Appendix B. Screen Flow for Random Moment Sampling

PART 1.   ENTRY SCREENS (ALL PARTICIPANTS)

1. **Today at 3pm, what were you primarily working on? (Select one.)**
    1.1.   Work primarily related to the regular tenant-based HCV program → go to screen 3
    1.2.   Work primarily related to special voucher programs (homeownership, HUD-VASH, state voucher program, project-based vouchers) → go to screen 2[1]
    1.3.   Work primarily related to the Family Self Sufficiency (FSS) Program → go to screen 11 (FSS)
    1.4.   In training related to regular HCV, FSS, or special voucher programs → go to screen 13 (Closing Screen)
    1.5.   Work primarily related to some other program or activity (public housing, tax credits) → go to screen 13 (Closing Screen)
    1.6.   In training not related to voucher programs → go to screen 13 (Closing Screen)
    1.7.   Lunch/Break/ time off/downtime → go to screen 13 (Closing Screen)

2. **Which program did your work relate to? (Select one.)[2]**
    2.1.   Project-Based Vouchers
    2.2.   Homeownership Vouchers
    2.3.   HUD-VASH
    2.4.   Family Unification Program (FUP)
    2.5.   Mainstream Vouchers (vouchers for people with disabilities)
    2.6.   Non-Elderly Disabled Vouchers (NED)
    2.7.   Tenant Protection Vouchers (public housing demolition/disposition or multifamily conversion)
    2.8.   Disaster Voucher Program (DVP)
    2.9.   Other program

    → **Go to screen 3**

3. **Which of the following areas were you working in? (Select one.)**
    3.1.   Initial intake and eligibility → go to screen 4 (Intake and Eligibility)
    3.2.   Lease up and HAP contracting (initials and moves) → go to screen 5 (Lease Up and HAP)
    3.3.   Ongoing occupancy (and terminations) → go to screen 6 (Ongoing Occupancy)
    3.4.   Inspections (including scheduling) → go to screen 7 (Inspections)
    3.5.   Program monitoring, supervisory activities, and billing and accounting → go to screen 9 (Monitoring, Supervisory, and Accounting)
    3.6.   Activities related to special voucher programs (case management, outreach, community partnerships)→ go to screen 10 (Special Programs only)
    3.7.   Customer service not related to any of the above activities → go to screen 13 (Closing Screen)
    3.8.   Customer service specifically related to interactions with persons with disabilities → go to screen 13 (Closing Screen)
    3.9.   Community or owner relations not related to any of the above activities → go to screen 13 (Closing Screen)

---

[1]   Only applies to PHAs that operate one of the program types listed in screen 2.

[2]   Determine in advance which programs are offered by the PHAs in the sample and only show the programs offered.

3.10.   Staff meetings not related to any of the above activities → go to screen 13 (Closing Screen)

PART 2.   ACTIVITY-SPECIFIC SCREENS (EACH PARTICIPANT COMPLETES ONE OR TWO SCREENS)

4.   [Intake and Eligibility]. Did the main task you were working on relate to?
4.1.   Applicant intake → screen 12 (Client Type)
4.2.   Process port-ins → go to screen 12 (Client Type)
4.3.   Preparing for or conducting interviews → go to screen 12 (Client Type)
4.4.   Non-income verification → go to screen 12 (Client Type)
4.5.   Income verification and calculation → go to screen 12 (Client Type)
4.6.   Notifying ineligible applicants → go to screen 12 (Client Type)
4.7.   Denial of eligibility, including informal review → go to screen 12 (Client Type)
4.8.   Accessible housing → go to screen 13 (Closing Screen)
4.9.   Entering tenant data, updating forms, filing, or mailing → go to screen 13 (Closing Screen)

5.   [Lease Up and HAP]. Did the main task you were working on relate to?
5.1.   Preparing for or conducting individual briefings → go to screen 12 (Client Type)
5.2.   Preparing for or conducting group briefings→ go to screen 13 (Closing Screen)
5.3.   Processing extension requests → go to screen 12 (Client Type)
5.4.   RFTA processing and scheduling inspections → go to screen 12 (Client Type)
5.5.   Rent reasonableness → go to screen 12 (Client Type)
5.6.   Executing HAP contracts → go to screen 12 (Client Type)
5.7.   Denial of eligibility, including informal review → go to screen 12 (Client Type)
5.8.   Accessible Housing → go to screen 13 (Closing Screen)
5.9.   Entering tenant data, updating forms, filing, or mailing → go to screen 13 (Closing Screen)

