Tribe/TDHE Web Survey Questions

Automated ID: [an ID will be generated for each respondent based on their unique organization name. if more than one person per organization attempts to take the survey, they will be instructed to call a help number.]

Name of Organization/Tribe:

Job title:

The survey should be completed by someone with thorough understanding of the processes involved in administering IHBG funds in your organization. Only one survey should be submitted for each organization. If you think you may have already completed this survey, please contact XXX. We can tell you if a survey has been completed already.

[Description of study and informed consent information will be provided on a page with a link to click if the terms are understood. Then the respondent can proceed through the remaining screens.]

This study will describe housing needs and socioeconomic conditions in Indian Country. It will provide HUD with information on:

- · how current programs are operating,
- the extent to which housing needs are being addressed, and
- demographic and economic trends.

It will also provide information about home ownership in Indian Country and the impacts of the recent financial crisis.

This survey is being conducted to help understand the housing needs of American Indian and Alaska Native families. It is sponsored by the Department of Housing and Urban Development and is being conducted across Indian Country.

Your participation is very important to the success of this survey. This survey is voluntary, which means that you don't have to participate and you can decide not to answer any specific questions. It will take about 30 minutes.

The information you provide will be confidential, and will not be shared with anyone except for research staff working on the study. This includes anything that can identify you such as your name, address, or telephone number. Everyone who works on this survey has signed a legal document stating they will not reveal any of your personal information and can be severely penalized if they do.

The survey includes questions on the Tribe/TDHE organization and institutional relationships; staff, training, and procedures for the Tribe/TDHE; perceptions of social/economic conditions, trends and issues in the area; perceptions of resident housing satisfaction and preferences; housing

problems and needs; challenges in housing development and operation; IHBG planning and implementation approaches; assessment of rules and procedures under NAHASDA; and assessment of mortgage lending programs (Section 184 and others). The survey is neither an audit nor a compliance review. The information you provide will be helpful to improve housing in your community and other communities in Indian Country.

The information that you provide will be kept private. You will not be quoted by name and no names will be included in the summary reports. A report will be shared with the tribe/native village at a later date. It will summarize the findings, without giving names or other information that would identify you or the tribe/native village.

Throughout the survey the term "area" is used instead of "reservation," "trust lands" or "villages."

A. TRIBE/TDHE ORGANIZATION AND INSTITUTIONA L RELATIONSHIPS

A1. Is your organization an office of the tribal government, a separate Tribal Designated Housing Entity, or something else?	 Office of tribal government Separate Tribal Designated Housing Entity (TDHE) Something else (SPECIFY):
A1a. If a TDHE, is your organization currently, or was it ever, considered an "Indian Housing Authority"?	YES NO Don't Know
A2. This survey pertains to your work in administering Indian Housing Block Grant, IHBG, funds for your area. Does your organization administer IHBG grants for other areas as well?	YES NO Don't Know [If yes]: For how many other tribal areas? ————
A3. Has your organization always managed the IHBG grants for this area or has administration of the block grant transferred from a different organization since 1998?	 Always managed the IHBG grants for this tribal area Administration of the block grant transferred If ALWAYS, continue with A4. If TRANSFERRED, continue with A3a.
A3a. [If not the original administrator of IHBG funds]: In what year did your organization begin to administer the IHBG for this area?	
A4. What is the name, title and organizational affiliation of the person your organization reports to in administering IHBG funds in this area?	Name: Title: Organizational affiliation:
A5. How is the executive director of your organization selected?	 Selected by tribal government Selected by your organization's own Board of Directors Other (SPECIFY):

		• Do	on't Kno	W
A6. How man	y executive directors has your	3 year	·s?	_
organization	had over the past	5 year	rs?	_
		-		
		Don't l	Know	
A7. Does you	r organization have its own	YES	NO	Don't Know
board of dire	ctors?			
· -	artner or collaborate with any	YES	NO	Don't Know
_	agencies or nonprofit			
_	s in providing housing services in			If YES, continue with A9a
conjunction v	vith the use of IHBG funds?			
AO TC		11 1		
A9a. II yes, w	hat organizations do you partner o	r collab	orate wi	itn?
✓		Partn	er Organ	nizations
	Non-tribal local jurisdiction			
	Local non-tribal Public Housing A	uthorit	У	
Local nonwestite and convice providence				
Local nonprofits and service providers				
	Other tribal programs (e.g., IHS, e	conomi	ic develo	opment, education, TANF)
	Other (SPECIFY):			
	Don't Know			
	אטווא ז זווטע			

