

# Paperwork Reduction Act Submission

Please read the instruction before completing this form. For additional forms or assistance in completing this forms, contact your agency's Paperwork Reduction Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 Seventeenth St. NW, Washington, DC 20503.

1. Agency/Subagency Originating Request: <b>U.S. Department of Housing and Urban Development</b> Office of Public and Indian Housing Real Estate Assessment Center		2. OMB Control Number: a. <b>2577-0271</b> b. None	
3. Type of information collection: (check one) a. <input type="checkbox"/> New Collection b. <input type="checkbox"/> Revision of a currently approved collection c. <input checked="" type="checkbox"/> Extension of a currently approved collection d. <input type="checkbox"/> Reinstatement, <b>without change</b> , of previously approved collection for which approval has expired e. <input type="checkbox"/> Reinstatement, <b>with change</b> , of previously approved collection for which approval has expired f. <input type="checkbox"/> Existing collection in use without an OMB control number For b-f, note item A2 of Supporting Statement instructions.		4. Type of review requested: (check one) a. <input checked="" type="checkbox"/> Regular b. <input type="checkbox"/> Emergency c. <input type="checkbox"/> Delegated  5. Small entities: Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  6. Requested expiration date: a. <input checked="" type="checkbox"/> Three years from approval date   b. <input type="checkbox"/> Other (specify)	
7. Title: <b>Training Evaluation Form</b>			
8. Agency form number(s): (if applicable) <b>HUD 50945</b>			
9. Keywords: <b>Training, Public Housing, Housing</b>			
10. Abstract: <b>The Training Evaluation Form is used by HUD to determine how training provided to public housing agencies, the public, and other stakeholders can be improved. The completion of the form at the conclusion of training is voluntary.</b>			
11. Affected public: (mark primary with "P" and all others that apply with "X") a. Individuals or households      e. Farms b. Business or other for-profit      f. Federal Government c. P Not-for-profit institutions      g. X State, Local or Tribal Government		12. Obligation to respond: (mark primary with "P" and all others that apply with "X") a. P Voluntary b. Required to obtain or retain benefits c. Mandatory	
13. Annual reporting and recordkeeping hour burden: a. Number of respondents      64,180 b. Total annual responses      64,180 Percentage of these responses collected electronically      95% c. Total annual hours requested      2,120 d. Current OMB inventory      966 e. Difference (+,-)      1,154 f. Explanation of difference: 1. Program change:      x 2. Adjustment:		14. Annual reporting and recordkeeping cost burden: (in thousands of dollars) Do not include costs based on the hours in item 13. a. Total annualized capital/startup costs      0 b. Total annual costs (O&M)      0 c. Total annualized cost requested      0 d. Current OMB inventory      0 e. Difference      0 f. Explanation of difference: 1. Program change: 2. Adjustment:	
15. Purpose of Information collection: (mark primary with "P" and all others that apply with "X") a. Application for benefits      e. Program planning or management b. P Program evaluation      f. Research c. General purpose statistics      g. Regulatory or compliance d. Audit		16. Frequency of recordkeeping or reporting: (check all that apply) a. <input type="checkbox"/> Recordkeeping      b. <input type="checkbox"/> Third party disclosure c. <input checked="" type="checkbox"/> Reporting: 1. <input type="checkbox"/> On occasion      2. <input type="checkbox"/> Weekly      3. <input type="checkbox"/> Monthly 4. <input type="checkbox"/> Quarterly      5. <input type="checkbox"/> Semi-annually      6. <input type="checkbox"/> Annually 7. <input type="checkbox"/> Biennially      8. <input checked="" type="checkbox"/> Other (describe) <b>When training is completed.</b>	
17. Statistical methods: Does this information collection employ statistical methods? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		18. Agency contact: (person who can best answer questions regarding the content of this submission) Name: Claudia J. Yarus Phone: 202-475-8830	

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## 19. Certification for Paperwork Reduction Act Submissions

On behalf of the U.S. Department of Housing and Urban Development, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

**Note:** The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320/8(b)(3), appear at the end of the instructions. The certification is to be made with reference to those regulatory provisions as set forth in the instructions.

