

## Appendix B. PHA Follow-Up Survey Item by Item Justification

<b>Agency Contact and Respondent Information</b>	
Name and contact information of all survey respondents	This is necessary to ensure that HUD knows which person completed which sections of the survey, in case responses need to be clarified.
<b>SECTION 1: PHA'S ROLES IN THE COC AND WITH SPECIFIC PARTNER PROGRAMS</b>	
<b>1.A. PHAs that Participate in the CoC [FOR PHAs RESPONDING YES TO WEB CENSUS E.1.6]</b>	
1.A.1. On the Web Census, you or one of your colleagues told us that [NAME OF PHA] participates in the Continuum of Care for [NAME OF COMMUNITY TO BE FILLED IN FROM NATIONAL LIST OF CoCs] or in another planning body that attempts to end homelessness. You indicated that... [SUMMARIZE FROM PRE-FILLED RESPONSE TO WEB E.1.6 or E.1.7] Can you give me more details about your participation? How would you characterize the PHA's role? What meetings do you participate in? Has your PHA made any commitments as a result of being part of the CoC, or as part of another planning effort?	The responses to this question will help HUD to understand how PHAs are involved in serving homeless households, and specifically, what role they play in the local CoC. The information will help HUD determine the extent to which the CoC planning and coordination mechanism could be the vehicle for increasing PHA engagement with homeless households and what sort of technical assistance to PHAs would help.
1.A.2. Has the CoC (or another planning body) identified a particular group of homeless people on which to focus the community's efforts to reduce homelessness? By a particular type of homeless people, I mean a subpopulation within those experiencing homelessness—for example, people with chronic patterns of homelessness, homeless people with disabilities, homeless families with children, homeless veterans, or youth aging out of foster care. If so, please describe and explain.	The responses to this question provide detail on how PHAs are involved in the community's strategic plans to end homelessness. CoCs are likely to focus on particular sub-populations. Does the PHA share or contribute to that thinking? The answer to this question also will provide context for the next questions, about specific unit commitments.
1.A.3. Has [NAME OF PHA] been asked to provide or volunteered to provide a specific number of public housing units or voucher over some period of time specifically for homeless people/families? (I don't mean to include here special-purpose vouchers allocated to the PHA by HUD, such as HUD-VASH.) If so, how many and which program or programs? [IF NO unit or voucher goals, SKIP TO 1.A.7.]  Over what period of time?	The responses to this question will help HUD interpret the responses to the census that show that some PHAs have set-asides (limited preferences) for homeless people. Do those limited preferences stem from commitments PHAs make as part of the community's strategic planning process?
1.A.4. Are the public housing unit or voucher commitments for homeless people in general or for particular type or subpopulation of homeless people? Please explain.	The responses to this question will add to HUD's understanding of how the community's strategic planning process leads to PHAs establishing set-asides for homeless people. This information will help HUD interpret the responses to the census on limited preferences for particular groups of homeless people.

1.A.5. Do you think you will meet these public housing or voucher commitment goals? If not, what are the challenges or barriers to achieving them?	The responses to these questions will help HUD understand barriers to serving homeless households that may exist even for PHAs that have made explicit commitments of voucher and/or public housing units in the context of a strategic plan.
1.A.6. Has the PHA begun to provide these public housing units or vouchers? If not, why not? If yes, what activities has the PHA undertaken to implement those goals? Are they reflected in your Annual Plan?	They also will allow HUD to understand whether serving homeless households is part of the PHA’s agency goal-setting and planning process
1.A.7. Overall, what would you say is [NAME OF PHA]’s most important role in addressing homelessness?	This question give the respondents (PHAs that participate in the CoC) a chance to provide descriptions of their roles in serving homeless households that may not be covered by the previous questions.
1.A.8. Are there any changes you would recommend to the community-wide effort to plan and implement a strategy for ending homelessness in [NAME OF COMMUNITY]? Is there anything that would make [NAME OF PHA]’s participation more effective? If so, please explain.	This question will allow HUD to understand what may encourage PHAs to become more engaged in serving homeless households.
<b>1.B. PHAs that do not Participate in the CoC [FOR PHAs RESPONDING NO TO WEBCENSUS E.1.6]</b>	
1.B.1. For more than a decade, HUD has encouraged local housing and supportive service providers to work together to develop a strategy to address homelessness through a planning process referred to as the Continuum of Care or “CoC”. On the Web Census, you told us that [NAME OF PHA] does not participate in the Continuum of Care for [NAME OF COMMUNITY TO BE FILLED IN FROM NATIONAL LIST OF CoCs] or in another community planning body that attempts to end homelessness. Is that correct? [IF NOT CORRECT, GO BACK TO A.1 AND ASK THOSE QUESTIONS WITH APPROPRIATE RE-PHRASING. IF NO, CONTINUE WITH A.2.2.]	This question confirms that the PHA is not involved in the local CoC, and thus probably is not a stakeholder in addressing homelessness in its community. The response confirms that Module 1.B. is the correct module to use for this respondent.