B. STAFF, TRAINING AND PROCEDURES

B1. How many full-time staff members does your organization currently have?	number of Don't Know	FT staff	
B2. Has the number of staff increased, stayed the same, or decreased over the past 3 years?	IncreasedStayed the sameDecreased		
B2. How many of them have been working for your organization for 3 years or more?	Number working 3 years or mo		
B3. How many part-time staff members do you have? (If 2 or less, skip to B5)	number of PT staff Don't Know		
B4. We are interested in learning how generalized or specialized your staff is. Do any of your staff members work <u>only</u> on the following tasks? (Note: do not ask this question if current full-time staff is 2 or less.)	YES	NO	
Administrative tasks, such as record keeping and organizing, preparing documents			
PR/Communications with the public			
Finances, Budget			
Case management with residents			
Construction			
Building management			
Building maintenance			
Contracts			

Information management/ computer systems	
Other (specify)	
B5. Do you contract out to for-profit companies or nonprofit organizations to provide services to your organization on a regular basis?	1. YES NO If YES, continue with B5a.
B5a. If yes, the following is a list of possible functions that you might contract out to other entities. Which of these do you outsource on a routine basis?	 Legal help Finance/Accounting Information management/IT/computer systems Building management/ operations Rent Collection Maintenance Construction Other (SPECIFY):
B6a. What is the most effective method you use to communicate with tribal members about the programs you offer? (Ask for rank order of effectiveness)	 Brochures YES NO Word of mouth YES NO Handbooks YES NO Flyers YES NO Newspaper notices YES NO Website YES NO Community meetings YES NO Other (SPECIFY):
B8. What do you see as the highest priorities for improving the effectiveness of your organization? (Open-ended)	
B9. What types of training would you most like to obtain for you and/or your staff? Identify your top three choices from the list .	Administrative tasks, such as record keeping and organizing, preparing documents PR/Communications with the public Finances, Budget Case management with residents Construction Management/ building

management
Building maintenance
Contracts
Information management/ computer
systems
Other (SPECIFY):

C. PERCEPTIONS OF SOCIAL/ECONOMIC TRENDS AND ISSUES

C1. How weak or strong would you say the economy in this area is, considering such things as strength of private businesses, government employment, and the financial stability of households?	 Very strong Somewhat strong Neither strong nor weak Somewhat weak Very weak
C2. How would you compare the current economic conditions of this area to conditions 5 years ago?	BetterWorseNo Change
C3. Of all the residents of this area that have jobs, what percent would you estimate work for private businesses? C3a. What are the major types of businesses that provide these jobs? (Open-ended)	%
C4. Have there been any significant expansions in the tribal economy, or tribal economic development, over the past 5 years such as the development of new businesses or the development of gaming?	YES NO Don't know REFUSED Details:
C5. Have there been any significant losses in the tribal economy, or tribal economic development, over the past 5 years such as plant closings, loss of employer bases?	YES NO Don't know REFUSED Details:

D. TRIBE/TDHE PERCEPTIONS OF RESIDENT HOUSING SATISFACTION AND PREFERENCES

D1. For each of the types of housing in your area, please mark whether your perception is that residents are very satisfied, satisfied, or not satisfied with their current housing situation.	VER SATISF		SATISFIEI		NOT SATISFIED
Formula Current Assisted Stock (FCAS) Mutual Help housing					
FCAS rental housing					
IHBG owner-occupied housing					
IHBG rental housing					
Private owner-occupied housing					
D2. On a scale from 1 to 5, with 1 being "low priority" and 5 being "high priority," what priority do you think the residents of the <i>rental</i> units you operate would assign to each of the following?	1 Lowest Priority	2	3	4	5 Highest Priority
Finding better locations					
Constructing different types of structures					
Improving the external appearance of their structures					
Improving the quality of construction					
Providing more culturally sensitive designs					

