Welcome to the Assessment of HUD-Funded or Designated Neighborhood Networks (NN) Centers and Other Computer Labs within Public and Assisted Housing.

This survey is being conducted by the U.S. Department of Housing and Urban Development (HUD), Offices of Public Housing Investments (OPHI) and Multifamily Housing Programs (MF) in collaboration with the Office of Policy Development and Research (PD&R), which provides reliable and objective research to help the Department make policy decisions. Responses will NOT be used for compliance monitoring. Thank you for participating in our survey. Your feedback is important.

I. Background

Neighborhood Networks (NN) centers are computer centers that were either designated as such by MF or funded by Public Housing grants and located in Public Housing Agencies (PHA) and Multifamily (MF) Housing properties.

A. The Multifamily Neighborhood Networks Initiative:

In 1995, the Office of MF Housing created the NN Initiative with the goal of preparing residents for jobs in a computer-based economy. With HUD approval, property owners could use property funds to establish and operate centers. At its height, HUD estimated that there were over 1,400 NN centers in Multifamily properties around the country.

B. The Public Housing Neighborhood Networks Program:

In 2001, Congress created a companion NN program for Public Housing (PH). From 2002-2007, through appropriations, HUD made over 300 NN grants totaling $66 million. Also, Congress created a NN grant program for HOPE VI grantees in 2002 and 2003. After this time period, the establishment of NN centers was required of any HOPE VI grantee. After appropriations ended, Congress amended the HUD statute to allow Capital and Operating funds to be used specifically for the establishment and operation of NN centers (please see Section 9 (d) Capital Fund of the 1937 Housing Act as amended, subparagraph (1)(E) and Section 9 (e) Operating Fund of the 1937 Housing Act as amended, subparagraph (1)(K).

C. Purpose of Survey:

Today's digital economy requires access to computers, the Internet and related training in order to fully participate and benefit from the opportunities and information available online. HUD is interested in understanding how its investments in NN centers have fared and the extent to which residents today have access to digital tools and training. To this end, this survey will ask about:

1. The current status of NN centers located in both PH and MF properties around the country;

2. Whether PHAs and MF owners may have established computer centers outside the auspices of the NN program; and

3. Where NN or other computer labs exist in public housing or MF communities; the extent to which these centers are improving residents' digital literacy and access to online resources and training. This survey is voluntary and is being sent to all PHAs and Multifamily owners.

D. Additional Information:

This assessment will help the Department understand the extent to which HUD-assisted residents have on-site access to computers and the Internet. In an effort to minimize the burden on participants and increase response rate, this study is being conducted in one phase.

This survey was approved by the Office of Management and Budget [OMB Clearance #: and Exp.

Date:].

II. Guide to Completing the Survey

A. Guidance for Answering the Survey Questions:

The purpose of this survey is to learn about on-site NN computer centers, other on-site computer centers, Internet access and related training/services available to residents of public and assisted housing as they exist today. The survey will automatically skip questions that are not relevant to you based on your previous responses.

In order to respond to the survey, respondents will have to be familiar with their agency or organization's experience establishing and running NN centers; other computer centers; or other onsite computer services for residents. Respondents who own/manage more than one property or agency may wish to have the on-site property managers complete the survey. Separate surveys should be completed for each property/agency.

The questions in this survey relate only to on-site NN centers or other on-site computer centers/services. Please do not include information about computer/Internet access or related training that is accessible to residents at an off-site location (e.g. at a local library).

Generally, you should provide information about your agency's computer centers, training or other services as they exist today; however, some questions will specifically ask for historical information. Please answer the questions by providing a response that comes closest to describing your agency's NN program/other computer centers or services.

B. Questions About the Survey: If you have questions regarding this survey, please contact:

Dina.Lehmann-Kim@hud.gov (PH) or Elizabeth.S.Cochran@hud.gov (MF).

III. How Survey Results Will Be Used

Responses to this survey will be used for research purposes and to inform future policy making.

Responses will NOT be used for compliance monitoring.

Following collection and analysis, HUD will publish the results of the survey for all interested parties to use. The published data will consist of aggregated results and will NOT contain information that can be used to identify specific PHAs or MF owners/properties. The Department is interested in highlighting the success and benefits that agencies have had with their Neighborhood Networks or other computer centers. At the conclusion of this study, HUD may contact your agency in an effort to develop a case study documenting your successes. Thank you for taking this survey.

