Paperwork Reduction Act Submission

Please read the instruction before completing this form. For additional forms or assistance in completing this forms, contact your agency's Paperwork Reduction Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 Seventeenth St. NW, Washington, DC 20503.

1. Agency/Subagency Originating Request:
U.S. Department of Housing and Urban Development
Assistant Secretary for Housing
Office of Single Family Housing

2. OMB Control Number:
a. **2535-0116** b.

3. Type of information collection: (check one)
- a. ☐ New Collection
- b. ☒ Revision of a currently approved collection
- c. ☐ Extension of a currently approved collection
- d. ☐ Reinstatement, **without change**, of previously approved collection for which approval has expired
- e. ☐ Reinstatement, **with change**, of previously approved collection for which approval has expired
- f. ☐ Existing collection in use without an OMB control number

For b-f, note item A2 of Supporting Statement instructions.

4. Type of review requested: (check one)
- a. ☒ Regular
- b. ☐ Emergency - Approval requested by
- c. ☐ Delegated

5. Small entities: Will this information collection have a significant economic impact on a substantial number of small entities?
☐ Yes ☒ No

6. Requested expiration date:
a. ☒ Three years from approval date b. ☐ Other (specify)

7. Title:
Generic Customer Satisfaction Surveys / **How's HUD Doing? A Survey of HUD's Partners**

8. Agency form number(s): (if applicable)

9. Keywords:
Housing, Single Family, Lenders, National Lender Training

10. Abstract:
This is a customer satisfaction survey of HUD's partners. A follow-up to the study published in 2001 entitled *How's HUD Doing: Agency Performance as Judged by Its Partners*, this survey covers six partner groups: community development departments, mayors' offices, public housing agencies, fair housing assistance program agencies, multifamily property ownership entities, and nonprofit organizations. The primary focus of the survey is to assess customers' satisfaction with their interactions with HUD and to see whether changes in satisfaction have occurred since 2001.

11. Affected public: (mark primary with "P" and all others that apply with "X")
- a. Individuals or households
- b. **X** Business or other for-profit
- c. **X** Not-for-profit institutions
- e. Farms
- f. Federal Government
- g. **P** State, Local or Tribal Government

12. Obligation to respond: (mark primary with "P" and all others that apply with "X")
- a. **P** Voluntary
- b. Required to obtain or retain benefits
- c. Mandatory

13. Annual reporting and recordkeeping hour burden:

a. Number of respondents	57,248
b. Total annual responses	57,248
Percentage of these responses collected electronically	0%
c. Total annual hours requested	6,479
d. Current OMB inventory	6,479
e. Difference (+,-)	0
f. Explanation of difference:	
1. Program change:	
2. Adjustment:	

14. Annual reporting and recordkeeping cost burden: (in thousands of dollars)
Do not include costs based on the hours in item 13.
- a. Total annualized capital/startup costs
- b. Total annual costs (O&M)
- c. Total annualized cost requested
- d. Total annual cost requested
- e. Current OMB inventory
- f. Explanation of difference:
  1. Program change:
  2. Adjustment:

15. Purpose of Information collection: (mark primary with "P" and all others that apply with "X")
- a. Application for benefits
- b. **P** Program evaluation
- c. General purpose statistics
- d. Audit
- e. Program planning or management
- f. Research
- g. Regulatory or compliance

16. Frequency of recordkeeping or reporting: (check all that apply)
- a. ☐ Recordkeeping b. ☐ Third party disclosure
- c. ☒ Reporting:
  1. ☒ On occasion 2. ☐ Weekly 3. ☐ Monthly
  4. ☐ Quarterly 5. ☐ Semi-annually 6. ☒ Annually
  7. ☐ Biennially 8. ☐ Other (describe)

17. Statistical methods:
Does this information collection employ statistical methods?
☒ Yes ☐ No

18. Agency contact: (person who can best answer questions regarding the content of this submission)
Name: Cheryl A. Levine, Ph.D.
Phone: 202-708-3700 x3928

19. Certification for Paperwork Reduction Act Submissions

On behalf of the U.S. Department of Housing and Urban Development, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

Note: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320/8(b)(3) appears at the end of the instructions. The certification is to be made with reference to those regulatory provisions as set forth in the instructions.

The following is a summary of the topics, regarding the proposed collections of information that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention periods for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
  - (i) Why the information is being collected;
  - (ii) Use of the information;
  - (iii) Burden estimate;
  - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
  - (v) Nature and extent of confidentiality; and
  - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information so collected (see note in item 19 of the instructions);
- (i) It does not use statistical methodologies as it solicits principally analog responses; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in item 18 of the Supporting Statement.