Improving the quality of upkeep					
Constructing larger units					
Using a different configuration of rooms					
Using larger lot sizes					
Reducing crime and drug activity in area					
Providing (or linking to) better or more accessible social services					
Improving the landscaping					
Something else? (SPECIFY):					
D3. On a scale from 1 to 5, with 1 being "low priority" and 5 being "high priority," what priority do you think the residents of the <i>owner-occupied</i> units you operate would give to each of the following types of improvements?	1 Lowest Priority	2	3	4	5 Highest Priority
Finding better locations					
Constructing different types of structures					
Improving the external appearance of their structures					
Improving the quality of construction					
Providing more culturally sensitive designs					
Improving the quality of upkeep					
Constructing larger units					
Using a different configuration of rooms					

Using larger lot sizes			
Reducing crime and drug activity in			
area			
Providing (or linking to) better or more			
accessible social services			
Improving the landscaping			
Something else? (SPECIFY):			

E. TRIBE/TDHE PERCEPTIONS OF HOUSING PROBLEMS AND NEEDS

E1. In general, is there a high unmet need for affordable housing units in this area, a moderate unmet need, or a low unmet need for affordable housing units?	High needModerate needLow need
E2. Has the level of unmet need for affordable housing units in this area increased in the past three years, decreased, or stayed about the	IncreasedDecreasedStayed the same
same?	
E3. Does your organization maintain a waiting list of households seeking to get assistance through IHBG-funded programs or services?	YES NO Don't know Refused If YES, continue with E3a. If NO, skip to E4.
E3a. Has the number on the waiting list increased, decreased, or stayed about the same	IncreasedDecreased

in the past 3 years?	• Stayed the	same	
	• Don't kno	W	
E4. Homelessness can mean many different	Doubling up?		
things. For example, sometimes families double	YES NO	Don't know	Refused
or triple up and live in the same unit, sometimes			
people go to homeless shelters, and sometimes	IF DOUBLING UP SELECTED, HOW		
they live in places that are not meant for people		S A PROBLEM IS	
to live in. Does this occur in your community?	MAJOR MODERATE MINOR		
	Use of homeless shelters?		
	YES NO		Refused
			human habitation?
	YES NO		Refused
		KAMPLE:	
	abandone	ed buildings, etc.)
	*0***	<i>,,</i> ,	" 00 TO TA
			ters," GO TO E4a
			ters," skip to E5
		_	places not meant for
		an habitation)	
E4a. How many homeless shelters are there in	Number of homeless shelters:		
this area?			
E5. For each item in the list below, please check w	hether you thi	nk there is: a h	igh need, some need,
	hether you thi	nk there is: a h	igh need, some need,
E5. For each item in the list below, please check w	·		
E5. For each item in the list below, please check wor little or no need.	hether you thi High Need	nk there is: a h	igh need, some need, Little or No Need
E5. For each item in the list below, please check w	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units	·		
E5. For each item in the list below, please check wor little or no need.	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities	·		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent	High Need		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental	High Need • 0-10%		
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental units within this area are in need of major repair	• 0-10% • 10-25%	Some Need	
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental units within this area are in need of major repair	• 0-10% • 10-25% • 25-50%	Some Need	
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental units within this area are in need of major repair or modernization?	 High Need 0-10% 10-25% 25-50% Over 50% 	Some Need	
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental units within this area are in need of major repair or modernization? E7. About what proportion of assisted owner-	• 0-10% • 10-25% • 25-50% • Over 50% • 0-10%	Some Need	
E5. For each item in the list below, please check wor little or no need. New construction of housing units Rehabilitation or modernization of existing units Subsidized homeownership opportunities Subsidized rent E6. About what proportion of assisted rental units within this area are in need of major repair or modernization? E7. About what proportion of assisted owner-occupied units in this area are in need of major	 O-10% 10-25% 25-50% Over 50% 0-10% 10-25% 	Some Need	