1.B.2. Has your PHA ever in the past participated in the COC or another planning and policy-making effort that attempts to end homelessness? If you did, why did your participation end?	These questions will allow HUD to understand why a PHA may not participate in the CoC, and thus may not be focused on serving this population.
1.B.3. In your view, are there problems or weaknesses in the way in which the local effort to end homelessness is organized or has been designed? Please explain.	
1.B.4. In your view, does [NAME OF PHA] play an important role in addressing homelessness?	These questions will allow HUD to learn whether, despite not participating in the CoC, the PHA plays a role in addressing homelessness, and if so, more about the role. The responses may help HUD determine the extent to which the CoC planning process--or other vehicles--might be useful for encouraging PHAs to engage with homeless households.
1.B.5. [IF YES TO 1.B.4.], What is that role?	
1.B.6. [IF NO TO 1.B.4.], Why not?	

<p>1.B.7. Are there reasons you have not touched on already that [NAME OF PHA] has not been more active in addressing homelessness? [PROBES: HOMELESSNESS IS NOT A BIG PROBLEM IN THIS COMMUNITY, HUD PROGRAM RULES LIMIT ABILITY TO SERVE HOMELESS PEOPLE, PHA OR ITS BOARD HAS OTHER PRIORITIES, THIS IS THE RESPONSIBILITY OF OTHER PROGRAMS OR AGENCIES]</p>	<p>These questions directly address Research Question 3, specifically why PHAs are not establishing preferences to serve homeless households, and what concerns they have about establishing preferences. The responses also will help HUD put in context the possible census results indicating that some, perhaps many, PHAs are not engaged with homeless households.</p>
<p>1.B.8. Are there changes (environmental, fiscal, statutory, or other) that you think would lead your PHA to participate in efforts to end homelessness? [PROBES: INCREASE IN HOMELESSNESS, CHANGE IN THE WAY THE LOCAL SYSTEM FOR SERVING HOMELESS PEOPLE WORKS, CHANGES TO HUD PROGRAM RULES, CHANGES IN LEADERSHIP, IMPROVEMENTS IN OTHER PRESSING NEED AREAS]</p>	
<p><b>1.C. PHA Experience with Community Partners Providing Services to Homeless People</b></p>	
<p>1.C.1. In the Web Census, your PHA indicated that it has formal or informal relationships with community organizations that provide services to homeless people to...</p>	<p>This section addresses Research Question 2 – how are preferences for homeless households defined, structured, and implemented, specifically how does the partnership with other homeless service providers. This question confirms information from the census about the PHA’s relationships with community organizations to provide services to homeless families.</p>
<p>1.C.2. Does the partner organization serve a specific subpopulation of homeless people or people with a particular type of need?</p>	<p>This series of questions will provide information about the types of partnerships PHAs have formed, and why these partnerships are necessary for PHAs to provide services to homeless households. The responses to the series of questions will add to HUD’s understanding of the role of PHA partnerships, as well as the advantages that they may offer in serving homeless households.</p> <p>The answers to this series of questions will also assist HUD to put in context the information provided in Section E of the census about relationships with other organizations in the Continuum of Care, including the types of services provided by partners and those provided by the PHA, and the PHA’s view of the advantages or disadvantages of these arrangements.</p>
<p>1.C.3. What is the PHA’s role in the partnership? [PROBES: DOES THE PHA: PROVIDE ACTUAL UNITS OR RENTAL SUBSIDIES FOR THE PARTNERSHIP? CHANGE OR WAIVE THE RULES OF THE PHA’S PROGRAMS? PROVIDE EXPERTISE ABOUT LOCAL HOUSING MARKETS AND AVAILABLE RENTAL UNITS? ADMINISTER RENTAL SUBSIDIES FROM ANOTHER PROGRAM SUCH AS HOME OR SHELTER PLUS CARE?]</p>	
<p>1.C.4. [IF THE PHA PROVIDES UNITS OR RENTAL SUBSIDIES] Has the PHA committed a specific number of public housing units or vouchers to the partnership? How does that work? How is that number determined? How does the PHA go about making the unit/vouchers available to the program?</p>	