Signature of Program Official:	Date:
X Kevin Perkins, Director, Office of Planning and Policy Analysis	

Signature of Senior Officer or Designee:	Date:
X Wayne Eddins Wayne Eddins, Departmental Reports Management Officer, Office of the Chief Information Officer	4/28/05

Supporting Statement for Paperwork Reduction Act Submissions

A. Justification

1. This information collection consists of a survey of key HUD business partners to determine whether the Department is appropriately and adequately serving their needs. It follows from HUD's commitment to use surveys to measure performance and changes in performance.

   In addition to the importance HUD management places on the information provided by customers, the Federal Government mandates collecting this information through Executive Order (EO) 12862 . This EO mandates that agencies survey their customers to identify the kind and quality of services they want and their level of satisfaction with existing services.

   The current effort is a follow-up of a previously approved collection entitled "HUD 2020 Partners Survey" (for which OMB approval lapsed on October 31, 2003). The present data collection responds to HUD's FY 2004 Annual Performance Plan (page 159), which states that in order to measure satisfaction of HUD partners, the Department will undertake a stakeholder survey similar to the baseline survey published in 2001 (the HUD 2020 Partners Survey). The information produced by this customer satisfaction study will enable HUD to better serve its business partners by identifying aspects of HUD service that need improvement. It also enables HUD to determine whether customer service and satisfaction have improved since the 2001 baseline study.

2. HUD administers an array of programs in the housing, public housing, fair housing, and community and economic development arenas. HUD's end customers generally receive assistance, services, or benefits through intermediaries (i.e., partners), such as private owners of HUD-insured or assisted housing, pubic agencies that own and manage public housing, fair housing agencies that provide educational and adjudication services, and state and local government agencies and officials involved in community improvement. This data collection consists of a survey by mail—with telephone follow-up—of a representative sample of 3,079 such partners.

   The information produced by this customer satisfaction survey will measure changes in partners' opinions since 2001 when HUD last conducted a similar survey of its partners. A report based on the information gathered in this study will satisfy HUD's FY 2004 Annual Performance Plan requirement and provide information that supports better cooperation toward objectives shared by HUD and its partners.

   The customer satisfaction survey findings will be used by the Department to assess and improve organizational performance. In particular, the survey results will enable HUD to identify specific issues in the government-customer relationship that customers perceive as impediments to their own efforts.

   Consistent with the baseline survey conducted in 2001, respondents will consist of six types of HUD partners: mayors, directors of public housing agencies, directors of community development departments, owners of multifamily housing units, executives of nonprofit organizations, and directors of fair housing organizations. The survey instrument contains approximately 45 questions, divided into two sections. The first section will be completed by, or administered to, all respondents; the second section, containing between ten and 15 questions, is specific to each partner type.

   Section one: questions that apply to all partner groups. The first section of the questionnaire contains questions about:

   - satisfaction with HUD programs
   - the quality and timeliness of information received from HUD
   - the quality and consistency of guidance received from HUD
   - ability to reach staff at HUD when necessary
   - responsiveness and competence of HUD staff
   - satisfaction with training and technical assistance
   - satisfaction with electronic communication

- opinions of HUD's management controls and monitoring systems
- opinions of changes that have occurred at HUD over the past several years
- opinions of whether improvements in management and performance have occurred at HUD over the past 12 months

Collectively, these items cover key dimensions of HUD's relationships with its partners and will provide the Department with information on specific areas of performance.

Section two: questions specific to each partner group. Because each partner group has a different type of relationship to and association with HUD, the survey instrument includes questions specific to each partner group. Based on input from HUD program offices and representatives of the partner groups, the following types of items are considered central to assessing HUD's service to each group:

- **Questions for mayors (local chief elected officials):** These questions address the relationship of the local community to HUD. Questions assess respondents' satisfaction with assistance reaching out to faith-based and other community organizations and satisfaction with interactions with HUD's field offices and headquarters.

- **Questions for Community Development Department directors:** These questions address satisfaction with assistance reaching out to faith-based and other community organizations, the Consolidated Plan Management Process Tool, guidance related to developing the Consolidated Annual Performance Report (CAPER), and the Integrated Disbursement and Information System (IDIS).

