to face interaction. No late fees, NSF fees, evictions are on hold. Emergency maintenance only, no routine inspections by management, investors, state monitors, or housing authorities. Employees who can work from home are doing so.	4/21/2020 9:48 AM
4	We are following the standard practice.	4/21/2020 8:51 AM
5	we are still doing in person as long as no one is sick, etc. Trying to do somethings over the phone, etc.	4/21/2020 8:11 AM
6	Appointments, more email, mail and phone service rather than in person.	4/21/2020 7:55 AM
7	We have made it easier for our clients to apply for benefits such as rental and utility assistance. We now allow documents to be sent to us by the clients via photos of documents and analyzing what is actually important on our applications. We are only meeting with clients when it is absolutely necessary and we no longer accept walk-in clients that do not have an appointment. We are also offering assistance to different income levels than in the past as there are many people non-traditional applicants requesting our services. An increase in grant writing and fundraising efforts has been necessary.	4/21/2020 7:52 AM
8	Maintaining the 6' distances	4/20/2020 6:40 PM

Q9 What would your organization like government officials to know about the impact of COVID-19 on your organization and its programs or operations?

Answered: 7 Skipped: 6

#	RESPONSES	DATE
1	The nation needs to have areas even in rural areas that have wide access to free WiFi. People that are disenfranchised have more difficulty with the virus impact. Rent relief is needed for those who have lost their income.	4/21/2020 11:58 AM
2	I understand the necessity for limiting evictions for non-payment, however, having been in the business for 15 years, I know that once a person gets over a month behind it is very very difficult to catch up. Unless the moratorium on evictions for HUD backed properties comes with some sort of rental assistance for the tenants, I think its just going to delay the inevitable, unless residents are smart with their stimulus payments.	4/21/2020 11:03 AM
3	Small business loans are helpful when applied for and approved to help offset staff who are unable to work, as well as interruption in finances due to economy.	4/21/2020 9:48 AM
4	Some of the rules they have made is making it difficult. Such as evictions should have been for rent only like Trump did. The state went further and said no evictions. So now no one wants to follow rules.	4/21/2020 8:11 AM
5	No eviction for 5 months is too long. People need a little while to recover and get unemployment or another job, but 5 months of no action without rent payment is not beneficial to the resident or the business.	4/21/2020 7:55 AM
6	As a community action agency we have seen a sharp increase in the demand for our services. At the same time we have not seen an increase in our federal funding budgets.	4/21/2020 7:52 AM
7	Fortunately, only 2 households (out of 28) are affected with job loss due to COVID-19. We are working with our tenants to re-certify to lower rents and allow them time to pay rent with no penalty with a promissory note.	4/20/2020 6:40 PM

Q10 Is there anything that you are doing now that you will keep doing after the restrictions are lifted?

Answered: 7 Skipped: 6

#	RESPONSES	DATE
1	We will continue to take more stringent sanitizing routines in our office, and work to keep our staff farther apart when possible to reduce germ contamination.	4/21/2020 11:03 AM
2	Continue to practice social distancing, good hygiene procedures, and increased sanitation of surfaces , equipment, etc. The awareness will heighten these areas to allow them to become normal routine.	4/21/2020 9:48 AM
3	Extra precautions with cleaning and sanitizing areas with high traffic of residents and the public.	4/21/2020 8:51 AM
4	Not shaking hands and still asking questions.	4/21/2020 8:11 AM
5	Probably more phone and email contact and more work from home.	4/21/2020 7:55 AM
6	Social distancing in meetings, more Zoom meetings, continue analyzing the impact of our day to day work on our employee's health, how we can provide increased services to clients while decreasing direct contact,	4/21/2020 7:52 AM
7	We are participating in a free produce delivery to help put fresh food in the tenants' hands.	4/20/2020 6:40 PM

Q11 What has your organization learned from this pandemic?

