
Appendix A. RMS Data Collection

Screen Flow for Random Moment Sampling

Entry Screens

1. What were you working on

- 1.1. Regular HCV Program → go to screen 4 (Which area)
- 1.2. Special Vouchers → go to screen 3 (Which program)
- 1.3. HCV FSS → go to screen 12 (FSS)
- 1.4. Other Program → go to screen 14 (Closing Screen)
- 1.5. In Training (HCV) → go to screen 14 (Closing Screen)
- 1.6. In Training (other) → go to screen 14 (Closing Screen)
- 1.7. Lunch/Break/Downtime → go to screen 3 (Lunch/break/downtime Screen)
- 1.8. Not at work → go to screen 14 (Closing Screen)

2. Which program

- 2.1. Project-Based Vouchers → go to screen 4 (Which area)
- 2.2. Homeownership Vouchers → go to screen 4 (Which area)
- 2.3. HUD-VASH → go to screen 4 (Which area)
- 2.4. Family Unification Program → go to screen 4 (Which area)
- 2.5. 5-Year Mainstream Vouchers → go to screen 4 (Which area)
- 2.6. Non-Elderly Disabled Vouchers → go to screen 4 (Which area)
- 2.7. Tenant Protection Vouchers → go to screen 4 (Which area)
- 2.8. Disaster Vouchers → go to screen 4 (Which area)
- 2.9. Other special voucher → go to screen 4 (Which area)

3. [Lunch/Break/Downtime] Which activity

- 3.1. Lunch → go to screen 14 (Closing Screen)
- 3.2. Break → go to screen 14 (Closing Screen)
- 3.3. Downtime → go to screen 14 (Closing Screen)

4. Which area

- 4.1. Intake and eligibility → go to screen 5 (Intake and Eligibility)
- 4.2. Lease up → go to screen 6 (Lease Up)
- 4.3. Ongoing occupancy → go to screen 7 (Ongoing Occupancy)
- 4.4. Inspections → go to screen 8 (Inspections)
- 4.5. Monitoring, supervisory, accounting → go to screen 10 (Monitoring, Supervisory, and Accounting)
- 4.6. Supportive services → go to screen 11 (Supportive Services)
- 4.7. General customer service → go to screen 14 (Closing Screen)
- 4.8. Community/owner relations → go to screen 14 (Closing Screen)
- 4.9. Staff meetings → go to screen 14 (Closing Screen)
- 4.10. Non-specific HCV email, voicemail, IT → go to screen 14 (Closing Screen)

Activity-Specific Screens**5. [Intake and Eligibility]. Which activity**

- 5.1. Applicant intake → screen 13 (Client Type)
- 5.2. Process port-ins → go to screen 13 (Client Type)
- 5.3. Preparing for/conduct interviews → go to screen 13 (Client Type)
- 5.4. Non-income verification → go to screen 13 (Client Type)
- 5.5. Income verification and calculation → go to screen 13 (Client Type)
- 5.6. Informal reviews → go to screen 13 (Client Type)
- 5.7. Denial of eligibility → go to screen 13 (Client Type)
- 5.8. Reasonable accommodation → go to screen 13 (Client Type)
- 5.9. Data entry, file management, and reports → go to screen 14 (Closing Screen)

6. [Lease Up]. Which activity

- 6.1. Individual briefings → go to screen 13 (Client Type)
- 6.2. Group briefings → go to screen 14 (Closing Screen)
- 6.3. Voucher issuance → go to screen 14 (Closing Screen)
- 6.4. Housing search assistance → go to screen 14 (Closing Screen)
- 6.5. Extension requests/voucher expiration → go to screen 13 (Client Type)
- 6.6. RFTA processing → go to screen 13 (Client Type)
- 6.7. Rent reasonableness → go to screen 13 (Client Type)
- 6.8. HAP contracts → go to screen 13 (Client Type)
- 6.9. Informal reviews → go to screen 13 (Client Type)
- 6.10. Reasonable accommodation → go to screen 13 (Client Type)
- 6.11. Data entry, file management, and reports → go to screen 14 (Closing Screen)

7. [Ongoing Occupancy]. Which activity

- 7.1. Annual recertifications → go to screen 13 (Client Type)
- 7.2. Interim recertifications → go to screen 13 (Client Type)
- 7.3. Moves → go to screen 13 (Client Type)
- 7.4. Rent reasonableness → go to screen 14 (Closing Screen)
- 7.5. Port-outs → go to screen 13 (Client Type)
- 7.6. Terminations → go to screen 13 (Client Type)
- 7.7. Reasonable accommodation → go to screen 13 (Client Type)
- 7.8. Data entry, file management, and reports → go to screen 14 (Closing Screen)

8. [Inspections]. Which activity

- 8.1. Scheduling and notifications → go to screen 14 (Closing Screen)
- 8.2. Preparing for inspection → go to screen 14 (Closing Screen)
- 8.3. Driving to/from inspection → go to screen 14 (Closing Screen)
- 8.4. Conducting inspection → go to screen 9 (Inspection Type)
- 8.5. Post-inspection paperwork → go to screen 14 (Closing Screen)
- 8.6. HQS enforcement → go to screen 14 (Closing Screen)
- 8.7. Reasonable accommodation → go to screen 14 (Closing Screen)

9. [Inspection Type]. Which inspection type

- 9.1. First inspection for initial/move in → go to screen 14 (Closing Screen)
- 9.2. Re-inspection for initial/move in → go to screen 14 (Closing Screen)
- 9.3. First inspection for annual → go to screen 14 (Closing Screen)
- 9.4. Re-inspection for annual → go to screen 14 (Closing Screen)
- 9.5. First inspection for complaint, QC, or special inspection → go to screen 14 (Closing Screen)
- 9.6. Re-inspection for complaint, QC, or special inspection → go to screen 14 (Closing Screen)

