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 5 (Which area)
    1.2. Special Voucher Program → go to screen 2 (Which special voucher program)
    1.3. HCV FSS → go to screen 14 (FSS)
    1.4. In Training (HCV) → go to screen 17 (Closing Screen)
    1.5. Other Program → go to screen 3 (Other program)
    1.6. General email or voicemail → go to screen 17 (Closing Screen)
    1.7. Lunch/break → go to screen 4 (Lunch/break)
    1.8. Not at work → go to screen 17 (Closing Screen)

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

3. **What other program**
    3.1. Public housing/HOPE VI → go to screen 17 (Closing Screen)
    3.2. USDA/Rural Development → go to screen 17 (Closing Screen)
    3.3. Other HUD[1] → go to screen 17 (Closing Screen)
    3.4. Low Income Housing Tax Credit → go to screen 17 (Closing Screen)
    3.5. Other federal, state, or local → go to screen 17 (Closing Screen)
    3.6. Overhead → go to screen 17 (Closing Screen)

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[1] Includes all HUD programs other than regular HCV or special vouchers. Examples include: public housing, CDBG, HOME, SHP, HOPWA, Section 8 mod rehab and new construction, NSP, housing counseling.

4. **[Lunch/Break] Which activity**
    4.1.   Lunch → go to screen 17 (Closing Screen)
    4.2.   Break → go to screen 17 (Closing Screen)

5. **Which area**
    5.1.   Intake and eligibility → go to screen 6 (Intake and Eligibility)
    5.2.   Lease up → go to screen 7 (Lease Up)
    5.3.   Ongoing occupancy → go to screen 8 (Ongoing Occupancy)
    5.4.   Inspections → go to screen 10 (Inspections)
    5.5.   Monitoring and supervisory → go to screen 12 (Monitoring and Supervisory)
    5.6.   Supportive services → go to screen 13 (Supportive Services)
    5.7.   General customer service → go to screen 17 (Closing Screen)
    5.8.   Community/owner relations → go to screen 17 (Closing Screen)
    5.9.   Staff meetings → go to screen 14 (Meetings)

Activity-Specific Screens

6. **[Intake and Eligibility]. Which activity**
    6.1.   Applicant intake → go to screen 17 (Closing Screen)
    6.2.   Process port-ins → go to screen 16 (Client Type)
    6.3.   Eligibility determination → go to screen 16 (Client Type)
    6.4.   Informal reviews → go to screen 16 (Client Type)
    6.5.   Denial of eligibility → go to screen 16 (Client Type)
    6.6.   Reasonable accommodation → go to screen 16 (Client Type)
    6.7.   Data entry, file management, and reports → go to screen 17 (Closing Screen)

7. **[Lease Up]. Which activity**
    7.1.   Briefings → go to screen 17 (Closing Screen)
    7.2.   Voucher issuance → go to screen 17 (Closing Screen)
    7.3.   Search assistance → go to screen 17 (Closing Screen)
    7.4.   Voucher extensions and expirations → go to screen 17 (Closing Screen)
    7.5.   RFTA processing → go to screen 17 (Closing Screen)
    7.6.   Rent reasonableness → go to screen 17 (Closing Screen)
    7.7.   HAP contracts → go to screen 16 (Client Type)
    7.8.   Informal reviews → go to screen 16 (Client Type)
    7.9.   Reasonable accommodation → go to screen 16 (Client Type)
    7.10.   Data entry, file management, and reports → go to screen 17 (Closing Screen)

8. **[Ongoing Occupancy]. Which activity**
    8.1.   Annual recertifications → go to screen 9 (Annuals)
    8.2.   Interim recertifications → go to screen 16 (Client Type)
    8.3.   Moves → go to screen 16 (Client Type)
    8.4.   Rent reasonableness → go to screen 17 (Closing Screen)
    8.5.   Process port-outs → go to screen 17 (Closing Screen)
    8.6.   End of participation → go to screen 16 (Client Type)