- **Questions for Public Housing Agency directors:** These questions ask the respondent to characterize changes in its agency's relationship with HUD over time and whether improvements have or have not occurred in the following areas: Public Housing Assessment System, physical inspections performed by HUD's Real Estate Assessment Center, Electronic financial reporting to REAC, the Section Eight Management Assessment Program, the Up-Front Income Verification System, and HUD's capacity to monitor and provide oversight of agency activities. Questions also address satisfaction with the Rental Housing Integrity Improvement Project, ability of HUD field office personnel to consistently and reliably interpret policies and regulations, HUD's capacity to collect and make available tenant data reports in the PIH Information Center system, and HUD's capacity to monitor and provide oversight of agency activities.

- **Questions for selected local housing development nonprofit organizations:** These questions address respondents' satisfaction with a number of HUD programs, including homeownership counseling, resident services, economic development activities, homeless assistance activities, community development activities, and rental/voucher administration.

- **Questions for Fair Housing Agency directors:** These questions address the timelines of grant payments, HUD's capacity for enforcement, satisfaction with the Title Eight Automated Paperless Office Tracking System, and the quality of technical assistance provided by HUD.

- **Questions for multifamily housing owners:** These questions deal with respondents' satisfaction with HUD field office staff, physical inspections by HUD's Real Estate Assessment Center, implementation of electronic financial reporting to REAC, HUD's capacity to monitor and provide oversight, and the clarity of HUD's organizational structure.

3. The survey will be conducted by mail, with telephone follow-up where appropriate or necessary. It will be administered by Silber & Associates, which makes full use of the latest methodological and technical developments in mail surveys and telephone interviewing, including proprietary software to check the accuracy of mailing addresses. This survey follows the methodology of the 2000-01 survey, which was conducted by mail.

4. This information is not duplicated anywhere else in HUD. This is a unique effort, and therefore does not duplicate other customer satisfaction surveys currently in use at HUD. There are no other external groups that have an interest in surveying HUD customers on their level of satisfaction and this is the only coordinated effort within the Department to survey satisfaction among its partners.

   Secondly, planning for the 2005 "How's HUD Doing?" involved significant coordination across the Department. In order to ensure that HUD Partners Survey questions were up to date, accurate, that the appropriate HUD partners were included in the sample, and that duplication or over-surveying potential participants was avoided, an oversight committee was formed to review the design and planning of this study. The oversight committee comprised representatives of the following HUD Offices: Community Planning and Development, Fair Housing and Equal Opportunity, Multifamily Housing, Public and Indian Housing, Field Policy and Management, and Departmental Operations and Coordination. Involvement of the oversite oversight committee during the design and planning phases of this study has ensured that the execution of the 2005 "How's HUD Doing?" does not duplicate or overly burden current HUD customers.

5. All respondents to this survey will be official representatives of organizations, agencies, businesses, or communities that partner with HUD to provide services or benefits to end customers. They consist of public agencies, non-profit organizations, and for-profit entities. As such, some respondents will be officials of small for-profit businesses and non-profit organizations. Sampling only a portion of the universe of such entities and establishing the voluntary nature of participation in this survey are all geared to minimize the burden, and perceived burden, on such entities.

6. The data collection is designed as a follow-up to a baseline study and is needed to track changes in HUD partner satisfaction with Department performance. Without the follow-up survey, HUD lacks an important scientific and systematic basis for evaluating changes in customer satisfaction over time.

7. The proposed data collection activities are consistent with the guidelines set forth in 5 CFR 1320.6 (Controlling Paperwork Burden on the Public--General Information Collection Guidelines). There are no special circumstances that require deviation from these guidelines.

8. In accordance with the Paperwork Reduction Act of 1995, HUD published a Notice in the Federal Register announcing the Department's intention to request an OMB review of this data collection. The Notice was published in the Federal Register Vol. 69, No. 218, November 12, 2004: Docket No. FR-4909-N-10, Page 65446. HUD received four responses to the Federal Register Notice. Three of these responses requested to review the 2001 survey. They were directed to review the published report "How's HUD Doing: Agency Performance As Judged By Its Partners" (December 2001) available through the Internet at www.huduser.org. The fourth response included a list of additional questions for inclusion on the 2005 survey instrument. HUD and its contractors have reviewed these proposed questions to determine if they are relevant and useful for inclusion.

   The two persons who responded to the Federal Register Notice by requesting to review the results of the 2001 study were:

   - Colleen Bloom, American Association of Homes and Services for the Aging
   - Anthony Deany, Catholic Charities

   The GTR responded to both of these individuals by email and directed them to the HUD website where they could access the full published report from the 2001 survey. The GTR did not receive any further comment from these two individuals.