The following is a summary of the topics, regarding the proposed collections of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention periods for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
  - (i) Why the information is being collected;
  - (ii) Use of the information;
  - (iii) Burden estimate;
  - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
  - (v) Nature and extent of confidentiality; and
  - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to collected (see note in item 19 of the instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in item 18 of the Supporting Statement.

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Signature of Program Official:

Date:

X  
Donald J. La Voy, Deputy Assistant Secretary  
Real Estate Assessment Center

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Signature of Senior Officer or Designee:

Date:

X  
Colette Pollard, Departmental Reports Management Officer  
Office of the Chief Information Officer

# Supporting Statement for Paperwork Reduction Act Submissions

## A. Justification

1. Executive Order 13571, “Streamlining Service Delivery and Improving Customer Service” (**Exhibit A**), issued April 27, 2011, provides: “The public deserves competent, efficient, and responsive service from the Federal Government. Executive departments and agencies (agencies) must continuously evaluate their performance in meeting this standard and work to improve it. Executive Order 12862 (Setting Customer Service Standards) (**Exhibit B**), issued on September 11, 1993, requires agencies that provide significant services directly to the public to identify and survey their customers, establish service standards and track performance against those standards, and benchmark customer service performance against the best in business. The Office of Public and Indian Housing (PIH) will use this form as a standardized way of evaluating learners’ reactions to training or technical assistance programs. The information collected will allow PIH to measure, evaluate, and compare the performance of its training programs over time. The design of this form follows industry-accepted best practices, allowing additional comparisons to other training programs in business and government.
2. The Training Evaluation Form (**Exhibit C which includes the PRA Disclosure Statement**) is a standardized form that will be used by PIH to determine how online or traditional classroom training and technical assistance programs can be improved to meet learners’ needs. By using a standardized training assessment instrument that is completed at the end of a course, comparisons can be made across initiatives allowing PIH to improve the quality of all its training programs. Although the same form will be used for all types of training evaluation, for computer-based training, certain questions such as those in Section III of the form may not be displayed.

Below are some examples of how this training evaluation is currently being used and will be used.

- Core Curriculum training. Core Curriculum training in Financial Management and Governance was provided at 22 locations across the county in FY 2012 and is being conducted again in FY2013.
  - Uniform Physical Condition Standards (UPCS) inspection training. Prospective HUD contract property inspectors must successfully complete HUD UPCS training in order to inspect HUD insured and assisted properties. The training consists of a computer-based component followed by an instructor-led training session.
  - Previously, public housing agency (PHA) employees and multifamily property owners and agents (POAs) took an instructor led UPCS training course to become familiar with the UPCS inspection process and requirements, facilitating and enhancing maintenance of properties and preparation for upcoming contract inspections. This training is now computer-based.
  - PIH will use the training form for all training offered to PIH program participants and stakeholders. For example, training and information on major regulatory changes as was done for asset management in 2010 and 2011. These sessions may be in the form of technical assistance seminars, conferences, or briefings.
  - Finally, PIH plans to launch a website dedicated to providing links to existing and new HUD web-based learning materials. The site will be available to the public, including HUD program participants or stakeholders.
3. Respondents will voluntarily complete the training assessment form in one of two ways depending on the training. For web-based training, the form will be completed electronically at the completion of each course. For on-site seminars and technical assistance, the form will be completed manually.

