OMB Approval No.: 2538-0116 Expires: 02/29/2012



## 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 ——— PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN											
	☐ Don't Know → QUESTIONNAIRE IF THERE IS NO SUCH PERSON											
2.	During the past twelve months has your <b>organization</b> had <b>contact</b> with:	Υe	es	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.		Majiyapi										
4.	Thinking first about <b>HUD programs</b> with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with:	Jerysai	sonewr	at satisfied disconnections of the satisfied disconnection of	satisti Jissatistied	Don't know						
a.	The HUD programs you currently deal with											
b.	The way HUD currently runs those programs											

5.	For e	ed below are several different ways to think about <b>your relationship with HUD</b> . each item, indicate your level of satisfaction or dissatisfaction at the present me. Check "Not Applicable" if the situation does not apply to your agency mple, if you do not currently receive information from HUD).	d contains	unated the disable of the soft					
	How	satisfied or dissatisfied are you, in general, with?	76	ry satisfied	ne som	16H	Hotion	DOUG	
	a.	The <b>quality</b> of the <b>information</b> you currently receive from HUD							
	b.	The timeliness of the information you currently receive from HUD							
	C.	The <b>timeliness of decision-making by HUD</b> (such as requests for waivers, rulings, and approvals)	,						
	d.	The quality of guidance you currently get from HUD							
	e.	The <b>consistency</b> of <b>guidance</b> you currently get from HUD							
	f.	The <b>clarity of HUD rules and requirements</b> that apply to your agency; in other words, how easy they are to understand							
	g.	The <b>responsiveness</b> of the <b>people</b> with whom you currently deal at HUD							
	h.	The <b>competence</b> of the <b>people</b> with whom you currently deal at HUD							
	i.	The extent to which <b>HUD employees</b> have the <b>knowledge</b> , <b>skills</b> , <b>and ability</b> to do their work	y 🗆						
	j.	Your ability to reach the people at HUD whom you need to contact							
	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])	s [						
6.	eacl	provides <b>training and technical assistance</b> through different methods. For h method listed below, please indicate how useful or not useful you've found theck "Have not used" if you haven't used the method for HUD training or hnical assistance.	nd	Jeryusehi Jeryusehi	il nati Inempati I □	zenil toolisenil	tave tave	not used	<sup>L</sup> O <sub>n</sub>
	a.	HUD-sponsored conferences		] [					
	b.	HUD-sponsored satellite broadcasts							
	C.	HUD-sponsored training programs conducted by contractors		] [	] 🗆				
	d.	HUD's <b>Webpage</b>		] [					
	e.	HUD's Webcast training		] [	] [				
		HUD participation in <b>panel discussions</b> and <b>training sessions</b> set up by <b>non-HUD groups</b>							
7.	part effectimpo if HU a.	has increasingly relied on <b>electronic transmission</b> to communicate with its mers. Based on your experience in the past 12 months, please indicate how ctive or ineffective each of the following has been as a tool for HUD to convortant information to you, such as notices and guidance. <i>Check "Have not JID hasn't communicated with you this way.</i> HUD <b>listserves</b> (automated mailing lists of subscribers to which HUD sends <b>e-mail</b> messages)  HUD's <b>Website</b> postings	vey used" used"			ecii <sup>ve</sup>	ye in	nd used	Kron
	C.	HUD's <b>E-mail</b> (individual correspondence to or from a HUD employee)							
0	In (	general is the Deal Estate Assessment Center's (DEACIS) electronic	3deas4	new	at easy	natdifficult	. Trout	/klozy	st applicat
8.		general, is the Real Estate Assessment Center's (REAC's) electronic tem for submission of financial statements easy or difficult to use?			\( \)	~°9		[	
9.	store age grar con	nts.gov (formerly eGrants) is intended to be a simple, unified electronic efront for interactions between grant applicants and Federal encies—providing information about grant opportunities and facilitating interactions. How satisfied or dissatisfied are you with Grants.gov—isidering such things as ease of use, usefulness etc.? Check "Have not d" if you haven't used Grants.gov.	erysalished	memais	atisted one what?	Jery dissalife	pled Don't knot	Agree Cree	inte do

