

HUD Survey of Community Development Departments

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—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.

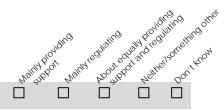
Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting the survey findings to HUD or anyone else. The survey is being conducted by Silber & Associates, an independent and non-partisan research organization.

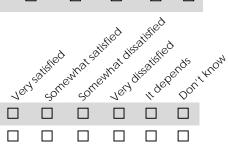
Please complete the questionnaire this week and return it in the enclosed envelope. If you need assistance, please telephone Silber & Associates toll-free at 1-888-SILBER-1 (888-745-2371) or e-mail support@SAsurveys.com.

1. How frequent have your agency's contacts been with HUD during the past twelve months?

	\square Vary frequent (DLEASE CO TO Question 2)			
	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 agency, are you in a position to assess and con	nment on t	he	
	□ Don't know			
	Don't Know			
2.	During the past twelve months has your agency had contact with:	Yes	No	Don't Know
		Yes	No	Don't Know
a.	HUD personnel in HUD's Washington DC Headquarters office	Yes		
a.		Yes		
a. b. c.	HUD personnel in HUD's Washington DC Headquarters office HUD personnel in one or more of HUD's field offices HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center,	Yes		
a. b. c. Sec	HUD personnel in HUD's Washington DC Headquarters office HUD personnel in one or more of HUD's field offices HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center, ction 8 Financial Management Center, Troubled Agency Recovery Center (TARC), Multifamily Property			
a. b. c. Sec Disp	HUD personnel in HUD's Washington DC Headquarters office HUD personnel in one or more of HUD's field offices HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center,			
a. b. Sec Disp Cor	HUD personnel in HUD's Washington DC Headquarters office HUD personnel in one or more of HUD's field offices HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center, ction 8 Financial Management Center, Troubled Agency Recovery Center (TARC), Multifamily Property position Center, HUD Homeownership Centers, FHA Resource Center, HUD Center for Faith-Based and			

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 agency's relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or doing both about equally?





- 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
- b. The way HUD currently runs those programs

5.	Now, more specifically, how satisfied or dissatisfied are you with the way HUD
	runs the:

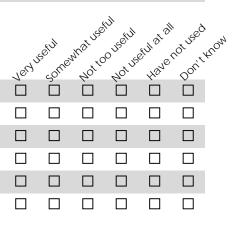
- a. Community Development Block Grant (CDBG) program
- b. HOME Investments Partnership program
- c. Emergency Shelter Grants (ESG) program
- d. Housing Opportunity for Persons with AIDS (HOPWA) program

Jense	some some	what satisfied some	very c	hed hisatisted	kuon este	itence ogram

6.	Liste For e in tir <i>exa</i> .	what satisfied disatisfied and the point wood and the point we want and the point wood and the point wood and the point wood and the point wood and point wo						
	How	v satisfied or dissatisfied are you, in general, with?	Jert	se come	comes	Jert a.	NOTOT	DON'I
	а.	The quality of the information you currently receive from HUD						[•]
	b.	The timeliness of the information you currently receive from HUD						
	C.	The timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)						
	d.	The quality of guidance you currently get from HUD						
	e.	The consistency of guidance you currently get from HUD						
	f.	The clarity of HUD rules and requirements that apply to your agency; in other words, how easy they are to understand						
	g.	The responsiveness of the people with whom you currently deal at HUD						
	h.	The competence of the people with whom you currently deal at HUD						
	i.	The extent to which HUD employees have the knowledge , skills , and ability to do their work						

- Your ability to reach the people at HUD whom you need to contact j. k. The time commitment required to comply with HUD reporting requirements (e.g., the Integrated Disbursement and Information System [IDIS])
- HUD provides training and technical assistance through different methods. For 7. each method listed below, please indicate how useful or not useful you've found it. Check "Have not used" if that applies.
 - a. HUD-sponsored conferences b. HUD-sponsored satellite broadcasts
 - c. HUD-sponsored training programs conducted by contractors
 - d. HUD's Webpage
 - e. HUD's Webcast training
 - f. HUD participation in panel discussions and training sessions set up by non-**HUD** groups
- HUD has increasingly relied on electronic transmission to communicate with its 8. partners. Based on your experience in the past 12 months, please indicate how 1eWeffective 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.