6.   [Ongoing Occupancy]. Did the main task you were working on relate to?
6.1.   Preparing for annual recertification → go to screen 12 (Client Type)
6.2.   Income verification and calculation for annual recertifications → go to screen 12 (Client Type)
6.3.   Tenant and owner notification for annual recertifications → go to screen 12 (Client Type)
6.4.   Receive and process move requests → go to screen 12 (Client Type)
6.5.   Process port-outs → go to screen 12 (Client Type)
6.6.   Terminations (including informal hearings) → go to screen 12 (Client Type)
6.7.   Receive and process interim requests → go to screen 12 (Client Type)
6.8.   Rent reasonableness → go to screen 12 (Client Type)
6.9.   Accessible Housing → go to screen 13 (Closing Screen)
6.10.   Entering tenant data, updating forms, filing, or mailing → go to screen 13 (Closing Screen)

7. **[Inspections]. Did the main task you were working on relate to?**
    7.1.   Scheduling inspections and notifications → go to screen 13 (Closing Screen)
    7.2.   HQS enforcement → go to screen 13 (Closing Screen)
    7.3.   Entering tenant data, updating forms, filing, or mailing → go to screen 13 (Closing Screen)
    7.4.   Preparing to go out on inspection → go to screen 8 (Inspection Type)
    7.5.   Driving to and from an inspection/no-shows → go to screen 8 (Inspection Type)
    7.6.   Conducting an inspection → go to screen 8 (Inspection Type)
    7.7.   Post-inspection paperwork → go to screen 13 (Closing Screen)
    7.8.   Accessible Housing → go to screen 13 (Closing Screen)

8. **[Inspection Type]. What type of inspection was it?**
    8.1.   Initial/move in inspection, including reinspections → go to screen 13 (Closing Screen)
    8.2.   Annual inspection, including reinspections → go to screen 13 (Closing Screen)
    8.3.   Complain, QC, or other type of inspection → go to screen 13 (Closing Screen)

9. **[Monitoring, Supervisory, Accounting]. Did the main task you were working on relate to?**
    9.1.   Program Monitoring → go to screen 13 (Closing Screen)
    9.2.   Supervisory activities → go to screen 13 (Closing Screen)
    9.3.   Billing and accounting activities → go to screen 13 (Closing Screen)

10. **[Special Programs Only]. Did the main task you were working on relate to?**
    10.1.   Working with a non-PHA partner → go to screen 13 (Closing Screen)
    10.2.   Marketing and outreach → go to screen 13 (Closing Screen)
    10.3.   Case management or supportive services → go to screen 13 (Closing Screen)
    10.4.   Occupancy-related tasks → go to screen 13 (Closing Screen)
    10.5.   Processing program exits → go to screen 13 (Closing Screen)
    10.6.   Homeownership closings → go to screen 13 (Closing Screen)
    10.7.   Entering tenant data, updating forms, filing, or mailing → go to screen 13 (Closing Screen)

11. **Family Self Sufficiency (FSS)**

    11.1.   Working with a non-PHA partner → go to screen 13 (Closing Screen)
    11.2.   Marketing and outreach → go to screen 13 (Closing Screen)
    11.3.   Case management or supportive services → go to screen 13 (Closing Screen)
    11.4.   FSS escrow monitoring or payouts → go to screen 13 (Closing Screen)
    11.5.   Processing program exits → go to screen 13 (Closing Screen)
    11.6.   Entering tenant data, updating forms, filing, or mailing → screen 13 (Closing Screen)

PART 3.   CLIENT TYPES (COMPLETE ONLY FOR SOME ACTIVITIES)

12. **[Client Type]. What type of client did your work relate to? (Select one or more.)**
    12.1.   Formerly/Currently Homeless
    12.2.   Elderly
    12.3.   Non-Elderly Disabled
    12.4.   Non-Disabled Small Family (1-5 members)
    12.5.   Non-Disabled Large Family (6+ members)
    12.6.   Not able to specify

    ➔ **Go to screen 13**

PART 4.   CLOSING SCREEN (ALL PARTICIPANTS)

13. **[Closing screen]. So you were working on [all answers from above] at 3pm today?**
    13.1.   Yes
    13.2.   No ➔ Return to screen 1
         [End of Notification]