

## Appendix A. Follow-up Survey of PHA Engagement with Homeless Households

**Thank you for agreeing to participate in this follow-up survey to the recent Web Census of PHA Engagement with Homeless Households.** I believe you have reviewed my email and have a sense of the topics that we will cover today. Depending on how your agency is organized, I would be happy to talk with different people about the different programs you operate. As we go through the interview questions, feel free to let me know if another person is more appropriate for answering some sections or questions. This survey was approved by the Office of Management and Budget. The OMB control number is 2528-0284 and expires on 5/13/2015. We estimate that the survey will take approximately one hour to complete.

The first part of the interview will explore the [NAME OF PHA]'s involvement in addressing homelessness in [NAME OF COMMUNITY], including your participation in community-wide planning and policy-making and any partnerships you have with particular organizations that work with people experiencing homelessness.

Next, I will ask some follow-up questions to your responses to the Web Census on your preference systems for admission to the Housing Choice Voucher and Public Housing programs.

Then, we'll talk about barriers that homeless people may encounter in using the HCV and Public Housing programs.

Finally, I may ask you some questions about other programs that [NAME OF PHA] administers.

As I mentioned before, there may be other staff within [NAME OF PHA] who are better suited to answer questions on some categories. I would be happy to speak with them.

Do you have any questions before we begin?

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**Agency and Respondent Information: [PRE-FILLED FROM WEB CENSUS. NOTE WHO PARTICIPATED IN THIS TELEPHONE INTERVIEW, ADDING NAMES AND CONTACT INFORMATION AS NEEDED]**

**PHA name:**

**PHA ID Number:**

**MTW Designation:**

**Primary contact name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

**Other Contacts from Web Census:**

**Responder #2 name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

**Responder #3 name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

[FILL-IN FROM CENSUS: PHA DOES/DOES NOT HAVE MTW AUTHORITY.]

IF AGENCY IS AN MTW PHA, PRE-FILL RESPONSES TO WEB CENSUS G.1.1, G.1.1.a, G.1.2, G.1.3, AND G.1.4 SO INTERVIEWER KNOWS THIS INFORMATION UP-FRONT AND CAN PROBE FURTHER DURING THIS CENSUS.]

G.1.1.	MTW Site (Y/N)	
G.1.1.a	Description of program:	
G.1.2.	How did the authority granted to you under MTW enable you to implement this type of program?	
G.1.3.	Could the PHA have done without being an MTW site?	
G.1.4.	If no, what regulations would need to be changed to allow for non-MTW sites to implement these programs?	

**SECTION 1: PHA Role in CoC and with Specific Partner Programs**

**1.A. PHAs that Participate in the CoC**

[FOR PHAs RESPONDING YES TO WEB CENSUS E.1.6]

E.1.6.	
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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?

E.1.7.	
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1.A.2. Has the CoC (or another planning body) identified a particular group of people experiencing homelessness on which to focus the community's efforts to reduce homelessness? By a particular type, 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.

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 individuals or families experiencing homeless? (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?

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.

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?

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?

1.A.7. Overall, what would you say is [NAME OF PHA]'s most important role in addressing homelessness?

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.

**1.B. PHAs that do not Participate in the CoC**

[FOR PHAs RESPONDING NO TO WEB CENSUS E.1.6]

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 1.A AND ASK THOSE QUESTIONS WITH APPROPRIATE RE-PHRASING. IF NO, CONTINUE WITH 1.B.2.]

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?

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?

1.B.5. [IF YES TO 1.B.4.] What is that role?

1.B.6. [IF NO TO 1.B.4.] Why not?

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, PHA NOT RESOURCED TO SERVE THIS POPULATION (EG, IT'S A MORE TIME/RESOURCE INTENSIVE POPULATION, PHA DOESN'T HAVE SERVICE DOLLARS, MORE ELI HOUSEHOLDS MEANS FEWER TOTAL HOUSEHOLDS SERVED)]

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 CITY/BOARD/PHA LEADERSHIP, IMPROVEMENTS IN OTHER PRESSING NEED AREAS, ADDITIONAL RESOURCES/FINANCIAL INCENTIVES]

**1.C. PHA Experience with Community Partners Providing Services to Homeless People**

[FOR PHAs RESPONDING YES TO E.1.1 OR E.1.3. ALSO ASK IF ANSWERS TO SECTION 1.A. OR 1.B. SUGGEST THAT THE PHA HAS SPECIFIC PARTNERSHIPS, REGARDLESS OF REPOSSES TO THE WEB CENSUS.]

1.C.1. In the Web Census, your PHA indicated that it has formal or informal relationships (formal meaning there is a Memorandum of Agreement/Understanding between agencies, and informal meaning there is no formal arrangement, just a partnership) with community organizations that provide services to homeless people to...[SUMMARIZE RESPONSE TO E.1.5 TAKING INTO ACCOUNT [PRE-FILL FROM WEB CENSUS E.1.2, E.1.4, AND E.1.5.]