<p>1.C.5. How does the PHA decide whether assistance will be in the form of rental assistance or “reserved” public housing units? If the assistance is in public housing, does the PHA house the homeless households in the first unit that becomes available, or only in some properties in</p>	

<p>some locations? If the assistance is vouchers, are homeless families encouraged to find housing in certain locations--for example, because of access to services they use or to transportation?</p>	
<p>1.C.6. When does the partnership provide housing units or subsidies to homeless people? What determines who is eligible? For example, is it people who are about to lose their housing? Is it people who are homeless on the streets or in shelters (or transitioning out of institutions)? Is it people who have been through a program that provides housing and services to homeless people such as transitional housing or permanent supportive housing?</p>	
<p>1.C.7. Does the housing assistance begin during a transitional period when the household receives intensive services and then continue after the household completes that program? This is sometimes called transition-in-place.</p>	
<p>1.C.8. Does the partnership use the PHA's vouchers in Low Income Housing Tax Credit projects with which the program has special arrangements?</p>	
<p>1.C.9. What housing-related services does the PHA's own staff provide to participants in the program that go beyond what people who are not homeless would get? If so, what type of services are provided? [PROBES: EXTRA HOUSING SEARCH ASSISTANCE? HELP MOVING IN AND SETTLING? WHAT ELSE?]</p>	
<p>1.C.10. What are the advantages and disadvantages of the PHA providing these services and not the partner agency?</p>	
<p>1.C.11. Is the housing linked to services—that is, are particular services an essential part of the program?</p>	
<p>1.C.12. Is participation in services required?</p>	
<p>1.C.13. What is the partner's role? [PROBES: DEVELOP OR MANAGE HOUSING UNITS? SELECT HOUSEHOLDS FOR THE PROGRAM? DETERMINE ELIGIBILITY FOR THE PROGRAM? PROVIDE CASE MANAGEMENT? PROVIDE HELP FINDING HOUSING? PROVIDE SUPPORTIVE SERVICES?]</p>	

1.C.14. What services does the partner organization provide? [PROBES: CASE MANAGEMENT? HELP FINDING HOUSING? HELP MOVING IN AND SETTLING? HELP WITH LANDLORD ISSUES? EMPLOYMENT SERVICES? CHILD-FOCUSED SERVICES? MENTAL HEALTH SERVICES? SUBSTANCE ABUSE SERVICES? PRIMARY HEALTH CARE? WHAT ELSE?]	
1.C.15. Have other public agencies such as Mental Health or Corrections made an explicit commitment to the program, and do they collaborate to provide services or housing placement?	This question will provide information on whether local Mental Health or Corrections agencies support the partnership between the PHA and local organization(s) to serve homeless families.
1.C.16. How do these partners help remove barriers that might otherwise hamper use of Housing Choice Vouchers or Public Housing by homeless people? [PROBES: DO THE PARTNERS MAKE IT POSSIBLE TO MODIFY THE USUAL TENANT SCREENING? DO THEY HELP PERSUADE LANDLORDS TO RENT TO HOUSEHOLDS TRYING TO USE VOUCHERS? DO THEY HELP PEOPLE WHO EXPERIENCE HOMELESSNESS GET ON AND STAY ON WAITING LISTS? DO THEY HELP FIND HOUSING THAT MEETS HQS? DO THEY HELP WITH MANAGEMENT OR TENANCY ISSUES THAT MAY ARISE?]	This question will allow HUD to learn how partner organizations help remove barriers that currently hinder PHAs from serving homeless households.
1.C.17. [FOR PHAS THAT HAVE MTW AUTHORITY]: Is there any way in which the authority granted to you under your MTW Agreement made it easier for you to implement any of these programs or partnerships? [TRY TO GET THE RESPONDENT TO BE AS SPECIFIC AS POSSIBLE.]	This question provides information to HUD about what aspects of the MTW program make it easier for PHAs to assist homeless households.
<b>1.D. [FOR PHAS THAT HAVE MTW AUTHORITY AND ANSWER NO TO WEB CENSUS G.1.1]:</b>	
1.D.1. On the Web Census, your PHA indicated that you do not implement any programs specifically aimed at homeless households. Why not?	These questions provide HUD with information on the reasons why the PHA does not use their MTW program to serve homeless households. The response confirms that module 1.D is the correct module for this PHA.
1.D.2. Has anyone suggested that you use MTW authority for programs that serve homeless households? If so, why did you decide not to do it?	