Answered: 8 Skipped: 5

#	RESPONSES	DATE
1	Stay alert. Encourage tenants to abide by the State recommendations set by the State and Federal.	4/21/2020 11:37 AM
2	That we need to keep a supply of PPE, soaps, and hand sanitizer on hand in case of a future pandemic	4/21/2020 11:03 AM
3	We have learned a lot. Anything from governmental policies, to adapting to working from home and conducting business in various ways to limit face to face interaction.	4/21/2020 9:48 AM
4	How important it is to have an Emergency Plan of Action, to be proactive, instead of reactive.	4/21/2020 8:51 AM
5	That we were not prepared for something like this and after it started it was too late to get supplies	4/21/2020 8:11 AM
6	Creative ways to achieve the same goal. Patience	4/21/2020 7:55 AM
7	We had an inadequate IT program and the inability to work properly when we were remotely working.	4/21/2020 7:52 AM
8	We can weather the storm as long as communication is clear and upfront.	4/20/2020 6:40 PM

**Q12 Anything else that we should know or you would like to share?
(Include additional information that would be helpful for funders or
policymakers to understand.)**

Answered: 4 Skipped: 9

#	RESPONSES	DATE
1	no	4/21/2020 11:03 AM
2	No	4/21/2020 8:11 AM
3	The cost of providing services has increased greatly and our federal budgets need to have additional administration allowances and funding for improving our ability to work remotely when necessary.	4/21/2020 7:52 AM
4	Understanding that this is something that no one has ever dealt with in their lifetimes, it helps to know that we are all in this together.	4/20/2020 6:40 PM

Q13 What training and resources from Affordable Housing Association of Indiana and peers would be most helpful to your organization? Please be as specific as possible.

Answered: 6 Skipped: 7

#	RESPONSES	DATE
1	unknown	4/21/2020 11:03 AM
2	Maintenance training on appliances is a hot topic and always helpful	4/21/2020 9:48 AM
3	Rural Development, how to handle recertifications with limited face to face contact, obtaining signatures, etc.	4/21/2020 8:51 AM
4	I think we learned through this so not sure what training could be helpful but there may be something	4/21/2020 8:11 AM
5	How can you aggressively lease up a new property during this time. What is working for other developers?	4/21/2020 7:52 AM
6	Help in finding resources (although at this time, every organization is no doubt swamped)	4/20/2020 6:40 PM

Q14 If your organization is anticipating or experiencing a decrease in revenue due to COVID-19, please share the estimated dollar amount (\$).

Answered: 7 Skipped: 6

#	RESPONSES	DATE
1	This is still unkown but we are projecting \$50,000 loss.	4/21/2020 11:58 AM
2	\$3,500,000	4/21/2020 11:03 AM
3	Unknown.	4/21/2020 8:51 AM
4	To soon to tell. April rents came in fairly well. We are concerned about May and June.	4/21/2020 8:11 AM
5	unknown at this time, but could be substancial.	4/21/2020 7:55 AM
6	We have not seen a decrease in revenue yet, however we might see some expenses rise as a result. We do have a LIHTC project opening soon and we are concerned that we may not meet our investor timelines which could result in a monetary penalty from our equity investor.	4/21/2020 7:52 AM
7	Two tenants with lowered rent, approximately \$750	4/20/2020 6:40 PM

Q15 If your organization is anticipating or experiencing a decrease in revenue due to COVID-19, please share the estimated percentage (%) this loss represents of the total annual revenue.

Answered: 5 Skipped: 8

#	RESPONSES	DATE
1	20%	4/21/2020 11:58 AM
2	so far approximately 10% - but we anticipate May and June to be worse	4/21/2020 11:03 AM
3	Unknown.	4/21/2020 8:51 AM
4	Maybe 10% but can't be certain - too early to tell	4/21/2020 8:11 AM
5	unknown	4/20/2020 6:40 PM

Q16 If your organization is anticipating or experiencing a decrease in revenue due to COVID-19, please share specific examples of what this loss means for your organization (services, staff, etc.)