10. [Monitoring, Supervisory, Accounting]. Which activity

- 10.1. Plans/policies → go to screen 14 (Closing Screen)
- 10.2. Program monitoring/reporting → go to screen 14 (Closing Screen)
- 10.3. Staff supervision → go to screen 14 (Closing Screen)
- 10.4. Board activities → go to screen 14 (Closing Screen)
- 10.5. Community relations → go to screen 14 (Closing Screen)
- 10.6. Billing and accounting → go to screen 14 (Closing Screen)
- 10.7. Audit management → go to screen 14 (Closing Screen)

11. [Supportive Services]. Which activity

- 11.1. Working with a non-PHA partner → go to screen 14 (Closing Screen)
- 11.2. Marketing and outreach → go to screen 14 (Closing Screen)
- 11.3. Case management or supportive services → go to screen 14 (Closing Screen)
- 11.4. Housing search assistance → go to screen 14 (Closing Screen)
- 11.5. Occupancy → go to screen 14 (Closing Screen)
- 11.6. Program exits → go to screen 14 (Closing Screen)
- 11.7. Homeownership → go to screen 14 (Closing Screen)
- 11.8. Reasonable accommodation → go to screen 14 (Closing Screen)
- 11.9. Data entry, file management, and reports → go to screen 14 (Closing Screen)

12. [HCV FSS]. Which activity

- 12.1. Working with a non-PHA partner → go to screen 14 (Closing Screen)
- 12.2. Marketing and outreach → go to screen 14 (Closing Screen)
- 12.3. Case management or supportive services → go to screen 14 (Closing Screen)
- 12.4. Escrow monitoring or payouts → go to screen 14 (Closing Screen)
- 12.5. Program exits → go to screen 14 (Closing Screen)
- 12.6. Reasonable accommodation → go to screen 14 (Closing Screen)
- 12.7. Data entry, file management, and reports → go to screen 14 (Closing Screen)

Client Types (Completed Only For Some Activities)

13. [Client Type]. Which household type(s) (select all that apply)

- 13.1. Homeless → go to screen 14 (Closing Screen)
- 13.2. Elderly → go to screen 14 (Closing Screen)
- 13.3. Non-Elderly Disabled → go to screen 14 (Closing Screen)
- 13.4. Small Family (1-5 members) → go to screen 14 (Closing Screen)
- 13.5. Large Family (6+ members) → go to screen 14 (Closing Screen)
- 13.6. Not able to specify, no access to household type → go to screen 14 (Closing Screen)
- 13.7. Not able to specify, processing multiple files → go to screen 14 (Closing Screen)

Closing Screen

14. [Closing Screen]. Were you working on [all answers from above] at 3pm today?

- 14.1. Yes
- 14.2. No → Return to Screen 1

[End of Notification]

Staffing Chart

PHAs will be asked to complete this staffing chart and return it to the study team prior to the start of RMS data collection.

We have created an Excel table to provide information on the roles and work schedules for all staff who work on the HCV program. We need this information in order to customize the hand-held devices for the RMS data collection. Please complete all fields of the HCV Staffing Chart for all staff who work on the HCV program.

Which Staff Should be Included in the Staffing Chart

Any staff who performs any of the following activities for the HCV program should be included in the chart:

- Wait list management, initial intake and eligibility
- Lease up and HAP contracting (initials and moves)
- Ongoing occupancy (and terminations)
- Inspections (including scheduling)
- Program monitoring, supervisory activities, and billing and accounting
- Special voucher program activities and services
- FSS program for HCV participants
- General customer service
- Customer service for persons with disabilities
- Community/owner relations
- Staff meetings related to the HCV program

This includes all front line staff as well as supervisors who spend all or part of their time on the HCV program.

Definition of Fields in Staffing Chart

The HCV Staffing Chart has 14 fields to fill out for each HCV program staff, as follows:

Field	Definition	Instructions
PHA	Name of PHA	Type in the PHA's name (e.g., SCHA)
Last Name	Employee's last name	Type in the employee's last name
First Name	Employee's first name	Type in the employee's first name
Title	Employee's job title	Type in the employee's job title
%HCV	Estimated percent of time the employee works on the HCV program (<i>only if PHA administers more than one program</i>)	Enter your estimate for the percent of time the employee spends out of his/her work day on HCV-related activities. For example, if an employee spends about one-quarter of their time on intake for HCV and about three-quarters of their time on intake for public housing, enter 25%. If employee only works on the HCV program, enter 100%.
Typical Monday Schedule	Employee's typical work hours on a Monday	Enter start time (e.g., 8:30 AM) in one column and end time (e.g., 4:30 PM) in next column. If an employee does not work one day a week, enter "off" on that day.
Typical Tuesday Schedule	Employee's typical work hours on a Tuesday	See above.
Typical Wednesday Schedule	Employee's typical work hours on a Wednesday	See above.
Typical Thursday Schedule	Employee's typical work hours on a Thursday	See above.
Typical Friday Schedule	Employee's typical work hours on a Friday	See above.
Before Hours Work?	Does the employee come in earlier than his/her typical work schedule once a week (or four times a month) or more?	Use the drop down menu to enter "Yes" or "No." Enter Yes if the employee comes in early once a week (or four times a month) or more.
After Hours Work?	Does the employee work after his/her typical work schedule once a week (or four times a month) or more?	Use the drop down menu to enter "Yes" or "No." Enter Yes if the employee takes work home at night or on weekends once a week (or four times a month) or more.