E.1.2.	# of community organizations providing services to homeless people through <b>formal relationships</b> with the PHA	
E.1.4.	# of community organizations providing services to homeless people through <b>informal relationships</b> with the PHA	
E.1.5.	For organizations with either formal or informal relationships with the PHA, what types of activities or functions do they collaborate on?	

Please give me the name of each of the partnership programs or partner organizations and whether your relationship is formal or informal.

<b>Name of Partnership program or organization</b>	<b>Informal/Formal?</b>
<i>e.g. Partner A</i>	<i>e.g. Informal</i>

[ASK 1.C.2 THROUGH 1.C.15 ABOUT EACH PARTNER AND PARTNERSHIP AND COMPLETE THE TABLE AFTER 1.C.15 FOR EACH PARTNERSHIP]

1.C.2. Does the partner organization serve a specific subpopulation of homeless people or people with a particular type of need?

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? PROVIDE SERVICES SUCH AS HQS INSPECTIONS AND RENT REASONABLENESS DETERMINATIONS?]

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?

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 some locations? If the assistance is vouchers, are applicants provided housing search assistance (by whom?). Are homeless families encouraged to find housing in certain locations—for example, because of access to services they use or to transportation? Does the PHA track the amount of time it takes for homeless people (or, more narrowly, people who have gotten a set-aside of vouchers because they are homeless) to use the voucher and compares it to the time for other households. Does the PHA track the success rates of these voucher holders in leasing a unit, as compared to other voucher holders?

1.C.6. 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?

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. How well does this program model seem to work? How do you know this? (Program monitoring, or other methods to assess effectiveness?)

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?

1.C.9. Does the PHA's own staff provide housing-related services 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? ONGOING CASE MANAGEMENT? WHAT ELSE?]

1.C.10. What are the advantages and disadvantages of the PHA providing these services and not the partner agency?

1.C.11. Is the housing linked to services—that is, are particular services an essential part of the program?

1.C.12. Is participation in services required?

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? LANDLORD MEDIATION?]

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?

Instructions on filling this set of tables are found before question 1.C.2	
Partner A:	Describe:
1.C.2 – Subpopulation served?	
1.C.3 – PHA Role in partnership?	
1.C.4 – Have a specific number of units been committed to partnership? If so, how does it work?	
1.C.5 – Are “reserved” units first come, first serve, or are they designated in certain type of properties?	
1.C.6 – When is housing assistance provided?	
1.C.7 Does partnership provide transition in place projects with project based units?	
1.C.8 Any special arrangements with LIHTC projects to link vouchers to PSH or other units?	
1.C.9 – Does PHA staff provide additional housing services?	
1.C.10 Pros and cons of PHA provision?	
1.C.11 – Is the housing linked to services?	
1.C.12 – Is participation in the services required?	
1.C.13 – Service organization role in partnership?	
1.C.14 – What services does the partner organization provide?	
1.C.15 Have other public agencies committed to the program?	

Partner B:	Describe:
1.C.2 – Subpopulation served?	
1.C.3 – PHA Role in partnership?	
1.C.4. – Have a specific number of units been committed to partnership? If so, how does it work?	
1.C.5 – Are “reserved” units first come, first serve, or are they designated in certain type of properties?	
1.C.6 – When is housing assistance provided?	
1.C.7 Does partnership provide transition in place projects with project based units?	
1.C.8 Any special arrangements with LIHTC projects to link vouchers to PSH or other units?	
1.C.9 – Does PHA staff provide additional housing services?	
1.C.10 Pros and cons of PHA provision?	
1.C.11 – Is the housing linked to services?	
1.C.12 – Is participation in the services required?	
1.C.13 – Service organization role in partnership?	
1.C.14 – What services does the partner organization provide?	
1.C.15 Have other public agencies committed to the program?	

Partner C:	Describe:
1.C.2 – Subpopulation served?	Describe:
1.C.3 – PHA Role in partnership?	
1.C. 4 – Have a specific number of units been committed to partnership? If so, how does it work?	
1.C.5 – Are “reserved” units first come, first serve, or are they designated in certain type of properties?	
1.C.6 – When is housing assistance provided?	
1.C.7 Does partnership provide transition in place projects with project based units?	
1.C.8 Any special arrangements with LIHTC projects to link vouchers to PSH or other units?	
1.C.9 – Does PHA staff provide additional housing services?	
1.C.10 Pros and cons of PHA provision?	
1.C.11 – Is the housing linked to services?	
1.C.12 – Is participation in the services required?	
1.C.13 – Service organization role in partnership?	
1.C.14 – What services does the partner organization provide?	
1.C.15 Have other public agencies committed to the program?	