<b>SECTION 2: PHA'S PREFERENCE SYSTEMS</b>	
<b>2.A. Questions for PHAs with Homeless Preferences in their HCV, project-based HCV, or Public Housing programs [FOR PHAS RESPONDING YES TO ANY OF THE FOLLOWING QUESTIONS ON THE WEB SURVEY: A.2.2, A.2.3, A.3.4, B.3.3, OR B.3.4]</b>	
2.A.1. From the answers your PHA gave on the Web Census, my understanding is that...[SUMMARIZE INFORMATION FROM WEB CENSUS FROM A PREFILLED TABLE BASED ON WEB CENSUS QUESTIONS A.2.2, A.2.2.a.,A.2.2.b, A.2.3, A. 2. 4, A. 2.5, A.2.6, A. 2. 7, A. 3.3, A.3.4, A.3.5, B.3.1, B.3.2, B.3.3, B.3.4, B.3.5, B.3.6,	This question confirms the PHA's responses from the web regarding the limited preferences established by the PHA for homeless households.

B.3.7, and B.3.8.]	
2.A.2. [FOR PHAS WITH MULTIPLE SUBPOPULATION PREFERENCES NOTED ABOVE] Do you have a means by which you rank the different subpopulations with admission preferences?	This question will allow HUD to learn which homeless subpopulations the selected sample PHAs are prioritizing for receiving assistance.
2.A.3. [FOR PHAs WITH LIMITED PREFERENCES: RESPONSE TO WEB A.2.2 IS YES; A.3.4 IDENTIFIES A HOMELESS PREFERENCE, OR B.3.3 IS YES].	This question confirms the response to the census about limited preferences.
2.A.4. [FOR PHAS WITH LIMITED PREFERENCES FOR VOUCHERS] Please explain how the preference that establishes a specific number of vouchers for a particular population works. How do you manage your waiting list or the process for taking in new households to implement the limited preference? What is the process for identifying households that might qualify for that preference? [PROBES: HOW DO PEOPLE NOT ALREADY ON THE WAITING LIST GET ON? WHAT HAPPENS WHEN THE WAITING LIST IS CLOSED? CAN PEOPLE APPLY TO BE ON WAITING LISTS FOR SPECIFIC PROGRAMS? WHO DETERMINES ELIGIBILITY FOR THE PROGRAM?]	The responses to these question will allow HUD to understand the mechanics of implementing limited preferences for homeless households, as well as differences between programs designed for various homeless subpopulations
2.A.5. [FOR PHAS WITH LIMITED PREFERENCES FOR PROJECT-BASED VOUCHERS OR PUBLIC HOUSING] Please explain how the preference that establishes a specific number of project-based voucher units/public housing units works. How do you manage your waiting list or the process for taking in new households to implement the limited preference? What is the process for identifying households that might qualify for that preference?	These questions will allow HUD to understand how limited and unlimited preferences for homeless households function, including the mechanics of their waiting lists and any modifications or adaptations the PHA has made to the program(s).  This information will add to HUD’s understanding of how barriers to serving families can be overcome. Also, it will inform HUD as to potential models for utilizing limited and unlimited preferences to serve homeless households in other PHAs through project-based vouchers or public housing.
2.A.6. [FOR PHAS WITH LIMITED PREFERENCES FOR PROJECT-BASED VOUCHERS OR PUBLIC HOUSING] Are the unit or program slots reserved in specific properties? If so, why did you choose those properties? Who determines eligibility for the property?	
2.A.7. [FOR PHAS WITH UNLIMITED PREFERENCES: RESPONSE TO WEB A.2.3 OR B.3.4 IS YES] Please tell me about what features of your waiting list and preference system might bring homeless people to the top of the waiting list sooner than if they were not homeless. What changes did you see after you started using a preference for homeless people? [PROBE FURTHER ABOUT HOW A HOUSEHOLD THAT MEETS MORE THAN ONE PREFERENCE CATEGORY WOULD BE TREATED AND WHERE A HOMELESS HOUSEHOLD WOULD RANK COMPARED WITH HOUSEHOLDS QUALIFYING FOR OTHER PREFERENCES.]	