Answered: 6 Skipped: 7

#	RESPONSES	DATE
1	Will will probably pull from our reserve account to over come the loss.	4/21/2020 11:58 AM
2	loss of revenue would result in less improvements to the properties	4/21/2020 11:03 AM
3	Unknown.	4/21/2020 8:51 AM
4	The Cares Act helped with the properties and the SBA loan is helping with the management company	4/21/2020 8:11 AM
5	Ultimately it could be devastating. Low income households will not be able to make large payments at the end of 5 months and the properties and staff will suffer. The result will be a lot of evictions and trying to run properties on less staff and less hours. It is a no win situation.	4/21/2020 7:55 AM
6	Hopefully, nothing. Perhaps some delays in refurbishing kitchen cabinets and/or flooring.	4/20/2020 6:40 PM

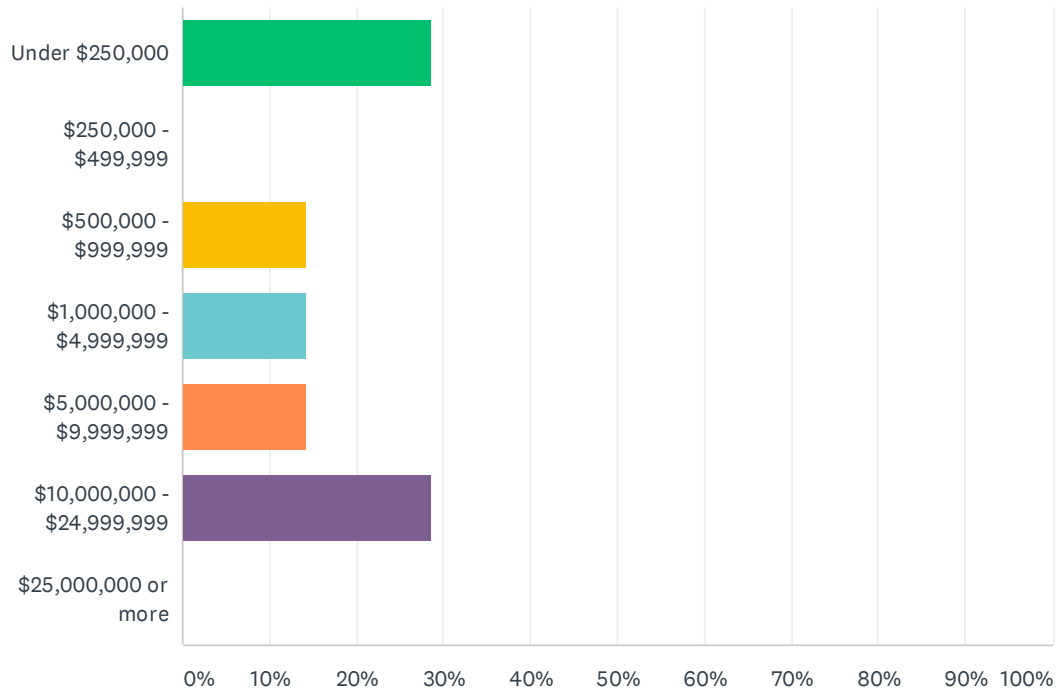
Q17 If your organization has contract and/or grant dollars that are at risk, if specific delivery targets are not achieved within a certain period, please share. In particular, share the dollar amount and/or percentage of your overall operating budget that is at risk (estimates are fine, but please be as specific as possible)

Answered: 5 Skipped: 8

#	RESPONSES	DATE
1	n/a	4/21/2020 11:58 AM
2	N/A	4/21/2020 11:03 AM
3	Unknown.	4/21/2020 8:51 AM
4	10 to 15%	4/21/2020 8:11 AM
5	Not sure.	4/20/2020 6:40 PM

Q18 What is your organization's annual operating budget?

