



HUD Survey of Fair Housing Initiatives Program Organizations

This brief survey solicits your opinion—as a spokesperson for your organization—of the service being provided to you by the U.S. Department of Housing and Urban Development (HUD). Please answer the questions by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Be assured that the information you provide will be combined with all other answers and that **neither you nor your organization will be identified in reporting the survey findings to HUD or anyone else.** We request that you do not tell us your name. The survey is being conducted by Silber & Associates, an independent, non-partisan research organization.

Please complete the questionnaire this week and return it in the enclosed envelope. If you need assistance, you may telephone Silber & Associates toll-free at 1-888-SILBER-1 (888-745-2371) or e-mail support@silberandassociates.com.

1. How **frequent** have your **organization’s contacts** been **with HUD** during the past twelve months?

Very frequent (PLEASE GO TO Question 2)
 Somewhat frequent (PLEASE GO TO Question 2)
 Not very frequent (PLEASE GO TO Question 2)
 None at all → **On behalf of your organization, are you in a position to assess and comment on the performance of HUD’s organization and programs?**
 Don’t know →

Yes (CONTINUE)
 No →
 Don’t Know →

PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON

2. During the past twelve months has your organization had contact with:	Yes	No	Don’t Know
a. HUD personnel in HUD’s Washington DC Headquarters office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD personnel in one or more of HUD’s field offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center (TARC), Multifamily Property Disposition Center, HUD Homeownership Centers, FHA Resource Center, HUD Center for Faith-Based and Community Initiatives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. A contractor working for HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, makes assessments). In your organization’s relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or doing both about equally?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4. Thinking first about **HUD programs** with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:

a. The HUD programs you currently deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The way HUD currently runs those programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Listed below are different ways to think about **your relationship with HUD**. For each item, indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not applicable" if the situation does not apply to your organization (for example, if you do not currently receive information from HUD). How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The quality of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The timeliness of the information you currently receive from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The quality of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The consistency of guidance you currently get from HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The clarity of HUD rules and requirements that apply to your agency; in other words, how easy they are to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The responsiveness of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The competence of the people with whom you currently deal at HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The extent to which HUD employees have the knowledge, skills, and ability to do their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Your ability to reach the people at HUD whom you need to contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. The time commitment required to comply with HUD reporting requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. HUD provides **training and technical assistance** through different methods. For each method listed below, please indicate how useful or not useful you've found it. Check "Have not used" if that applies.

	Very useful	Somewhat useful	Not too useful	Not useful at all	Have not used	Don't know
a. HUD-sponsored conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD-sponsored satellite broadcasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The National Fair Housing Training Academy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. HUD-sponsored training programs conducted by contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. HUD's Webpage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. HUD's Webcast training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. HUD participation in panel discussions and training sessions set up by non-HUD groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. HUD has increasingly relied on **electronic transmission** to communicate with its partners. Based on your experience in the past 12 months, please indicate how effective or ineffective each of the following has been as a tool for HUD to convey important information to you, such as notices and guidance. Check "Have not used" if HUD hasn't communicated with you this way.

	Very effective	Somewhat effective	Not too effective	Not effective at all	Have not used	Don't know
a. HUD listserves (automated mailing lists of subscribers to which HUD sends e-mail messages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD's Website postings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's E-mail (individual correspondence to or from a HUD employee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Some FHIP organization officials say they would like to build **closer partnerships** with Fair Housing Assistance Program (**FHAP**) **agencies** with respect to (a), (b), and/or (c) below. Others say this is not necessary or appropriate. What do you say?

	Would like to see closer partnerships	Not necessary or appropriate	It depends	Don't know
a. Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. **Education** activities/outreach

9. Please indicate your level of satisfaction or dissatisfaction with each of the following as it relates to your organization. Check "Not applicable" if the situation does not apply.

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Not applicable
Don't know

- a. The **amount** of support & technical assistance you receive related to addressing **predatory lending**
- b. The **quality** of support & technical assistance you receive related to addressing **predatory lending**
- c. The **monitoring** of your FHIP grant
- d. How **complaints are handled** when you file them with HUD

10. If your organization put together a **logic model** in conjunction with a HUD NOFA application, have you found that the logic model helped you to...?

Yes, definitely
Yes, probably
No
I Don't know
Haven't done a logic model in conjunction with HUD grant application

- a. Better **identify** performance indicators
- b. Better **think through** activities to achieve your desired objectives
- c. Better **manage** your HUD grant

11. **Discrimination complaints** referred by FHIP agencies directly to HUD for processing sometimes take a **long time to close**. Here are some **possible reasons** why. For each one, please indicate your level of agreement or disagreement based on your organization's experience.

Strongly agree
Agree
Disagree
Strongly disagree
Don't know

- a. HUD **requirements** for **complaint processing** are too restrictive.
- b. **Lack** of HUD staff **knowledge** and **expertise**.
- c. **Insufficient** HUD **staff** to process cases.
- d. **Time lag** between when a FHIP organization refers a case and **HUD's initial response**.
- e. **Time lags** in **communications** between HUD staff and FHIP staff after the initial communication.
- f. **Internal HUD** processing **delays** (i.e. such as time for legal counsel review)
- g. Lengthy **investigation time** by HUD.
- h. **No** HUD "**fast tracking**" of "open and shut" cases.
- i. **Disagreements** between FHIP and HUD staff.
- j. FHIP cases are **inherently complex**.
- k. **Insufficient funding** of FHIP organizations.
- l. **Lack** of FHIP staff **time** or **competing demands** leads to delays in responding to HUD requests for information.
- m. Other reason (please specify): _____

12. In order of importance, which of the **above reasons** would you say are most responsible for **FHIP referrals** sometimes taking a **long time to close**? (Please write in the letter preceding the reason.)