<p>2.A.8. I see that ....[BASED ON TABLE AT START OF THIS SECTION AND ON THE ANSWER TO B.1.3.a, SUMMARIZE ANY DIFFERENCES BETWEEN PREFERENCES FOR HCVs AND PUBLIC HOUSING]. Please explain why your preferences for homeless people differ between vouchers and public housing. Do you believe that one program is a more effective tool than the other for providing housing for people experiencing homelessness? If so, which do you see as more effective and why?</p>	<p>Answers to this question will assist HUD in understanding the different approaches a PHA may take for targeting one type of program assistance to homeless households. They will also provide information to HUD about the characteristics of different programs that offer the ability to engage and serve homeless households.</p>
<p>2.A.9. I see that ...[BASED ON TABLE AT THE START OF THIS SECTION, SUMMARIZE ANY DIFFERENCES BETWEEN PREFERENCES FOR HCVs AND PROJECT-BASED HCVs]. Please explain why your preferences for homeless people differ between tenant-based and project-based HCVs. Do you believe that one program is a more effective tool than the other for providing housing for people experiencing homelessness? If so, which do you see as more effective, and why?</p>	<p>The responses to this question will help HUD to understand why PHAs are targeting homeless households using PBV versus tenant-based vouchers . This information will provide HUD with insight about potential barriers that exist for each program when trying to serve homeless households, as well as information on characteristics that make PBV or tenant-based vouchers more effective.</p>
<p>2.A.10. Can you provide an estimate of the number of homeless households (or an estimate of the percent of all the households in your HCV, project-based HCV, or Public Housing program) that are admitted each year because of your preference for homeless people?</p>	<p>This question will help quantify for HUD the number of homeless households served by the sample of PHAs annually.</p>
<p>2.A.11. Do you anticipate making any changes to the PHA’s preference system that might affect homeless people? If yes, explain.</p>	<p>Answers to this question will assist HUD to obtain insights about the PHA’s possible changes to its preference system. HUD can consider these changes as possible incentives or models for all PHAs to implement to better serve homeless households</p>
<p>2.A.12. [FOR PHAS THAT HAVE MTW AUTHORITY] Is there anything about your preferences for homeless households that you would not have been able to implement without MTW authority? [TRY TO GET THE RESPONDENT TO BE AS SPECIFIC AS POSSIBLE.]</p>	<p>For the respondents who have MTW authority, this question will allow HUD to understand what regulatory barrier, relieved with MTW, was key to implementing this preference. Again, this information can be used by HUD to understand what barriers exist in the PBV and tenant-based voucher programs to serving homeless families.</p>
<p><b>2.B. Definitions of Homelessness [FOR PHAS WITH PREFERENCES—THOSE THAT WERE ASKED 2.A QUESTIONS]</b></p>	
<p>2.B.1. In your Web Census, you indicated that [NAME OF PHA] uses the following definition of homelessness in implementing the preference for homeless households or for a particular type of homeless household. [SUMMARIZE AND CONFIRM PRE-FILLED WEB CENSUS RESPONSES D.1., D.2., D.3a and D.4]</p>	<p>This question confirms the information obtained in the census about the definition of homelessness used by the PHA. The response also confirms that Module 2.B is the correct module to use for this agency.</p>
<p>2.B.2. Can you offer any insight on why the PHA uses that particular definition?</p>	<p>This question will allow HUD to understand how and why the PHA began using this definition of homelessness</p>
<p>2.B.3. In your Web Census, you indicated that [NAME OF</p>	<p>This question confirms the information obtained in the</p>

<p>PHA] uses the following information to determine whether a newly admitted household is homeless. [SUMMARIZE AND CONFIRM PRE-FILLED WEB CENSUS RESPONSE D.3.]</p>	<p>census.</p>
<p>2.B.4. In your view, does that definition or required documentation limit or prevent you from serving some types of homeless people? If yes, please elaborate.</p>	<p>This question will allow the PHA to provide additional information about how effectively the agency serves homeless people. The responses will allow HUD to understand what definition of homelessness most easily facilitates PHAs’ serving of homeless households.</p>
<p><b>2.C. Costs of Preferences for Homeless People [FOR PHAS WITH PREFERENCES—THOSE THAT WERE ASKED B.1 QUESTIONS]</b></p>	
<p>2.C.1. To what extent do/does your homeless preference(s) affect your ability to serve other households—that is, households than are not homeless but may meet other PHA preferences or have other needs?</p>	<p>This will provide HUD with an understanding of how prioritizing serving homeless households impacts the PHA’s ability to serve other subpopulations .</p>