a.	HUD listserves (automated mailing lists of subscribers to which HUD sends e-mail messages)
b.	HUD's Website postings
C.	HUD's E-mail (individual correspondence to or from a HUD employee)



Not effective at all

 \Box

Havenotused

Don't Know

somewhat effective

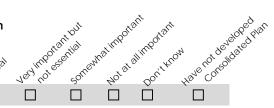
 \Box

 \Box

Nottoo effective

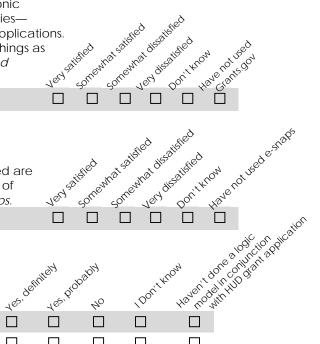
 \Box

9. How important or unimportant is your community's five-year Consolidated Plan when it comes to deciding which low-income housing or community development activities to pursue? Check "Have not developed" if you haven't developed a Con Plan.



	Please indicate your level of satisfaction with each of the following as it relates to your agency. <i>Check "Not applicable" if the situation does not apply to your agency.</i>	our	atisfied Some	atic	iled diss	Athed satisfied	able
	How satisfied or dissatisfied are you with?	c'	atistie	Mat	mai di	5ath of	PIICE * KNOW
	a. The overall quality of the Consolidated Plan Management Process Tool (CPMP), HUD's computer tool for preparing your Consolidated Plan	Jert	somer	some. □	Jert	Alish ed	Don't know
ĺ	b. The ease of use of the CPMP						
	c. The technical support available from HUD for using the CPMP						
Ì	d. The guidance provided by HUD for developing your Consolidated Annual Performance Report (CAPER)						
	e. The ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your community development grants and programs						
	f. The quality of HUD's monitoring (including by phone) of your Agency's program activities and performance						
	g. The overall quality of the Integrated Disbursement and Information System (IDIS)—considering such things as clarity of instructions, ease of use, usefulness, etc.						
	h. The timeliness of HUD information & technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008 —such as those related to the Neighborhood Stabilization Program, housing counseling, or the FHA mortgage insurance program						
	i. The quality of HUD support & technical assistance related to implementing						
	provisions of the Housing and Economic Recovery Act of 2008 (see h above) j. The quality of HUD support & technical assistance related to addressing local and regional foreclosure issues						
	k. The quality of HUD support & technical assistance related to improving the energy efficiency of housing supported by HUD programs						

- 11. Grants.gov (formerly eGrants) is intended to be a simple, unified electronic storefront for interactions between grant applicants and Federal agenciesproviding information about grant opportunities and facilitating grant applications. Very Satisfied 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.
- 12. In 2008, HUD initiated e-snaps, an online application process for the Continuum of Care (CoC) grant competition. How satisfied or dissatisfied are you with e-snaps—considering such things as clarity of instructions, ease of use, usefulness etc.? Check "Have not used" if you haven't used e-snaps.

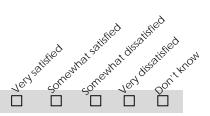


H	IUD NOFA application, have you found that the logic model in conjunction with a logic model in logic model in the logic model i
	a. Better identify performance indicators

- b. Better think through activities to achieve your desired objectives
- c. Better manage your HUD grant

10

 \Box



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

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

Agency Director

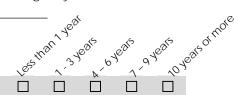
Agency Deputy Director

Other Agency Employee

Other:_____

Other Agency Senior Official

16. 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?



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

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

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.