EQ What types of panains have you had to make	• Roof
E8. What types of repairs have you had to make	
frequently over the past 3 years for the housing	Electrical
units your organization administers?	• Plumbing
	Interior walls
	Exterior surface (not roof)
	 Property infrastructure, such as sewers,
	driveways/ parking lots
	• Other (SPECIFY):
	None
E9. What type of capital improvements have you	• Roof
made over the past 3 years for the housing units	Electrical
your organization administers?	Plumbing
your organization auministers:	Interior walls
	• Exterior surface (not roof)
	Asbestos removal
	Lead paint abatement
	Property infrastructure, such as sewers,
	driveways/ parking lots
	• Other (SPECIFY):
	None
E10. Are there repairs and improvements to the	YES NO Don't know REFUSED
stock of housing your organization administers	
that you would currently like to make, but	If YES, continue with E10a.
haven't?	If NO, skip to E11.
E10a. Why haven't you made these repairs or	Lack of funding
improvements?	Equipment not available/ Lack of affordable
F	materials
	Lack of maintenance professionals/industries
	in the area
	Difficulties overseeing projects due to limited
	technical capacity
	Difficulties accessing units, such as inadequate
	road or size of area served
	Age of housing stock (too old to
	repair/renovate)
	Harsh climate, recent natural disasters
E11. About how often do you conduct formal	Once-when unit is put into service but not after
· ·	Once-when unit is put into service but not after that
E11. About how often do you conduct formal inspections of the housing units your organization administers?	-

	 Regularly, about once a year Regularly, about twice a year Regularly, and more than twice a year Don't know
E12. What housing quality standards do you use when assessing housing conditions?	 Those of a specific housing code adopted by this tribe Those of a housing code used by neighboring local jurisdiction Those of state code Those of a model housing code Those used by HUD for the Section 8 program, called Housing Quality Standards (HQS) There is no set of standards that we use

F. APPROACH TO STRATEGY IN IHBG PLANNING AND IMPLEMENTATION

F1. Your organization may receive and use feedback or advice when making decisions about how to use IHBG funds. Please indicate which of the groups below, if any, you consult with each year when you prepare your Indian Housing Plan (IHP). If you do consult with a particular group, please indicate if you have extensive consultation, some consultation, or no consultation.

	EXTENSIVE CONSULTATION	SOME CONSULTATION	NO CONSULTATION
IHBG housing residents			
Other community residents			
Infrastructure planners (ICDBG and others)			
Local nonprofits and service providers			
Tribal council			
Non-tribal local jurisdiction			
State government entity or official			
Private land owners			
Local housing advocates and experts			
ONAP Regional staff or HUD staff			

F2. What methods do you use to obtain input from groups in this area?	 Community meetings Informal visits and discussions Formal recommendations provided in reports, letters or plans Voting on program options Other (SPECIFY):
F3. Do you conduct or utilize a formal needs assessment as a basis for your IHP?	 YES the Tribe/TDHE conducts a needs assessment YES we utilize the needs assessment conducted by the state agency NO we do not conduct or utilize a needs assessment

	If YES, continue with F3a. If NO, continue with F4.
F3a. When was the most recent formal	In the past year
needs assessment conducted?	Two to four years ago
	• 5 years ago or more

F3b. Which of the following were included in your needs assessment?	YES	NO
Data on population growth, family income and other family characteristics		
Onsite inspection of housing units		
Interviews with local housing advocates/ experts		
Interviews with tenants or tenant organizations		
Public forums held with community residents		
Other (SPECIFY):		

- F4. Does IHP give the highest priority to providing assistance inside the area, to providing assistance to other parts of the service area outside the area boundary(ies), or about equal priority to both?
- Highest priority inside the area
- Highest priority outside area boundaries
- About equal priority to both
- Do not work outside of tribal area boundaries

F5. I am going to read you a list of Eligible		
Affordable Housing Activities under		
NAHASDA. Can you tell me if you actually		
perform activities in each category and, if so,		
provide one or two word description of the		
types of activities you perform:		

(1)	Indian	housing
(1)	mulan	nousing

Type of Activity

- assistance
- (2) Development
- (3) Housing services
- (4) Housing management services
- (5) Crime prevention

2. Y/N

3. Activity

and safety	
activities	
(6) Model activities	

F6. Of the following list of spending priorities, please indicate which is the highest priority, second highest priority, and third highest priority over the next 3 years?