<p>2.C.2. Have your homeless preference(s) created additional costs or burdens to the PHA? If so, please describe. [PROMPTS: DOES IT REQUIRE MORE EFFORT TO FIND HOMELESS PEOPLE WHEN THEY COME TO THE TOP OF THE WAITING LIST? HAVE YOU DONE ADDITIONAL OUTREACH TO ENCOURAGE PEOPLE EXPERIENCING HOMELESSNESS TO APPLY FOR YOUR PROGRAMS? DO A LARGER SHARE OF APPLICANTS FAIL SCREENING FOR ELIGIBILITY? IS MORE STAFF SUPPORT NEEDED DURING THE APPLICATION OR VOUCHER LEASE-UP PERIOD? DOES IT REQUIRE A LONGER LEASE-UP PERIOD? ARE THE VOUCHER HOUSING ASSISTANCE PAYMENTS LARGER OR ARE THE PUBLIC HOUSING RENTS LOWER? ARE THERE MORE MANAGEMENT PROBLEMS IN PUBLIC HOUSING?]</p>	<p>These questions provide information on the additional costs or burdens that a PHA incurs when it prioritizes serving homeless households through preferences. This information will assist HUD in understanding the overall cost of serving homeless households. Also, it can help HUD understand what type of incentives might encourage PHAs to better serve homeless households.</p>
<p>2.C.3. [IF RESPONDENT HAS IDENTIFIED COST IMPACTS]: Are there ways that you have mitigated these impacts? Please elaborate.</p>	
<p>2.C.4. [IF RESPONDENT HAS IDENTIFIED COST IMPACTS]: Is there anything HUD could do to help your agency reduce the costs associated with maintaining a homeless preference? [PROMPTS: HUD CHANGING REGULATIONS, ADDITIONAL GUIDANCE FROM HUD, ADDITIONAL FUNDING FOR ADMIN OR RISK-RELATED COSTS]</p>	
<p>2.C.5. Are there positive impacts for your agency that you attribute to having a preference for homeless people?</p>	<p>Answers to this question will allow HUD to understand the advantages PHAs perceive to serving homeless households. This information will assist HUD in understanding what may encourage PHAs to serve homeless households and what potential incentives might be used to increase PHA assistance to this population.</p>
<p>2.C.6. [FOR PHAS THAT HAVE MTW AUTHORITY]: Is</p>	<p>Answers to this question will enable HUD to understand</p>



<p>there anything about your MTW authority that has made it possible for you to cover or absorb the costs of serving homeless people? Is there anything that has made it possible for you to reduce the costs of serving homeless people?</p>	<p>how the MTW authority may allow for absorption of costs that would not have been possible otherwise. Similar to the questions above, this question can assist HUD in understanding what mechanisms may encourage PHAs to prioritize assisting homeless households.</p>
<p><b>2.D. Questions for PHAs without Homeless Preferences [FOR PHAS RESPONDING NO TO WEB CENSUS A.2.2, A.2.3, A.3.4, B.3.3, AND B.3.4]</b></p>	
<p>2.D.1. Have you ever considered establishing a preference for homeless households? Has anyone outside the PHA’s staff—such as the PHA’s Board, the mayor, the city council, local public agencies, or advocacy organizations—ever asked you to consider establishing a preference for homeless people?</p>	<p>These questions aim to reveal the PHA’s decision-making toward serving homeless households and any actions that have been attempted in the past to include a homeless preference. This information also helps HUD to understand barriers that may discourage or prevent a PHA from establishing a homeless preference, and – in the absence of a preference – what other strategies for serving homeless households are being utilized.</p>
<p>2.D.2. If yes, what were the factors that led to your decision not to establish a preference for homeless households? What was the primary factor? What were other important factors? [PROBE: WHEN WAS THE ESTABLISHMENT OF A PREFERENCE CONSIDERED?]</p>	
<p>2.D.3. Has anyone outside the PHA—such as the PHA’s Board or elected officials or advocacy organizations—ever opposed a preference for homeless people that was proposed by the PHA?</p>	<p>This information will provide context to HUD about what types of organizations may object to PHAs prioritizing serving homeless households, as why.</p>
<p>2.D.4. What concerns do or would you have about establishing a homeless preference? [PROMPTS: SUBSIDY COSTS, ADMINISTRATIVE COSTS, PUBLIC HOUSING MANAGEMENT PROBLEMS, OTHER HOUSEHOLDS WITH PRIORITY NEEDS, HOMELESS HOUSEHOLDS WOULD NOT PASS ELIGIBILITY SCREENS, RELAXING ELIGIBILITY SCREENS WOULD NOT BE DESIRABLE, SERVICES TO SUPPORT HOUSEHOLDS WITH COMPLEX NEEDS ARE NOT AVAILABLE IN THE COMMUNITY.]</p>	<p>The responses to these questions will assist HUD in understanding the barriers perceived by the PHA in having a homeless preference. They may also inform HUD as to possible incentives that could be offered to PHAs to encourage them to serve a greater number of homeless households through a preference.</p>
<p>2.D.5. [FOR PHAS RESPONDING YES TO WEB CENSUS A.2.1 OR B.3.1] From the answers your PHA gave on the Web Census, you do have preferences in your [Housing Choice Voucher Program/Public Housing program] for some types of households, although not for homeless households. According to those answers, you have preferences for households that: [PREFILL BASED ON WEB CENSUS A.2.5 AND B.3.6] Is this accurate?</p>	<p>This question confirms web census responses.</p>
<p>2.D.6. [ASK IF PHA HAS SEVERAL PREFERENCE GROUPS]. Which of these groups is the most important from the standpoint of the PHA’s mission?</p>	<p>This question will inform HUD as to what other subpopulations are receiving priority from the sample PHAs, as well the motivations and reasons behind the PHAs’ choices in the admissions preferences. This</p>

2.D.7. What are the reasons it is important for [NAME OF PHA] to serve those households?	information will help HUD in understanding what incentives may be in place for serving other subpopulations.