4. The Office of Public and Indian Housing is not aware of any duplication of efforts to collect this information.
5. The information being collected has no significant impact on small businesses or other small entities.
6. If HUD does not implement the Training Evaluation Form, it will not be able to evaluate and improve the quality of its training programs for inspectors, PHAs, boards of commissioners, program participants, and other members of the public who choose to take a PIH-sponsored training course.
7. There are no special circumstances that require the collection of information to be inconsistent with the guidelines in 5 CFR § 1320.6.
8. HUD published a Notice of Proposed Information Collection for Public Comments on in the *Federal Register*, Volume 78; Page 40760 on July 8, 2013. The public was given until September 6, 2013, to submit comments on the proposed information collection. HUD received no comments on this proposed collection.
9. No payments or gifts are provided to respondents.
10. Assurances of confidentiality are neither provided nor needed because respondents will submit this information anonymously.
11. No sensitive questions are being asked.
12. The total estimated numbers of annual respondents is 64,180.
  - a. PIH web-based training - 60,019 (4013 PHAs with an average of three trainees per training and five PIH web-based courses)
  - b. Technical Assistance training - 2000 (five sessions at 10 regional locations with an average of 40 trainees per session)
  - c. Core Curriculum training - 660 (30 trainees at each of the 22 Core Curriculum sessions)
  - d. UPCS computer based training - 1,200 (prospective UPCS inspectors and PHA POA employees)
  - e. UPCS instructor-led training - 125 (125 of the individuals will, after successfully completing the UPCS computer based training, attend UPCS instructor led training)

The annual burden for completing the Training Evaluation Form based on actual experience is estimated to be 2 minutes per respondent, for a total of 2,120 hours.

<b>Training</b>	<b>Respondents</b>	<b>Number of Respondents</b>	<b>X</b>	<b>Frequency of Response</b>	<b>Total Responses</b>	<b>X</b>	<b>Estimated Hours</b>	<b>=</b>	<b>Total Annual Burden Hours</b>
PIH Web-Based	PHA Staff and PIH Stakeholders	4013 x 3 x 5 = 60,195		1	60,195		.033		1,987
Technical Assistance	PHA Staff	40 x 10 x 5 = 2,000		1	2000		.033		66
Core Curriculum	PHA Staff	30 x 22 = 660		1	660		.033		22
UPCS Web-Based	Prospective Inspector Candidates & PHA/POA Staff	1,200		1	1,200		.033		40
UPCS Instructor	Prospective Inspector Candidates	125		1	125		.033		5
<b>Totals</b>		<b>64,180</b>					<b>.033</b>		<b>2,120</b>

The estimated annual cost to respondents are provided in the table below and assume an administrative assistant's salary of \$50,287 per year at a GS-11/1 level rate (Salary Table 2013-GS), or an hourly rate of \$24.10.

<b>Estimated Annual Costs to Respondents</b>					
<b>Number of Responses</b>	<b>Total Burden Hours</b>	<b>X</b>	<b>Hourly Rate</b>	<b>=</b>	<b>Annualized Cost</b>
64,180	2,120		\$24.10		\$51,092

13. No other costs are associated with the collection of this information.
14. The estimated annualized costs to the federal government for reviewing, analyzing, and preparing summaries/recommendations for course improvement is based on the 2013 general pay schedule for a GS-13/5 rate (average salary of reviewer), which is \$48.35 per hours. Assuming the average "class" size/average number of Training Evaluations reviewed at one time is 30, it is estimated to take 2.5 hours to review, analyze, and prepare summaries/recommendations for course changes/improvement. Based on the estimated 64,180 respondents the total annual cost is \$23,273, calculated as follows: 64,180 (number of responses) ÷ 30 (average "class" size/average number of evaluations reviewed at one time) = 2140. 2140 x 2.5 (hours to review) x \$ 48.35 (hourly labor rate) = \$23,273
15. This form has been standardized for all PIH training. Therefore, additional sessions will be using this form.
16. This information will not be published.
17. HUD is not seeking approval to not display the expiration date of the OMB approval. The OMB approval number and expiration date will appear on the Training Evaluation Form.
18. There are no exceptions to the certification statement identified in item 19 of the OMB 83-I.

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**B. Collections of Information Employing Statistical Methods**

N/A