	HIGHEST PRIORITY	SECOND PRIORITY	THIRD PRIORITY
Maintaining and operating existing stock			
Creating new rental units through land acquisition, new construction or rehab			
Creating new homeowner units through land acquisition, new construction or rehab			
Providing assistance to renters to help pay their monthly rent			
Providing assistance to homeowners or those who desire to own homes			
Serving special populations, such as the elderly, chronically homeless, veterans			
Other (SPECIFY):			

F7. Do you provide any counseling services for eligible families? If so, what types? F8. I am going to read a list of different types of special populations. For each	 General financial literacy Becoming a homeowner Other (SPECIFY): No counseling services provided Homeless Y N Elderly Y N 	
one, please tell me if any of your IHBG funds for housing programs target that population.	 Disabled Y N Veterans Y N Domestic violence victims Y N Single parents Y N Other Y N (SPECIFY): 	
F9. In the past 5 years, how many housir organization been working on?	ng construction and rehabilitation projects has your	
F9a. How many of these involved housing subsidies from sources other than IHBG funds?		
F9b. How many of the total projects about who have invested their own capital in the	ve (F9) were carried out jointly with private developers ne project?	
F10. If you have not been able to	Lack of availability of programs	
develop projects involving other subsidy programs or private sector	Administrative constraintsLack of interest of other organizations/ financial	
investment, what have been the major	institutions	
barriers to doing so?	Political tensions between tribe, TDHE and other	
	organizations • Differing priorities	
	Other (SPECIFY):	

G. CHALLENGES IN HOUSING DEVELOPMENT AND OPERATION

G1. How have development costs per housing	Increased greatly
unit changed over the past three years?	Increased somewhat
	Decreased somewhat
	Decreased greatly
	Stayed about the same
G2. What are the three most important factors that raise the cost of developing new housing in this area?	 Developing infrastructure Environmental conditions Geography and terrain of area served Availability of labor and construction professionals Availability of construction materials Availability of outside financing Acquiring/assembling land Cost of labor Strict building code requirements Lack of funds Other (SPECIFY):
G3. What are the three most important factors	Environmental review process
that lengthen the time it takes to develop new	Developing architectural/engineering plans
housing in this area?	Satisfying HUD administrative requirements
	Satisfying state or local administrative
	requirements • Locating and securing outside financial
	 Locating and securing outside financial support
	Lack of staff
	Issues with property rights and leasing land
	Transport and delivery of
	construction/housing materials
	Other (Specify):
G4. How serious a constraint is the total	Very serious
development cost in developing housing in this	Fairly serious
area?	A factor, but not very serious
	Not a factor
	• Other (Specify):
	•
G5. Does this area have a comprehensive land	YES NO Don't know Refused

use plan?	
IF YES: continue to G6.	
IF NO: How serious a problem is the lack of a plan in your efforts to develop new housing?	 Very serious Fairly serious A factor, but not very serious Not a factor
G6. What are the main difficulties you face in assembling land to build new IHBG housing?	 Trust Land and related problems Tribe not providing enough priority to releasing tribal lands for housing Other (SPECIFY):
G7. What are the three most difficult challenges your organization faces in managing the stock of rental housing you administer?	 Lack of trained staff Performance problems with contractors Controlling criminal activity Tenants causing damage to the unit Tenants not paying rent on time Other (SPECIFY):
G8. What are the three most difficult challenges your organizations faces in managing your stock of Mutual Help and other homeownership housing you administer?	 Lack of trained staff Performance problems with contractors Controlling criminal activity Residents causing damage to the unit Residents not making payments on time Other (SPECIFY):