2.D.8. If you had a preference for homeless households, would that affect your ability to serve the types of households for whom you now have preferences? How would it do that?	The responses to these questions will allow HUD to understand, from the PHA's perspective, how the agency perceives the tradeoff between serving homeless households, and serving other types of households.
2.D.9. Although you don't have a preference for homeless households, presumably you served some households that were homeless at the time they were admitted to the Housing Choice Voucher or Public Housing program. Can you provide an estimate of the number of households each year (or an estimated percent of all the households in your HCV or Public Housing program) that were homeless at the time they were admitted? [IF ESTIMATE(S) PROVIDED, ASK B.4.4a AND b. OTHERWISE SKIP TO B.4.5.]	This question will quantify for HUD the number of homeless households served by the sample of PHAs.
2.D.10. In your Web Census, your PHA indicated that you use the following definition of homelessness in responding to the question on HUD FORM 50058 about whether a household was homeless at the time of admission. [SUMMARIZE AND CONFIRM PRE- FILLED WEB CENSUS RESPONSES D.1, D.2, D.3.a and D.4.]	These questions confirm the responses to the web census.
2.D.11. In your Web Census, your PHA indicated that you use the following information to determine whether a newly admitted household is homeless. [SUMMARIZE AND CONFIRM PRE-FILLED WEB CENSUS RESPONSE D.3.] Is that the information on which your estimate of the number of homeless households you serve is based?	
2.D.12. In your view, is there anything HUD could do to create more incentives for PHAs to use the Housing Choice Voucher or Public Housing program to address homelessness? Please explain.	This question elicits input from the PHA enabling HUD to understand the PHA perspective on incentives that could be instituted.
<b>SECTION 3: BARRIERS TO USING THE HCV AND PUBLIC HOUSING PROGRAMS [ASK THESE QUESTIONS OF ALL PHAS]</b>	
3.A.1. In your response to the Web Census, your PHA (identified some/did not identify any) [BASED ON RESPONSE TO WEB CENSUS F.1.1] barriers that homeless people may encounter in using Housing Choice Vouchers or being admitted to public housing.	These questions confirm information provided by the PHA in the census on the barriers that homeless people may face in accessing public and assisted housing. The responses to these questions will inform HUD's understanding of how these barriers to serving homeless households might be overcome.
3.A.2. [FOR THOSE IDENTIFYING BARRIERS: RESPONSE TO WEB CENSUS F.1.1 INDICATES BARRIERS] You indicated that...	