10.	Please indicate your level of satisfaction with each of the following as it relates to yorganization. Check "Not applicable" if the situation does not apply to your organization. How satisfied or dissatisfied are you with?	/our	isted somer	rat satish	Jery diss	stistled app	bon't kno	5 <sup>1</sup> <sup>1</sup>
	related to the Neighborhood Stabilization Program, housing counseling, or the FHA mortgage insurance program	7 <sub>617</sub>	some	50Me	164,	NOT'S	O <sub>OL</sub>	
	<ul> <li>b. The quality of HUD support &amp; technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008 (see b above)</li> </ul>							
	c. The <b>quality</b> of HUD support & technical assistance related to addressing local and regional <b>foreclosure</b> issues							
	<ul> <li>d. The quality of HUD support &amp; technical assistance related to improving the energy efficiency of housing supported by HUD programs</li> </ul>							
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:	7e4	galished Some	sone	sted distributed in the state of the state o	dished alished	Poplicable	tron,
	a. Single-family development with FHA financing							
	b. Multifamily development		ш			Ш	Ш	
	c. Ownership and operations/management							
	d. Acquisition/ disposition of HUD-owned properties							
	e. Housing counseling							
	f. Resident services					Ш		
	ACTIVITIES RELATED TO HUD'S COMMUNITY PLANNING AND DEVELOPMENT OFFICE (C g. Housing - homeownership	.PD):						
	h. Housing - rental							
	i. Economic development activities like business development or job creation							
	j. Resident services k. Homeless assistance activities							
	I. Other community development activities	Ш	Ш	Ш	Ш	Ш	Ш	
	ACTIVITIES RELATED TO HUD'S PUBLIC AND INDIAN HOUSING OFFICE (PIH): m. Housing development	П		П		П	П	
	n. Housing management							
	o. Rental voucher administration							
	p. Resident services							
	OTHER	ш	ш	ш	ш	ш	ш	
	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 <b>HUD office/program</b> do you have the <b>most involvement</b> ? Check only on the office of Housing/FHA	ne ar	nswer.					
	☐ Office of Community Planning and Development							
	Office of Public and Indian Housing							ios
	Office of Fair Housing and Equal Opportunity					~	odic jor	<b>P</b> ilCali
13.	Jed 16	obably po		Don't kn	Hayer,	done of	digit and	
	a. Better identify performance indicators							
	b. Better think through activities to achieve your desired objectives $\ \square$					]		
	c. Better manage your HUD grant						لـــــا	
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14. In 2008, HUD initiated <b>e-snaps</b> , 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.									30 o't king 16 hot			
of Care (CoC) grant competition. How satisfied or dissatisfied are you with e-								DOLL Han				
	Check "Have r						se, userumess	L		Ш		
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3												
16. Please i	ndicate the <b>title</b>	a/nc	esition of the no	orsor	o (or porsons) w	ho an	swored these	allo	etions:			
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18. Which <b>f</b>	ield office or of	fices	does your ora	aniz	ation interact v	vith or	n a regular bas	sis? I	Mark all that ar	ylac		
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	Knoxville	Ш	Louisville	Ш	Memphis		Miami		Nashville	Н	Orlando	
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REGION VII	Des Moines	井	Kansas City	井	Omaha		St. Louis	<u> </u>	Colt III City	$\overline{}$	Classes Falls	
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We welcom	e and appreci	ate	any comments	YOL	ı may have ab	out HL	JD. PLEASE PR	INT.	Use extra pape	er if r	needed.	
					entify yoursel							
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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 pre-paid envelope is enclosed for your convenience.

QUESTIONS ABOUT THE SURVEY? CALL: 1-888-SILBER-1 FAX: 1-410-531-3100 E-MAIL: SUPP