Please fill in the applicable information and leave all other fields blank.

Respondent Contact Information

1. Contact Information for Public Housing Respondent #1

Name

PHA Name and PHA

Code

AMP Number

Address 2

City/Town

State/Province -- select state --

Email Address

Phone Number

2. Contact Information for Public Housing Respondent #2

Name

PHA Name and PHA

Code

AMP Number

Address 2

City/Town

State/Province -- select state --

Email Address

Phone Number

3. Contact Information for Multifamily Respondent #2

Name

FHA Number and/or

Contract Number

Address 2

City/Town

State/Province -- select state --

ZIP/Postal Code

Email Address

Phone Number

4. Contact Information for Multifamily Respondent #1

Name

Company

FHA Number and/or

Contract Number

Address 2

City/Town

State/Province -- select state --

ZIP/Postal Code

Country

Email Address

Phone Number

<u>**Survey Questions**</u>

5. Has your PHA or Multifamily property ever had a computer center that was funded or designated as part of the Neighborhood Networks program?

Yes, our agency received a Public Housing NN grant(s). *(skip to Question 7)*

Yes, our property/properties had a Multifamily NN designated computer center(s). *(skip to Question 7)*

No.

6. Does your PHA or MF property currently have a computer center(s)?

Yes. *(skip to Question 13)*

No. *(skip to Question 39)*

7. How many computer centers did you open as part of your NN program?

0

1-2

3-4

5 or more. If more than five, please tell us how many.

Don't know

8. How many previously existing computer centers did you upgrade and/or expand as part of Neighborhood Networks? If more than five, please tell us how many.

0

1-2

3-4

5 or more

Don't know

9. Are any of your public housing NN-funded or MF-designated centers in operation today?

Yes. *(skip to Question 12)*

Some, but not all. *(skip to Question 12)*

No.

10. If you had NN-funded/designated centers that are no longer in operation, please tell us why your center(s) closed. Check all that apply.

Other, please specify

Lack of funding

Lack of use

Lack of programming

Lack of resident interest

Residents accessing Internet in their units

11. Does your PHA or MF property currently have a computer center(s)?

Yes. *(skip to Question 14)*

No. *(skip to Question 39)*

12. If you do have NN centers that are still in operation, please tell us how many. If more than 5, please tell us how many. *(all respondents guided to this question will skip to Question 14 after responding)*

1-2

3-4

5 or more

13. If you did not participate in the Neighborhood Networks program, please tell us why your organization established computer centers?

Other (please specify)

Resident demand

As a property amenity

Computer centers assist in the delivery of resident services and training

14. When was your computer equipment (hardware) last updated?

Within the last 12 months

2 years ago

3-5 years ago

Don't know

15. Approximately, how many computers do your computer centers have for residents' use (combined total)? If more than 31, please tell us how many.

1-10

11-20

21-30

31 or more

16. Are your computer centers connected to the Internet? If no, please tell us why.

Yes

Some, not all

No

17. If yes, which provider do you use? (e.g. Sprint, Verizon, municipal/local provider)

18. Do you have a computer center Coordinator/Monitor at any of your computer centers?

Yes, full-time

Yes, part-time

No

Don't know

19. How are the computer center(s) and center staff funded?

Other funds, please specify

Capital Fund (public housing)

Operating Fund (public housing)

Residual Receipts Account (MF)

Owner's equity (MF)

Reserve for Replacement (MF - borrowed funds)

Rent increase (MF)

Requesting a special rent adjustment (MF)

Excess Income (MF)

Philanthropy (public housing and MF)

20. What is the estimated total annual operating cost to run your computer center(s)?

Less than $10,000

$10,000-$25,000

$25,000-$50,000

$50,000-$75,000

$75,000-$100,000

$100,000-$150,000

$150,000 or more

21. Do you believe your computer center(s) has/have contributed to lowering property operating costs?

Yes

No

Don't know

22. If the computer center(s) has/have reduced property operating costs, please tell us how.

23. Do you believe that your computer center(s) adds to the quality of life at your PHA/MF property?

Yes

No

Don't know

24. If you believe your computer center(s) has/have positively impacted quality of life, please tell us how.

25. Does the presence of an on-site computer center assist your PHA/MF property to create partnerships or obtain services from other community organizations/partners? If yes, how?