3.A.3. [FOR THOSE NOT IDENTIFYING BARRIERS:	The response to this question will provide information

<p>RESPONSE TO WEB CENSUS F.1.1 IS NONE] Please describe why, in your view, homeless households are able to use Housing Choice Vouchers or public housing without significant barriers.</p>	<p>about what mechanisms or strategies facilitate homeless households using public housing. The response to this question will help HUD understand some potential ways for barriers to serving homeless households could be addressed or removed.</p>
<p>3.A.4. [FOR ALL PHAS] When assisted households have violated program rules and you plan to evict them from public housing or terminate their voucher, do you take any steps to help them avoid becoming homeless? [PROBES: NOTIFY THEIR CASEWORKERS, CONNECT THEM WITH SERVICES, WORK WITH THEM DURING A PROBATIONARY PERIOD, WORK OUT A TRANSFER TO HOUSING THAT BETTER SUITS THEIR NEEDS]</p>	<p>This question provides HUD with information on what steps PHAs follow when evicting a household from public housing to prevent them from becoming homeless. This information could offer HUD suggestions on steps that PHAs can undertake to prevent families from exiting housing into homelessness.</p>
<p>3.A.5. [FOR PHAS THAT RESPONDED YES TO WEB CENSUS F.1.3.] In your PHA's Web Census, you described some policy, procedural, or programmatic changes that you have made to make it easier to serve homeless people. [SUMMARIZE BASED ON PRE-FILLED RESPONSE TO WEB CENSUS F.1.3] Tell me more about what you have done and how it has worked. [PROBES: HAS IT GONE THE WAY YOU EXPECTED, HAVE YOU HOUSED MORE PEOPLE THAN ANTICIPATED, HAS IT ENABLED YOU TO DO WHAT YOU WANTED RELATED TO HELPING HOMELESS PEOPLE IN YOUR COMMUNITY]</p>	<p>This question provides information for Research Question 2, specifically, what steps the PHA may have taken to facilitate serving homeless households. The responses to this question can help HUD understand what measures can be taken to encourage PHAs to serve homeless households, including possible incentives.</p>
<p>3.A.6. [FOR PHAS RESPONDING TO SECTION 1.C OF THIS SURVEY.] Have any of the partnership arrangements that we talked about earlier helped you overcome barriers to serving homeless people? If so, how did that work?</p>	<p>This question will help HUD in understanding what elements of partnerships assist the PHA in overcoming barriers to serving homeless households. This information could also inform the development of incentives for PHAs to serve homeless subpopulations.</p>
<p>3.A.7. [FOR PHAS THAT HAVE MTW AUTHORITY] Has your MTW authority given you the ability to overcome any of the barriers homeless people may face in using the Housing Choice Voucher or Public Housing program? [TRY TO GET THE RESPONDENT TO BE AS SPECIFIC AS POSSIBLE.]</p>	<p>This question will allow HUD to understand what aspect(s) of the MTW program assist PHAs in serving homeless households.</p>
<p><b>SECTION 4: OTHER PROGRAMS ADMINISTERED BY THE PHA</b></p>	
<p><b>4.A. Special-purpose vouchers</b></p>	
<p>4.A.1. Based on HUD's administrative records, [NAME OF PHA] has some special-purpose vouchers. Please confirm that you have [PRE-FILLED BASED ON HUD INFORMATION]:</p> <p style="padding-left: 40px;">HUD-VASH: [YES/NO]  Non-Elderly Disabled (NED): [YES/NO]  5-year Mainstream: [YES/NO]</p>	<p>These questions confirm information collected from PHAs on the web census and provide background about the PHA's special-purpose vouchers. They also will provide information on whether the PHA's experience with special-purpose voucher programs has facilitated or impeded assisting homeless households. This will help HUD understand what characteristics of these voucher programs encourage PHAs to serve homeless</p>

Family Unification Program (FUP): [YES/NO]	households.
4.A.2. [ASK FOR EACH PROGRAM] Has your experience with serving people with special needs under [NAME PROGRAM] influenced your policies for serving homeless people?	
4.A.3. Has your experience with people with special needs under [NAME OF PROGRAM] affected your capacity to serve homeless people? Please explain. [PROBES: HAVE THEY LED TO CHANGES IN POLICIES OR PROCEDURES? HAVE THEY BUILT STAFF SKILLS OR CAPACITY?]	
<b>4.B Other programs serving homeless people</b>	
4.B.1. Based on your responses to the Web Census, [NAME OF PHA] serves homeless people through one or more programs other than Housing Choice Vouchers or Public Housing. [ASK FOR EACH PROGRAM IN TURN] You have [NAME OF PROGRAM] and that program serves about [XX] homeless people. [IF NO OTHER PROGRAMS IDENTIFIED AS SERVING HOMELESS PEOPLE, SKIP TO 4.B.5.]	This series of questions addresses Research Question 1 – how extensive are the PHA’s efforts to serve homeless families, and specifically, does the PHA operate other housing programs to serve homeless households. The information will help HUD to understand about possible incentives that could be offered to PHAs to encourage them to further engage and homeless households, as well as the barriers that prevent some PHAs from better serving homeless households.
4.B.2. Is there anything I haven’t mentioned that you do differently?	
4.D.3. Is it easier to use [NAME OF PROGRAM] to serve homeless people than it is to use regular Housing Choice Vouchers or public housing? Why or why not?	
4.B.4. Are you working with community partners to serve homeless people in [NAME OF PROGRAM]? Please identify the partners and describe how that works.	
4.B.5. Have the partnerships you have built for these programs also improved your ability to serve homeless households with your Housing Choice Voucher or Public Housing program?	
<b>SECTION 5: CLOSING</b>	
5.A. Is there anything else you would like to tell me about concerning [NAME OF PHA]’s engagement with homeless people?	This question provides PHA respondents the opportunity to offer further information to HUD on the topic as a whole.