



# HUD Survey of Fair Housing Assistance Program Agencies

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@silberandassociates.com.

1. How **frequent** have your **agency’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 agency, are you in a position to assess and comment on the performance of HUD’s organization and programs?**  
 Don’t know    →   
 

- Yes (CONTINUE)
- No    →    PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON
- Don’t Know    →

2. During the past twelve months has your <b>agency</b> had <b>contact</b> 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 agency’s relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or, doing both about equally?

Mainly providing support   
  Mainly regulating   
  About equally providing support and regulating   
  Neither/something other   
  Don’t know

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:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	It depends	Don’t know
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 agency (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 <b>quality</b> of the <b>information</b> 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 <b>timeliness</b> of the <b>information</b> 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 <b>timeliness of decision-making by HUD</b> (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 <b>quality</b> of <b>guidance</b> 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 <b>consistency</b> of <b>guidance</b> 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 <b>clarity of HUD rules and requirements</b> 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 <b>responsiveness</b> of the <b>people</b> 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 <b>competence</b> of the <b>people</b> 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 <b>HUD employees</b> have the <b>knowledge, skills, and ability</b> 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 <b>reach</b> the <b>people at HUD</b> 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 <b>time commitment</b> required to <b>comply</b> 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 <b>conferences</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD-sponsored <b>satellite broadcasts</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The <b>National Fair Housing Training Academy</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. HUD-sponsored <b>training programs</b> conducted by <b>contractors</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. HUD's <b>Webpage</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. HUD's <b>Webcast training</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. HUD participation in <b>panel discussions</b> and <b>training sessions</b> set up by <b>non-HUD groups</b>	<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 <b>listserves</b> (automated mailing lists of subscribers to which HUD sends <b>e-mail</b> messages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD's <b>Website</b> postings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD's <b>E-mail</b> (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. How adequate is your **reimbursement** from HUD for covering the costs of:

	Very adequate	Somewhat adequate	Somewhat inadequate	Very inadequate	Don't know
a. <b>Investigating individual complaints?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. <b>Training and administration?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. <b>Capacity building?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How adequate is the **level of technical assistance** currently provided to you by HUD in support of your agency's responsibility for responding to fair housing complaints?

Very adequate      Somewhat adequate      Somewhat inadequate      Very inadequate      Don't know

                      

10. Some FHAP agency officials say they would like to see a **closer partnership with HUD** in pursuing **pattern and practice or Secretary-initiated cases**. Others say this is not necessary, as the U.S. Department of Justice or states' attorneys general have this duty. What do you say?

Would like to see closer partnership      Not necessary      It depends      Don't know

                

11. How often, if at all, do you **work with** local Fair Housing Initiatives Program (FHIP) **organizations on cases** they are investigating?

Very often      Sometimes      Not at all      Don't know

                

12. Some FHAP agency officials say they would like to build **closer partnerships with FHIP organizations** 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. **Investigating cases**                       

b. **Testing**                       

c. **Education** activities/outreach                       

13. What, if any, **major new steps** could HUD take that it is not now taking to help you with your fair housing and fair lending responsibilities?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

a. The recent **upgrading** of TEAPOTS (Title Eight Automated Paperless Office Tracking System)                                   

b. The overall **effectiveness** of TEAPOTS in the investigation and tracking of complaints                                   

c. HUD's **on-site performance assessment** process for FHAP agencies                                   

d. The **amount** of support & technical assistance you receive from HUD related to addressing **fair lending issues**                                   

e. The **quality** of support & technical assistance you receive from HUD related to addressing **fair lending issues**                                   

15. If your agency 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**                             



16. How would you characterize **relations** between your **agency** and **HUD today**?  Very good  Good  Bad  Very bad  Don't know
17. Over the **last several years** have **relations** between your **agency** and **HUD** gotten much better, somewhat better, somewhat worse, much worse, or have they not changed?  Much better  Somewhat better  Somewhat worse  Much worse  Have not changed  Don't know
18. 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
19. Please indicate the **title/position** of the person (or persons) who answered these questions:  
 Agency Director  Agency Deputy Director  Other Agency Senior Official  
 Other Agency Employee  Other: \_\_\_\_\_
20. 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

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

<b>REGION I</b>	Bangor <input type="checkbox"/>	Boston <input type="checkbox"/>	Burlington <input type="checkbox"/>	Hartford <input type="checkbox"/>	Manchester <input type="checkbox"/>	Providence <input type="checkbox"/>
<b>REGION II</b>	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"/>
<b>REGION III</b>	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"/>
<b>REGION IV</b>	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"/>
<b>REGION V</b>	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"/>
<b>REGION VI</b>	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"/>
<b>REGION VII</b>	Des Moines <input type="checkbox"/>	Kansas City <input type="checkbox"/>	Omaha <input type="checkbox"/>	St. Louis <input type="checkbox"/>		
<b>REGION VIII</b>	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"/>
<b>REGION IX</b>	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"/>
<b>REGION X</b>	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.

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Thank You for Completing the HUD Survey of Fair Housing Assistance Program Agencies. 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