



# HUD Survey of Fair Housing Initiatives Program Organizations

This brief, confidential 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.

Your responses will remain strictly confidential. Neither you nor your organization 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 **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    →    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>organization</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 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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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:

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"/>

Very satisfied    Somewhat satisfied    Somewhat dissatisfied    Very dissatisfied    It depends    Don’t know

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 <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. 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. <b>Enforcement</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. <b>Testing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. <b>Education</b> activities/outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 <b>amount</b> of support & technical assistance you receive related to addressing <b>predatory lending</b>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The <b>quality</b> of support & technical assistance you receive related to addressing <b>predatory lending</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The <b>monitoring</b> of your FHIP <b>grant</b>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. How <b>complaints are handled</b> when you file them with HUD   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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 <b>identify</b> performance <b>indicators</b>                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| b. Better <b>think through activities</b> to achieve your desired objectives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |
| c. Better <b>manage</b> your HUD <b>grant</b>                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |

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

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 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



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.

<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"/> Grand 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"/> Oklahoma 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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