# 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
☐ Don't know ⟶ the performance of HUD's organization and programs?

☐ Yes (CONTINUE)
☐ No ⟶
☐ Don't Know ⟶

PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON

2. During the past twelve months has your **organization** had **contact** with:

| | Yes | No | Don't Know |
|---|---|---|---|
| a. HUD personnel in HUD's Washington DC Headquarters office | ☐ | ☐ | ☐ |
| b. HUD personnel in one or more of HUD's field offices | ☐ | ☐ | ☐ |
| 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) | ☐ | ☐ | ☐ |
| d. A contractor working for HUD | ☐ | ☐ | ☐ |

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?

| 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. The way HUD currently runs those programs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 **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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| j. Your ability to **reach** the **people at HUD** whom you need to contact | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| k. The **time commitment** required to **comply** with HUD **reporting** requirements (e.g., Tenant Rental Assistance Certification System [TRACS] or HUD's Real Estate Assessment Center [REAC]) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 **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** | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 **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) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

8.

| | Very easy | Somewhat easy | Somewhat difficult | Very difficult | Don't know | Not applicable |
|---|---|---|---|---|---|---|
| In general, is the Real Estate Assessment Center's (**REAC's**) electronic system for submission of financial statements **easy** or **difficult to use?** | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

9.

| | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | Don't know | Have not used Grants.gov |
|---|---|---|---|---|---|---|
| **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.* | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 **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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. The **quality** of HUD support & technical assistance related to implementing provisions of the **Housing and Economic Recovery Act of 2008** (see b above) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. The **quality** of HUD support & technical assistance related to addressing local and regional **foreclosure** issues | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. The **quality** of HUD support & technical assistance related to improving the **energy efficiency** of housing supported by HUD programs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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.*

| | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | Not applicable | Don't know |
|---|---|---|---|---|---|---|
| **ACTIVITIES RELATED TO HUD'S HOUSING/FHA OFFICE:** | | | | | | |
| a. Single-family development with FHA financing | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Multifamily development | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Ownership and operations/management | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Acquisition/ disposition of HUD-owned properties | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| e. Housing counseling | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| f. Resident services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **ACTIVITIES RELATED TO HUD'S COMMUNITY PLANNING AND DEVELOPMENT OFFICE (CPD):** | | | | | | |
| g. Housing - homeownership | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| h. Housing - rental | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| i. Economic development activities like business development or job creation | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| j. Resident services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| k. Homeless assistance activities | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| l. Other community development activities | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **ACTIVITIES RELATED TO HUD'S PUBLIC AND INDIAN HOUSING OFFICE (PIH):** | | | | | | |
| m. Housing development | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| n. Housing management | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| o. Rental voucher administration | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| p. Resident services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **OTHER** | | | | | | |
| q. Office of Fair Housing: statutes/regulations pertaining to fair housing, persons with disabilities, Section 3, senior exemption | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| r. Faith-based and community initiatives | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 **identify** performance **indicators** | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Better **think through activities** to achieve your desired objectives | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Better **manage** your HUD **grant** | ☐ | ☐ | ☐ | ☐ | ☐ |

14. 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.*

| Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | Don't know | Have not used e-snaps |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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.

| 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. | ☐ |
| | | | | | | | | | | | Wilmington | ☐ |
| REGION IV | Atlanta | ☐ | Birmingham | ☐ | Columbia | ☐ | Greensboro | ☐ | Jackson | ☐ | Jacksonville | ☐ |
| | Knoxville | ☐ | Louisville | ☐ | Memphis | ☐ | Miami | ☐ | Nashville | ☐ | Orlando | ☐ |
| | | | | | | | | | San Juan | ☐ | Tampa | ☐ |
| REGION V | Chicago | ☐ | Cincinnati | ☐ | Cleveland | ☐ | Columbus | ☐ | Detroit | ☐ | Flint | ☐ |
| | | | Grnd. Rapids | ☐ | Indianapolis | ☐ | Milwaukee | ☐ | Minneapolis | ☐ | Springfield | ☐ |
| REGION VI | Albuquerque | ☐ | Dallas | ☐ | Ft. Worth | ☐ | Houston | ☐ | Little Rock | ☐ | Lubbock | ☐ |
| | | | New Orleans | ☐ | Okla.City | ☐ | San Antonio | ☐ | Shreveport | ☐ | 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 | ☐ | Las Vegas | ☐ | Los Angeles | ☐ | Phoenix | ☐ | Reno | ☐ |
| | | | Sacramento | ☐ | San Diego | ☐ | San Francisco | ☐ | Santa Ana | ☐ | 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.

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**Thank You for Completing the HUD Survey of Public Housing 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