



# HUD Survey of Non-Profit 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 Real Estate Assessment Center, Section 8 Financial Management Center, 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"/> |
| <i>Mainly providing support</i> | <i>Mainly regulating</i> | <i>About equally providing support and regulating</i> | <i>Neither/something other</i> | <i>Don’t know</i>        |

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"/> |
|  | <i>Very satisfied</i>    | <i>Somewhat satisfied</i> | <i>Somewhat dissatisfied</i> | <i>Very dissatisfied</i> | <i>It depends</i>        | <i>Don’t know</i>        |

5. Listed below are several 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 <b>reporting</b> requirements (e.g., Tenant Rental Assistance Certification System [TRACS] or HUD's Real Estate Assessment Center [REAC]) | <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 you haven't used the method for HUD training or technical assistance.*

|   | 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. 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"/> |
| d. HUD's <b>Webpage</b>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. HUD's <b>Webcast training</b>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. 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. In general, is the Real Estate Assessment Center's (**REAC's**) electronic system for submission of financial statements **easy** or **difficult to use**?

|  | Very easy                | Somewhat easy            | Somewhat difficult       | Very difficult           | Don't know               | Not applicable           |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. **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"/> |

10. Please indicate your level of satisfaction with each of the following as it relates to your organization. Check "Not applicable" if the situation does not apply to your organization. How satisfied or dissatisfied are you with...?
- |  | Very satisfied           | Somewhat satisfied       | Somewhat dissatisfied    | Very dissatisfied        | Not applicable           | Don't know               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The <b>timeliness</b> of HUD information & technical assistance for implementing provisions of the <b>Housing and Economic Recovery Act of 2008</b> —such as those related to the Neighborhood Stabilization Program, housing counseling, or the FHA mortgage insurance program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The <b>quality</b> of HUD support & technical assistance related to implementing provisions of the <b>Housing and Economic Recovery Act of 2008</b> (see b above)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The <b>quality</b> of HUD support & technical assistance related to addressing local and regional <b>foreclosure</b> issues   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The <b>quality</b> of HUD support & technical assistance related to improving the <b>energy efficiency</b> of housing supported by HUD programs   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. Overall, how satisfied or dissatisfied are you with HUD's performance as it supports or regulates your organization's activities in the following areas? Check "Not Applicable" if your organization does not engage in a particular activity in conjunction with HUD's programs.
- ACTIVITIES RELATED TO HUD'S HOUSING/FHA OFFICE:**
- |   | Very satisfied           | Somewhat satisfied       | Somewhat dissatisfied    | Very dissatisfied        | Not applicable           | Don't know               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Single-family development with FHA financing     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Multifamily development                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Ownership and operations/management              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Acquisition/ disposition of HUD-owned properties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Housing counseling                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Resident services                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- ACTIVITIES RELATED TO HUD'S COMMUNITY PLANNING AND DEVELOPMENT OFFICE (CPD):**
- |  |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| g. Housing - homeownership   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Housing - rental  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Economic development activities like business development or job creation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Resident services   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Homeless assistance activities  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Other community development activities                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- ACTIVITIES RELATED TO HUD'S PUBLIC AND INDIAN HOUSING OFFICE (PIH):**
- |                                  |                          |                          |                          |                          |                          |                          |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| m. Housing development           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Housing management            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. Rental voucher administration | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p. Resident services             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- OTHER**
- |  |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| q. Office of Fair Housing: statutes/regulations pertaining to fair housing, persons with disabilities, Section 3, senior exemption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| r. Faith-based and community initiatives   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. With which HUD office/program do you have the most involvement? Check only **one** answer.
- Office of Housing/FHA
  - Office of Community Planning and Development
  - Office of Public and Indian Housing
  - Office of Fair Housing and Equal Opportunity

13. 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"/>   |