1.C.16. Do these partners help remove barriers that might otherwise hamper use of Housing Choice Vouchers or Public Housing by homeless people? If so, how?

[PROBES: DO THE PARTNERS MAKE IT POSSIBLE TO MODIFY THE PHA'S USUAL ELIGIBILITY SCREENING, FOR EXAMPLE FOR CRIMINAL RECORDS? 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 PHAS FIND/LOCATE PEOPLE ON THEIR WAITING LIST? DO THEY HELP FIND HOUSING THAT MEETS HQS? DO THEY HELP WITH MANAGEMENT OR TENANCY ISSUES THAT MAY ARISE?]

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.]

**1.D. [FOR PHAS THAT HAVE MTW AUTHORITY AND ANSWER NO TO WEB CENSUS G.1.1]:**

1.D.1. On the Web Census, your PHA indicated that you do not implement any programs specifically aimed at homeless households. Why not?

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?

**SECTION 2: PHA’s PREFERENCE SYSTEMS**

Now, I’d like to ask you a series of questions about the preferences for admission to the Housing Choice Voucher and Public Housing programs your PHA reported on the Web Census. Let’s start by confirming your Web responses. If there is anyone else at the PHA who can respond to these questions, please let me know.

**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 CENSUS: A.2.2, A.2.3, A.3.4, B.3.3, OR B.3.4]

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, B.3.7, and B.3.8.]

	HCV	Project-based HCV	Public Housing
Limited preference?	YES/NO	YES/NO	YES/NO
Number of units	NUMBER	NUMBER	NUMBER
Sub-population	NAME	NAME	NAME
Unlimited preference?	YES/NO	YES/NO	YES/NO
Subpopulation	NAME	NAME	NAME
Specific to homeless?	YES/NO	YES/NO	YES/NO
Homeless ranked highest among preferences?	YES/NO	YES/NO	YES/NO
Homeless ranked same as other preferences?	YES/NO	YES/NO	YES/NO

Have we understood correctly the information from the Web Census on your admission preferences to the [Housing Choice Voucher, public housing, and project-based Housing Choice Voucher] program(s)? Please explain anything that is incorrect.

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?

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].

A.2.2.	
A.3.4.	
B.3.3.	

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. Why have you established this preference? 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?] Why do you manage the process that way?

2.A.5. [FOR PHAS WITH LIMITED PREFERENCES FOR PROJECT-BASED VOUCHERS OR PUBLIC HOUSING] Please explain 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? Why do you manage the process that way?

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? Have you seen a large increase in the number of households self-identifying as homeless? If so, how has this affected your workload - for example, time required for verification/documentation of eligibility for preferences? If the PHA takes referrals through the CoC's central intake system or from specific providers, have those providers seen an increase in

households applying for assistance through those systems or providers ? How have they handled it?  
[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.]

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?

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?

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?

2.A.11. Do you anticipate making any changes to the PHA's preference system that might affect homeless people? If yes, explain.

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.]

**2.B. Definitions of Homelessness**

**[FOR PHAS WITH PREFERENCES—THOSE THAT WERE ASKED 2.A QUESTIONS]**

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. and D.2]

D.1	Do you ask this question of every admitted applicant?	
D.2	When answering “no” on line 4c on the HUD Form 50058, the following occurs: (Options: You yourself check “no” to Question 4C; Software auto-populates the answer as “no” when you leave it blank; or Other.)	
D.3.a	What definition of homelessness does your PHA use to complete HUD Form 50058?	
D.4	Is there a minimum amount of time that a person has to be homeless in order to meet the PHA’s definition of homelessness?	

2.B.2. Can you offer any insight on why the PHA uses that particular definition?

2.B.3. In your Web Census, you indicated that [NAME OF PHA] uses the following information to determine whether a newly admitted household is homeless. [SUMMARIZE AND CONFIRM PRE-FILLED WEB CENSUS RESPONSE D.3.]



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.

## **2.C. Costs of Preferences for Homeless People**

### **[FOR PHAS WITH PREFERENCES—THOSE THAT WERE ASKED 2.A QUESTIONS]**

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?

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?]

2.C.3. [IF RESPONDENT HAS IDENTIFIED COST IMPACTS IN RESPONSE TO 2.C.2 ABOVE]: Are there ways that you have mitigated these impacts? Please elaborate.

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]

2.C.5. Are there positive impacts for your agency and/or community that you attribute to having a preference for homeless people?

2.C.6. [FOR PHAS THAT HAVE MTW AUTHORITY]: Is 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?

**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]**

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?

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?]

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?

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.]

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?