The one person who responded to the Federal Register Notice by suggesting additional questions for inclusion in the study was:

- John Bohm, National Association of Housing and Redevelopment Officials

The GTR provided the suggested questions to the contractors for consideration. Upon review of the suggested questions, those deemed acceptable were included in the survey instruments during pilot testing. Three of the questions were added to the survey instrument for Public Housing Authorities (items Q13E, Q13F, and Q16).

9. There will be no payment or gift to the responsdents.

10. For this survey to be valid, strict confidentiality procedures must be employed, and respondents must be assured that their responses will not be associated with them in any form—either through any data set or report resulting from the survey. During the survey operations period, Silber & Associates will, of course, be able to associate responses with respondents, but such linkages will be separated when they are no longer necessary for operational purposes. Prior to that period, strict procedures will be in place to assure that such linkages are used only for survey control purposes. The data set Silber & Associates provides to HUD at the end of the study will not contain *any* identifying information—such as name, organization, location, or address of respondents—that could permit disclosure or identification of respondents, directly or by inference.

11. The collection of this information does not deal with questions of a sensitive nature such as sexual behavior, religious beliefs and other matter that are considered private.

12. Exhibit 1 summarizes the sampling frames, survey samples, and projected number of respondents. The estimated response rates were derived from the result of the 2001 customer satisfaction survey. Exhibit 2 shows the estimated burden per respondent and for the project overall.

Exhibit 1

Respondent Group	Respondent Universe	Survey Sample	Estimated Response Rate	Projected Number of Completed Surveys
Community Development Departments	1,111	500	.80	400
Mayors' Offices	600	644	.80	480
Public Housing Agencies	3,103	500	.80	400
Fair Housing Agencies	101	101	.80	81
Multifamily property ownership entities	16,000	1,250	.70	875
NAHP nonprofit organizations	84	84	.80	67
TOTAL	20,999	3,079		2,303

The hourly cost per response is based on the median earning of executives, administrators, and managers of $43,821 (US Bureau of the Census, Current Population Survey, 2001) and the corresponding hourly earnings of $21.07, the total annualized cost for completing the survey is estimated to be $15,360.

Exhibit 2.

Number of Respondents	Total Burden per Respondent (Minutes)	Total Annual Burden Hours	Hourly Cost	Annual Cost
2,303	19	729	$21.07	$15,360

13. There are no additional costs to respondents.

14. The total-contracted cost to the Federal Government for the customer satisfaction survey project is $354,556. Of this amount, $211,476 is for questionnaire design, pre-testing, data collection and analysis. The remainder of this amount ($143,080) is for project design, project management, and report preparation.

15. This is a new survey to be included under 2535-0116. The Survey How's HUD Doing will be the primary method of obtaining feedback from those respondents who completed the 2000-2001 survey. The primary focus of this survey is to assess customers' satisfaction with their interactions with HUD and to see whether changes in satisfaction have occurred since the original 2001 survey.

16. Immediately following completion of data collection, Silber & Associates will prepare a data set containing respondents' answers to each of the questions and some additional demographic information (such as community size, and size of housing authority) that derive from the sampling lists. No names, addresses, or other respondent identifiers will be included in the data set. Silber & Associates, in conjunction with its subcontractor, the Urban Institute, will analyze the survey data. The Urban Institute will take primary responsibility for the preparation of the research report, with Silber & Associates preparing histograms and other visual displays for the report. Silber & Associates will deliver the report and the data set (minus any demographic information that could, through inference, connect responses to respondents) to HUD four months after data collection ends.

    Although the six groups are major HUD partners, collectively they do not cover all of the partner groups with which HUD associates. Moreover, their relationship with the Department varies considerably with the programs and program areas with which they are involved. It is not appropriate, therefore, to combine them into a single "partners" group for analytic purposes. Accordingly, each partner group will be analyzed separately, with comparisons among them one of the objectives of that analysis.

    Analyses will be primarily descriptive in nature, describing each partner group's current levels of satisfaction with various aspects of their relationship with HUD. In addition, critical analyses will compare the 2005 results to 2001 results to assess changes that have occurred. Silber & Associates will analyze changes over time by conducting significance tests of differences between proportions in independent groups.