H. ASSESSMENT OF RULES AND PROCEDURES UNDER NAHASDA

H1. How familiar are you with how HUD housing assistance was administered before it was changed to block grants in 1998?	Very familiarSomewhat familiarNot familiar
	If Very or Somewhat familiar, continue with H2. If Not familiar, skip to H7.
H2. [IF VERY or SOMEWHAT FAMILIAR]:	Worked on HUD assistance programs at that time
How did you become familiar with how things worked back then? Check all that apply.	 Told about it by co-workers Told about it in ONAP training sessions Reviewed administrative records Other (Specify):
H3. How would you compare the administrative procedures under the current IHBG program (such as submitting plans, maintaining records and reporting to HUD) to the procedures prior to NAHASDA?	 Require more work than they did prior to NAHASDA Less work About the same amount of work
H4. Would you say your organization's ability to leverage funds with other private sources has become easier since the advent of NAHSADA, become harder, or has stayed the same?	 Easier More difficult No change, compared to programming prior to NAHASDA
H5. Under NAHASDA, leases for housing activities on restricted or trust land have been extended to 50 years. Is this lease term long enough to create an incentive for the development of housing in your service area?	YES NO Don't know REFUSED If NO, continue with H5a.

H5a. What should the lease year limit be? (Open-ended)	
H6. Would you change current IHBG program rules or practices in any of the following areas?	 General program administration Preparing your Indian Housing Plan Leveraging funds with private money or partnering with other organizations to provide housing and services Developing new housing units, including acquiring/ financing land and construction Encouraging and supporting homeownership Encouraging and supporting development of housing by private investors
H7. If yes, what changes would you make? (OPEN-ENDED)	

I. OTHER HOUSING ASSISTANCE PROGRAMS OPERATING IN THE AREA

I1. Does your organization operate any other housing assistance programs in addition to those funded under the IHBG?	YES NO Don't know REFUSED If YES, name the programs and provide the following information in I1a-I1c. If NO, skip to I2.
I1a. Name of program; type of housing; funding source; number of units affected:	
I1b. Name of program; type of housing; funding source; number of units affected:	
I1c. Name of program; type of housing; funding source; number of units affected:	
I2. Are there other housing assistance programs in your area operated by other organizations?	YES NO Don't know REFUSED If YES, name the programs and provide the following information in I2a-I2c. If NO, continue to Section J.
I2a. Name of program; type; funding source; organization; units affected	
I2b. Name of program; type; funding source; organization; units affected	
I2c. Name of program; type; funding source; organization; units affected	

J. ASSESSMENT OF MORTGAGE LENDING PROGRAMS (SECTION 184 AND OTHER)

J1. How strong would you say is the demand for homeownership opportunities in the area you serve?	HighModerateLow or none
J2. Over the past three years, what has the demand been for your organization's homeownership programs?	IncreasedDecreasedStayed the same
J3. What are the 3 most important barriers to getting tribal members living on Indian land to apply for a mortgage?	 Potential borrowers are wary of formal institutional lenders Language issues Paperwork issues Limited demand—minimal interest in or familiarity with homeownership Lack enough savings for down payment No or blemished credit history Insufficient income Other (SPECIFY):
J4. What are the 3 most important barriers to attracting private lending opportunities for households interested in homeownership?	 Trust land status Fractional ownership of land available for units Uncertainty about recovering mortgaged properties in the event of a foreclosure Other land/title issue Lender discrimination Lack of mortgage institutions in your area Other (SPECIFY):
J5. What are the sources of home mortgage lending in your service area?	 State agency programs Rural housing services (formerly Farmers Home) Federal Home Loan Bank Private lenders Tribe and tribal lenders Other (SPECIFY):

Thank you for taking the time to respond to this survey. Your answers will be shared with the research team but the information will be kept confidential. In the case where we do not understand the answers provided, we would like the opportunity to contact you and make the appropriate corrections. If you are willing to be contacted, please provide your name and phone number below. Thank you again for your participation.

NAME OF RESPONDENT:	
TELEPHONE NUMBER:	