	Voucher preference	Public housing preference
Are current residents of the jurisdiction		
Have severe rent burden		
Live in substandard housing		

	Voucher preference	Public housing preference
Have been displaced by public action		
Have been displaced by a declared national disaster		
Are veterans		
Are elderly		
Are people with disabilities		
Are non-elderly people with disabilities		
Are people with disabilities transitioning from nursing homes or institutions		
Are victims of domestic violence		
Are families referred by public child welfare agencies for family unification		
Are youth aging out of foster care		

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?

2.D.7. What are the reasons it is important for [NAME OF PHA] to serve those households?

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?

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.]

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.1.a and D.2.]

D.1	Do you ask this question of every admitted applicant?	
D.2..	When answering “no” on line 4c on the HUD Form 50058, the following occurs: (Options: You yourself check “no” to Question 4C; Software auto-populates the answer as “no” when you leave it blank; or Other.)	
D.3.a	What definition of homelessness does your PHA use to complete HUD Form 50058?	
D.4.	Is there a minimum amount of time that a person has to be homeless in order to meet the PHA’s definition of homelessness?	

Is that the information on which your estimate of the number of homeless households you serve is based?

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.

**SECTION 3: Barriers to Using the HCV and Public Housing Programs**

**[ASK THESE QUESTIONS OF ALL PHAS]**

In this section of the survey, we will discuss barriers for homeless people in using the HCV and Public Housing Programs. If there is anyone else at the PHA who can respond to these questions, please let me know.

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.

3.A.2. [FOR THOSE IDENTIFYING BARRIERS: RESPONSE TO WEB CENSUS F.1.1 INDICATES BARRIERS] You indicated that...

[GO OVER EACH BARRIER BASED ON PRE-FILL RESPONSES TO WEB CENSUS F.1.1.]

Tell me more about why that is a barrier.

Barrier [PRE-FILLED]	Why a problem

3.A.3. [FOR THOSE NOT IDENTIFYING BARRIERS: 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.

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]

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, DO YOU HAVE ANY LESSONS LEARNED FOR OTHER PHAs THAT MIGHT BE CONSIDERING SOMETHING SIMILAR?]

F.1.3.	
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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?

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.]

**SECTION 4: Other Programs Administered by the PHA**

In this section of the survey, we will discuss other programs administered by the PHA. If there is anyone else at the PHA who can respond to these questions, please let me know.

**4.A. Special-purpose vouchers**

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]:

HUD-VASH: [YES/NO]

Non-Elderly Disabled (NED): [YES/NO]

5-year Mainstream: [YES/NO]

Family Unification Program (FUP): [YES/NO]

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?

HUD-VASH	
NED	
5-Year Mainstream	
FUP	

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?]

**4.B Other programs serving homeless people**

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.]

[THE TABLE BELOW WILL CONTAIN PRE-FILL WEB CENSUS RESPONSES, TO ALLOW THE INTERVIEWER TO CONFIRM/REQUEST ANY NEW INFORMATION.]

	Administer this type of program?	Approximate number of units or slots for homeless households
HOME Tenant-Based Rental Assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
State or locally funded rental assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
Section 202	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
Section 811	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
Low-Income Housing Tax Credit units (no rental assistance)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
HUD McKinney-Vento Supportive Housing Program	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
HUD McKinney-Vento Shelter Plus Care	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
HUD McKinney-Vento Section 8 SRO Moderate Rehabilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____
Homeless Prevention and Rapid Re-housing (HPRP) --prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of households: _____
HPRP--rapid re-housing	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of households: _____
Section 8 Moderate Rehabilitation (not McKinney-Vento)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units for homeless: _____
Rural Housing Service Section 515 housing	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units for homeless: _____
HUD multifamily private assisted housing (Section 8, 236, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units for homeless: _____
HOPWA	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units for homeless: _____
Other [specify]	<input type="checkbox"/> Yes <input type="checkbox"/> No	Number of units: _____

4.B.2 Are there any changes to the list of programs the PHA administers?



		4.B.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.
HOME Tenant-Based Rental Assistance			
State or locally funded rental assistance			
Section 202			
Section 811			
Low-Income Housing Tax Credit units (no rental assistance)			
HUD McKinney-Vento Supportive Housing Program			
HUD McKinney-Vento Shelter Plus Care			
HUD McKinney-Vento Section 8 SRO Moderate Rehabilitation			
Homeless Prevention and Rapid Re-housing (HPRP)—prevention			
HPRP—rapid re-housing			
Section 8 Moderate Rehabilitation (not McKinney-Vento)			
Rural Housing Service Section 515 housing			

HUD multifamily private assisted housing (Section 8, 236, etc.)			
HOPWA			
Other [specify]			

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?

**SECTION 5. Closing**

5.A. Is there anything else you would like to tell me about concerning [NAME OF PHA]'s engagement with homeless people?

**Thank you very much for taking the time to talk with me today.**