17. HUD does not seek approval to avoid displaying the expiration date.

18. There will be no exceptions to the certification statement identified in item 19.

B. Collections of Information Employing Statistical Methods

1. Replicating the 2001 study, the universe for the HUD partners survey consists of the following sub-groups:

- All 644 mayors[1] of cities, towns, townships and villages with a population of 50,000 or more persons;

- All 1,161 Directors of Community Development (CD) Departments in cities and counties entitled to HUD Community Development Block Grant (CDBG) funds;

- All 1,629 Directors of Public Housing Agencies (PHAs) that own, manage, or administer 100 or more units of conventional public housing;

- All 101 Directors of Fair Housing Assistance Program (FHAP) agencies;

[1] This includes other chief elected officials if there is no Mayor, such as Town Supervisor, Council President, President of the Board of Trustees, Chair of the Board of Trustees, Chair of the Board of Selectmen, First Selectman, Township Commission President, etc.

➢ All 84 Directors of non-profit organizations affiliated with the National Housing Partnerships Network (formerly the NAHP) and,

➢ All of the approximately 24,000 owners of HUD-insured, HUD-assisted, Section 202, and Section 811 multifamily housing properties.

2. The sampling method and respondent universe for this survey will vary by partner sub-group, as indicated on the following pages.

Complete, accurate, and up-to-date lists of each of six partner groups serve as the sampling frame. HUD maintains such lists of mayors, community development departments, public housing agencies, HUD-insured and assisted multifamily housing properties, and FHAP agencies. The National Housing Partnerships Network maintains a list of its affiliates.

To replicate the 2001 sampling methodology, the survey will be stratified by partner sub-groups and will consist of (a) a complete census of three of the partner sub-groups and (b) samples of each of the remaining three. Sample sizes, anticipated response rates based on 2001, and projected number of completed surveys for each partner sub-group are shown in Exhibit 3.

Exhibit 3.

Respondent Group	Respondent Universe	Survey Sample	Estimated Response Rate	Projected Number of Completed Surveys
Community Development Departments	1,111	500	.80	400
Mayors' Offices	600	644	.80	480
Public Housing Agencies	3,103	500	.80	400
Fair Housing Agencies	101	101	.80	81
Multifamily property ownership entities	16,000	1,250	.70	875
NAHP nonprofit organizations	84	84	.80	67
TOTAL	20,999	3,079		2,303

Of the six component partner groups, the complete universe of mayors (as defined above), FHAP agency directors, and NAHP-affiliated housing non-profit organization directors will be surveyed. The remaining groups will be randomly sampled, as follows:

For the CD directors sub-group, the sample will be stratified by population size. All CDBG entitlement communities will be ranked-ordered and subdivided into two strata, the first containing the 50 largest communities and the second containing the remainder. All communities in the first stratum will be selected into the sample with certainty, while communities in the second stratum will have an equal probability of selection.

For the PHA directors sub-group, the sample first will be limited to agencies that have 100 or more conventional public housing units. From this group, the 50 largest agencies, as defined by the number of conventional public housing units and Section 8 units combined, will be selected with certainty, and 450 others will be randomly selected with an equal probability of selection.

Multifamily owners will have an equal probability of selection.

3. Extensive efforts have been made to assure that lists of potential respondents are accurate and up-to-date in order to ensure delivery of mail questionnaires and receipt of follow-up telephone calls. Initially, questionnaires will be sent to all respondents. Two follow-up post card reminders will be sent if responses are not received within a reasonable amount of time, and a fourth mailing using FedEx will be delivered to select individuals. If there is no response to these

mailings, respondents will be phoned and encouraged to respond, offered a re-mailing or fax copy of the instrument, and given the opportunity to respond by phone. A minimum of six attempts will be used to secure telephone interviews—on different days and at different times. Potential respondents for whom voice mail messages must be left will be provided with a toll free 1-800 number, with encouragement to return the call. When contact is made, potential respondents will be offered the opportunity to schedule a time for the interview at their convenience. Experienced interviewers will be used who have sufficient knowledge of the study to explain its purpose and importance. These procedures should maximize the rate of response.

4. Because the current effort is a follow-up study, the 2001 questionnaire served as the foundation of the present questionnaire. Staffs of Silber & Associates and the Urban Institute met with HUD program offices to revise the questionnaire and interviewed members of HUD partners groups to gather their feedback about it. Silber & Associates' staff pre-tested the survey questionnaire in February, 2005, on seven members of HUD partner organizations. The objectives were to: (a) test the questionnaire for wording, flow, and meaning; (b) determine the average time to complete the survey; and (c) conduct post-survey cognitive interviews with respondents to understand their interpretation of the questions and the reasoning behind their answers.

5. Bohne Silber of Silber & Associates is responsible for the statistical aspects of the survey design.