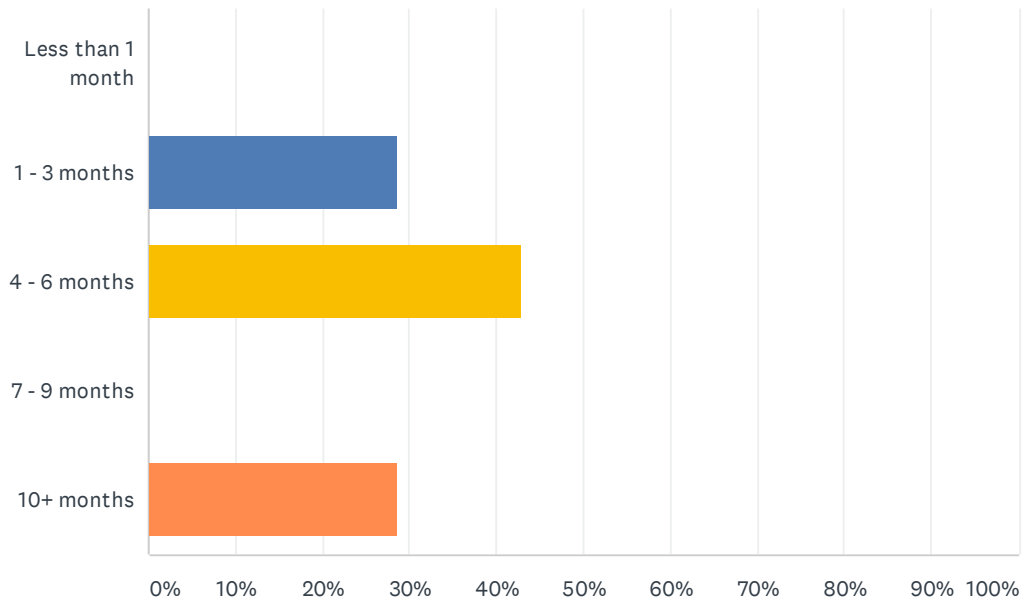
Answered: 7 Skipped: 6



ANSWER CHOICES	RESPONSES
Under \$250,000	28.57% 2
\$250,000 - \$499,999	0.00% 0
\$500,000 - \$999,999	14.29% 1
\$1,000,000 - \$4,999,999	14.29% 1
\$5,000,000 - \$9,999,999	14.29% 1
\$10,000,000 - \$24,999,999	28.57% 2
\$25,000,000 or more	0.00% 0
TOTAL	7

Q19 How many months of cash reserves does your organization have on hand?

Answered: 7 Skipped: 6



ANSWER CHOICES	RESPONSES	
Less than 1 month	0.00%	0
1 - 3 months	28.57%	2
4 - 6 months	42.86%	3
7 - 9 months	0.00%	0
10+ months	28.57%	2
TOTAL		7

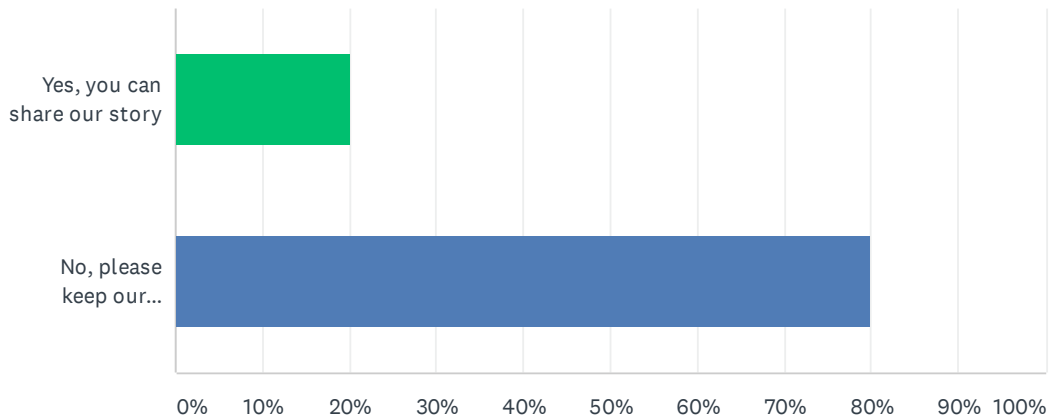
Q20 Please share your contact information (Optional)

Answered: 7 Skipped: 6

ANSWER CHOICES	RESPONSES	
Name	85.71%	6
Organization	57.14%	4
Address	71.43%	5
Address 2	14.29%	1
City/Town	71.43%	5
State/Province	85.71%	6
ZIP/Postal Code	71.43%	5
Country	0.00%	0
Email Address	71.43%	5
Phone Number	42.86%	3

Q21 If you provided your contact information, may we share your organization's story with attribution?

Answered: 10 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, you can share our story	20.00%	2
No, please keep our response anonymous	80.00%	8
TOTAL		10