- _____ Most important reason
- _____ Second most important reason
- _____ Third most important reason
- _____ I don't know

13. **Grants.gov (formerly eGrants)** is intended to be a simple, unified electronic storefront for interactions between grant applicants and Federal agencies—providing information about grant opportunities and facilitating grant applications. How satisfied or dissatisfied are you with Grants.gov—considering such things as ease of use, usefulness etc.? Check "Have not used" if you haven't used Grants.gov.

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't know
Have not used Grants.gov



14. How would you characterize **relations** between your **organization** and **HUD today**? Are they very good, good, bad or very bad?

Very good
 Good
 Bad
 Very bad
 Don't know

15. At present, taking everything into consideration, how satisfied or dissatisfied are you with **HUD's overall performance**?

Very satisfied
 Somewhat satisfied
 Somewhat dissatisfied
 Very dissatisfied
 Don't know

16. Please indicate the **title/position** of the person (or persons) who answered these questions:

Organization Director
 Organization Deputy Director
 Other Organization Senior Official
 Other Organization Employee
 Other: _____

17. Taking into account all the jobs in your employment history, **how many years**, in total, have you **interacted with HUD** as part of your job?

Less than 1 year
 1 - 3 years
 4 - 6 years
 7 - 9 years
 10 years or more

18. Which **field office** or offices does your organization interact with on a regular basis? Mark all that apply.

REGION I	Bangor <input type="checkbox"/>	Boston <input type="checkbox"/>	Burlington <input type="checkbox"/>	Hartford <input type="checkbox"/>	Manchester <input type="checkbox"/>	Providence <input type="checkbox"/>
REGION II	Albany <input type="checkbox"/>	Buffalo <input type="checkbox"/>	Camden <input type="checkbox"/>	Newark <input type="checkbox"/>	New York <input type="checkbox"/>	Syracuse <input type="checkbox"/>
REGION III	Baltimore <input type="checkbox"/>	Charleston <input type="checkbox"/>	Philadelphia <input type="checkbox"/>	Pittsburgh <input type="checkbox"/>	Richmond <input type="checkbox"/>	Wash., D. C. <input type="checkbox"/> Wilmington <input type="checkbox"/>
REGION IV	Atlanta <input type="checkbox"/> Knoxville <input type="checkbox"/>	Birmingham <input type="checkbox"/> Louisville <input type="checkbox"/>	Columbia <input type="checkbox"/> Memphis <input type="checkbox"/>	Greensboro <input type="checkbox"/> Miami <input type="checkbox"/>	Jackson <input type="checkbox"/> Nashville <input type="checkbox"/> San Juan <input type="checkbox"/>	Jacksonville <input type="checkbox"/> Orlando <input type="checkbox"/> Tampa <input type="checkbox"/>
REGION V	Chicago <input type="checkbox"/>	Cincinnati <input type="checkbox"/> Grnd. Rapids <input type="checkbox"/>	Cleveland <input type="checkbox"/> Indianapolis <input type="checkbox"/>	Columbus <input type="checkbox"/> Milwaukee <input type="checkbox"/>	Detroit <input type="checkbox"/> Minneapolis <input type="checkbox"/>	Flint <input type="checkbox"/> Springfield <input type="checkbox"/>
REGION VI	Albuquerque <input type="checkbox"/>	Dallas <input type="checkbox"/> New Orleans <input type="checkbox"/>	Ft. Worth <input type="checkbox"/> Okla. City <input type="checkbox"/>	Houston <input type="checkbox"/> San Antonio <input type="checkbox"/>	Little Rock <input type="checkbox"/> Shreveport <input type="checkbox"/>	Lubbock <input type="checkbox"/> Tulsa <input type="checkbox"/>
REGION VII	Des Moines <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Omaha <input type="checkbox"/>	St. Louis <input type="checkbox"/>		
REGION VIII	Casper <input type="checkbox"/>	Denver <input type="checkbox"/>	Fargo <input type="checkbox"/>	Helena <input type="checkbox"/>	Salt Lk. City <input type="checkbox"/>	Sioux Falls <input type="checkbox"/>
REGION IX	Fresno <input type="checkbox"/>	Honolulu <input type="checkbox"/> Sacramento <input type="checkbox"/>	Las Vegas <input type="checkbox"/> San Diego <input type="checkbox"/>	Los Angeles <input type="checkbox"/> San Francisco <input type="checkbox"/>	Phoenix <input type="checkbox"/> Santa Ana <input type="checkbox"/>	Reno <input type="checkbox"/> Tucson <input type="checkbox"/>
REGION X	Anchorage <input type="checkbox"/>	Boise <input type="checkbox"/>	Portland <input type="checkbox"/>	Seattle <input type="checkbox"/>	Spokane <input type="checkbox"/>	

We welcome and appreciate any comments you may have about HUD. PLEASE PRINT. Use extra paper if needed.
 PLEASE DO NOT IDENTIFY YOURSELF OR ANYONE ELSE BY NAME.

Thank You for Completing the HUD Survey of Community Development Departments.

Please return your completed questionnaire to:

HUD SURVEY, c/o Silber & Associates, P.O. Box 651, Clarksville, MD 21029-0651. A prepaid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY? **CALL: 1-888-SILBER-1** **FAX: 1-410-531-3100** **E-MAIL: SUPPORT@SASurveys.COM**