Yes

No

Don't know

26. Do your center(s) offer any of the following educational programs? Please check all that apply.

Other (please specify)

Adult Basic education (literacy, numeracy)

After school homework assistance

Access to free online educational programming (i.e. Khan Academy, edX courses, digital badges)

Science, Technology, Engineering, Math (STEM) programs

GED preparation (or other equivalent)

Certificate programs

College preparation/application assistance

English as a Second Language (ESL)

27. Does your center(s) offer any of the following employment-related training? Please check all that apply.

Job training

Job search

Job application assistance

Financial literacy

Other (please specify)

28. Does your computer center(s) offer any of the following computer training? Please check all that apply.

Basic computer skills (i.e. beginning keyboarding)

Intermediate computer skills (i.e. Web surfing, setting up an email account)

Advanced computer skills (creating Excel spreadsheets, PowerPoint presentations)

Digital literacy (Digital literacy generally refers to a variety of skills associated with using the Internet and computers to find, evaluate, create, and communicate information.)

Other (please specify)

29. Does your computer center(s) assist residents obtain government benefits and/or information? Please select all that apply.

Social Security

Medicare/Medicaid

Affordable Care Act coverage

Tax assistance

Veteran's Benefits

Other (please specify)

30. Which of the above services/classes are the most used? If you're unsure, please say "Don't know."

31. Which age groups do your computer centers serve? Please check all that apply:

Children (ages 12 and under)

Youth (13-17)

Adults (18-54)

Seniors (55+)

32. How would you rate demand for your computer center(s)?

Low (center is often empty, some regular users)

Medium (center has regular foot traffic during its open hours)

High (most computer stations generally have someone using it, sometimes there is a wait)

If low center usage, please tell us why (i.e. no Internet connection, no staff, etc.)

33. How important are funding challenges to the continued operation of your computer centers? Please rate by order of importance 5 = most important 1 = less important.

34. How important are staffing challenges to the continued operation of your computer centers? Please rate

by order of importance 5 = most important 1 = less important.

35. How important are programming challenges to the continued operation of your computer centers? Please rate by order of importance 5 = most important 1 = less important.

36. How important are challenges in software/hardware upgrades to the continued operation of your

computer centers? Please rate by order of importance 5 = most important 1 = less important.

37. How important are challenges in finding partners and/or service providers/trainers to the continued operation of your computer centers? Please rate by order of importance 5 = most important 1 = less important.

38. If there are other challenges to your center(s)' operation, please tell us about them.

39. How well do you feel your PHA/MF properties are currently equipped to respond to resident requests for digital literacy training/services?

Well equipped

Adequately equipped

Poorly equipped

If you feel poorly equipped, please tell us why.

40. In buildings where there is no computer center(s), is there a computer available with Internet access for resident use in a common area or building office?

Yes.

No.

All residents have access to a computer center

Don't know

41. Would your residents be interested in new or expanded computer services on-site?

Yes

No

Don't know

42. Approximately, what percentage of residents in the building(s) subscribe to in-unit Internet service?

Over 80%

60%-80%

40%-60%

20%-40%

Less than 20%

Don't know

43. How much do residents pay for in-unit Internet access per month?

Internet is free, part of building/rent amenity

$25-$50

$50 or more

Depends on the Internet Service Provider they select

Don't know

44. If HUD were able to provide assistance to help your PHA/MF property provide digital access/training, what type of assistance would you be interested in?

Technical assistance

Information about free digital literacy/training resources

Partnership development

Obtaining 501(c)(3) nonprofit status

Other (please specify)

45. Are there HUD regulations which create barriers to the provision of in-unit broadband? If so, please describe.

46. Are there HUD regulations which create barriers to the provision of community-based broadband in your developments (i.e. at a computer center)? If so, please describe.

47. Which HUD policies do you think could be clarified or revised to facilitate broadband deployment and adoption (i.e. for training programs) in your developments? Please describe.

48. In your opinion, which HUD programs should allow the use of funding for broadband deployment and adoption that do not currently do so? Please list.

49. In your opinion, which HUD programs could encourage innovation in broadband deployment and adoption on a large scale? Please list.