

B. Collections of Information Employing Statistical Methods

The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When Item 17 on the Form OMB 83-I is checked, "Yes," the following documentation should be included in the Supporting Statement to the extent that it applies to the methods proposed:

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

Client Type of Incoming Service Request	Average Annual Incoming Service Requests	Escalated Resolution	Internal Resolution	Estimated Response Rate (3%)
Appraiser	31,839	16,843	14,996	955
Attorney	2,865	834	2,032	86
Auditor/CPA	1,112	228	884	33
Builder	2,773	937	1,835	83
Closing Agent	1,104	244	860	33
Congressional Staff	34	8	25	1
FHA	185	42	144	6
Gov - Federal	758	152	606	23
Gov - Local	396	83	313	12
Gov - State	455	88	367	14
Homebuyer	81,258	1,138	80,120	2,438
Homeowner	86,778	868	85,910	2,603
Housing Counselor	2,301	633	1,668	69
Inspector	1,441	453	989	43
Landlord	1,037	30	1,007	31
Lender Applicant	666	112	554	20
Lender Loan Officer	76,008	9,957	66,051	2,280
Lender Manager	48,669	14,747	33,922	1,460
Lender Processor	137,554	36,864	100,689	4,127
Lender Staff	69,780	23,516	46,264	2,093

Lender Underwriter	181,908	124,789	57,119	5,457
Non-Profit	1,846	389	1,456	55
Other	33,171	2,587	30,583	995
Real Estate Professional	42,239	5,449	36,790	1,267
Rehab Consultant	750	105	645	23
Renter	35,539	36	35,503	1,066
Trade Association	295	73	222	9

2. Describe the procedures for the collection of information.

Surveys will be conducted each month on a random selection of contact center users specific to each survey type. Surveys will be conducted during the month, typically between 24-48 hours from the date of service, to ensure that the respondent's interaction with the Resource Center is still fresh in their mind.

Potential participants will be randomly selected from a pool of eligible contact center users and will be offered all appropriate survey mechanisms. The chart below provides an overview of the survey type, pool of potential respondents and mechanism offered:

Respondent Group	Pool of Potential Respondents	Survey Mechanism Offered
Escalated Resolution	239,341	IVR and Web-Based
Internal Resolution	603,409	IVR and Web-Based
Self Service Resolution	34,420	Web-Based

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Potential survey respondents will be provided an opportunity to participate via a live interaction with a contact center agent (for IVR based surveys) or via the email address provided or confirmed in their most recent interaction with the FHA Resource Center (for web-based surveys). The immediacy of the survey should maximize the response rate by increasing the respondent's understanding of the subject of the survey request (higher recognition rate) as well as reduce the possibility of a change in the respondent's email address (higher delivery rate).

A true random selection of participants with the anticipated sample size should produce reliable data adequate for the intended purposes of this survey.

Respondent Group	Respondent Universe (Annual Volume of Resource Center Users)	Survey Sample (3% of Users)	Projected Number of Completed Surveys	Margin of Error
Escalated Resolution	239,341	7,180	2,154	2.2
Internal Resolution	603,409	18,102	5,431	1.4
Self Service Resolution	34,420	1,033	310	7.1

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of test may be submitted for approval separately or in combination with the main collection of information.

The Office of Single Family Housing convened a focus group of intended survey recipients in October 2011 to review the proposed survey instruments and provide feedback. The focus group consisted of a cross section of user types and provided feedback on all aspects of the survey instruments, method of collection, data collection, and record keeping. Feedback from this focus group did not generate any concerns with the method of delivery, the technology utilized to solicit and collect survey responses, or the burden necessary to access or complete the survey.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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