8.7.   Terminations (& related informal hearings) → go to screen 16 (Client Type)

8.8.   Other informal hearings → go to screen 16 (Client Type)

8.9.   Reasonable accommodation → go to screen 16 (Client Type)

8.10.   Data entry, file management, and reports→ go to screen 17 (Closing Screen)

9. [Annuals]. Which activity

9.1.   Prepare for annual recertification → go to screen 16 (Client Type)

9.2.   Income verifications and calculations and EIV → go to screen 16 (Client Type)

9.3.   Sending notices and responding to questions → go to screen 16 (Client Type)

10. [Inspections]. Which activity

10.1.   Scheduling and notifications → go to screen 17 (Closing Screen)

10.2.   Preparing for inspection → go to screen 17 (Closing Screen)

10.3.   Driving to/from inspection → go to screen 17 (Closing Screen)

10.4.   Conducting inspection → go to screen 11 (Inspection Type)

10.5.   Post-inspection paperwork → go to screen 17 (Closing Screen)

10.6.   HQS enforcement → go to screen 17 (Closing Screen)

10.7.   Reasonable accommodation → go to screen 17 (Closing Screen)

11. [Inspection Type]. Which inspection type

11.1.   First inspection for initial/move in → go to screen 17 (Closing Screen)

11.2.   Re-inspection for initial/move in→ go to screen 17 (Closing Screen)

11.3.   First inspection for annual → go to screen 17 (Closing Screen)

11.4.   Re-inspection for annual → go to screen 17 (Closing Screen)

11.5.   Complaint, emergency, or other special inspection → go to screen 17 (Closing Screen)

11.6.   QC inspection → go to screen 17 (Closing Screen)

12. [Monitoring and Supervisory]. Which activity

12.1.   Plans/policies → go to screen 17 (Closing Screen)

12.2. Monitor utilization and HAP expenses → go to screen 17 (Closing Screen)

12.3.   PIC and EIV review and corrections → go to screen 17 (Closing Screen)

12.4.   SEMAP and file QC → go to screen 17 (Closing Screen)

12.5.   VMS reporting and corrections → go to screen 17 (Closing Screen)

12.6. Other monitoring → go to screen 17 (Closing Screen)

12.7.   Staff supervision → go to screen 17 (Closing Screen)

12.8.   Board activities → go to screen 17 (Closing Screen)

12.9.   Community relations → go to screen 17 (Closing Screen)

12.10. Billing and accounting→ go to screen 17 (Closing Screen)

12.11. Audit management → go to screen 17 (Closing Screen)

12.12. Research studies → go to screen 17 (Closing Screen)

13. [Supportive Services]. Which activity

13.1.   Working with non-PHA partners → go to screen 17 (Closing Screen)

13.2.   Marketing, outreach, and enrollment → go to screen 17 (Closing Screen)

    13.3.   Case management, services, and referrals → go to screen 17 (Closing Screen)

    13.4.   Homeownership-related services and referrals → go to screen 17 (Closing Screen)

    13.5.   Expanding housing opportunities → go to screen 17 (Closing Screen)

14. [Meetings]. What was the meeting about

    14.1.   Intake and eligibility → go to screen 17 (Closing Screen)

    14.2.   Lease up → go to screen 17 (Closing Screen)

    14.3.   Ongoing occupancy → go to screen 17 (Closing Screen)

    14.4.   Inspections → go to screen 17 (Closing Screen)

    14.5.   Monitoring, supervisory, accounting → go to screen 17 (Closing Screen)

    14.6.   Supportive services → go to screen 17 (Closing Screen)

    14.7.   Community/owner relations → go to screen 17 (Closing Screen)

    14.8.   Multiple topics or can't specify → go to screen 17 (Closing Screen)

15. [HCV FSS]. Which activity

    15.1.   Working with non-PHA partners → go to screen 17 (Closing Screen)

    15.2.   Marketing, outreach, and enrollment → go to screen 17 (Closing Screen)

    15.3.   Case management, services, and referrals → go to screen 17 (Closing Screen)

    15.4.   Escrow monitoring or payouts → go to screen 17 (Closing Screen)

    15.5.   Program exits → go to screen 17 (Closing Screen)

    15.6.   Reasonable accommodation → go to screen 17 (Closing Screen)

    15.7.   Staff meetings or training → go to screen 17 (Closing Screen)

    15.8.   Data entry, file management, and reports→ go to screen 17 (Closing Screen)

Client Types (Completed Only For Some Activities)

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

    16.1.   Homeless → go to screen 17 (Closing Screen)

    16.2.   Elderly → go to screen 17 (Closing Screen)

    16.3.   Non-Elderly Disabled → go to screen 17 (Closing Screen)

    16.4.   Small Family (1-5 members) → go to screen 17 (Closing Screen)

    16.5.   Large Family (6+ members) → go to screen 17 (Closing Screen)

    16.6.   Not able to specify → go to screen 17 (Closing Screen)

Closing Screen

17. [Closing Screen]. Were you working on [all answers from above] at xx o'clock today?

    17.1.   Yes

    17.2.   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

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 12 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 (*only if PHA administers more than one program*)	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.

HCV Staffing Chart (available also as Excel spreadsheet)

Last Name	First Name	Title	%HCV	Typical Monday Schedule		Typical Tuesday Schedule		Typical Wednesday Schedule		Typical Thursday Schedule		Typical Friday Schedule		Before Hours Work?	After Hours Work?
Name	Name	Title	Time on HCV	Start	End	Start	End	Start	End	Start	End	Start	End	Y/N	Y/N