

- 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.

<p>1. Agency/Subagency Originating Request:</p> <p style="text-align: center;">U.S. Department of Housing and Urban Development Office of Public and Indian Housing</p>		<p>2. OMB Control Number:</p> <p>a. 2577- xxxx b. <input checked="" type="checkbox"/> None Requesting a new OMB Control Number</p>																																			
<p>3. Type of information collection: (check one)</p> <p>a. <input checked="" type="checkbox"/> New Collection</p> <p>b. <input type="checkbox"/> Revision of a currently approved collection</p> <p>c. <input type="checkbox"/> Extension of a currently approved collection</p> <p>d. <input type="checkbox"/> Reinstatement, without change, of previously approved collection for which approval has expired</p> <p>e. <input type="checkbox"/> Reinstatement, with change, of previously approved collection for which approval has expired</p> <p>f. <input type="checkbox"/> Existing collection in use without an OMB control number</p> <p>For b-f, note item A2 of Supporting Statement instructions.</p>		<p>4. Type of review requested: (check one)</p> <p>a. <input checked="" type="checkbox"/> Regular</p> <p>b. <input type="checkbox"/> Emergency - Approval requested by</p> <p>c. <input type="checkbox"/> Delegated</p> <p>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</p> <p>6. Requested expiration date: a. <input checked="" type="checkbox"/> Three years from approval date b. <input type="checkbox"/> Other (specify)</p>																																			
<p>7. Title: Assessment of HUD-Funded or Designated Neighborhood Networks Centers and Other Computer Centers within Public Housing and Multifamily Housing Properties</p>																																					
<p>8. Agency form number(s): (if applicable)</p> <p>Survey instrument</p>																																					
<p>9. Keywords: Housing, Public Housing, Multifamily; Digital divide, digital literacy, digital access, computer access, Internet access, broadband access, Neighborhood Networks centers, computer centers, public housing, multifamily housing, assisted housing, HUD.</p>																																					
<p>10. Abstract: HUD is interested in assessing the current status of Neighborhood Networks (NN) computer centers in public and assisted housing; whether PHAs and Multifamily owners have established computer centers outside of the NN program; and the extent to which digital literacy and training is available to HUD-assisted residents.</p>																																					
<p>11. Affected public: (mark primary with "P" and all others that apply with "X")</p> <p>a. Individuals or households e. Farms</p> <p>b. <input checked="" type="checkbox"/> Business or other for-profit f. Federal Government</p> <p>c. <input checked="" type="checkbox"/> Not-for-profit institutions g. <input checked="" type="checkbox"/> State, Local or Tribal Government</p>		<p>12. Obligation to respond: (mark primary with "P" and all others that apply with "X")</p> <p>a. <input checked="" type="checkbox"/> Voluntary</p> <p>b. Required to obtain or retain benefits</p> <p>c. Mandatory</p>																																			
<p>13. Annual reporting and recordkeeping hour burden:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a. Number of respondents</td> <td style="text-align: right;">13,200</td> </tr> <tr> <td>b. Total annual responses</td> <td style="text-align: right;">1,600</td> </tr> <tr> <td> Percentage of these responses collected electronically</td> <td style="text-align: right;">100</td> </tr> <tr> <td>c. Total annual hours requested</td> <td style="text-align: right;">2,400</td> </tr> <tr> <td>d. Current OMB inventory</td> <td style="text-align: right;">0</td> </tr> <tr> <td>e. Difference (+,-)</td> <td style="text-align: right;">2,400</td> </tr> <tr> <td colspan="2">f. Explanation of difference New collection</td> </tr> <tr> <td colspan="2"> 1. Program change:</td> </tr> <tr> <td colspan="2"> 2. Adjustment:</td> </tr> </table>		a. Number of respondents	13,200	b. Total annual responses	1,600	Percentage of these responses collected electronically	100	c. Total annual hours requested	2,400	d. Current OMB inventory	0	e. Difference (+,-)	2,400	f. Explanation of difference New collection		1. Program change:		2. Adjustment:		<p>14. Annual reporting and recordkeeping cost burden: (in thousands of dollars) Do not include costs based on the hours in item 13.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a. Total annualized capital/startup costs</td> <td style="text-align: right;">0</td> </tr> <tr> <td>b. Total annual costs (O&M)</td> <td style="text-align: right;">0</td> </tr> <tr> <td>c. Total annualized cost requested</td> <td style="text-align: right;">0</td> </tr> <tr> <td>d. Current OMB inventory</td> <td style="text-align: right;">0</td> </tr> <tr> <td>e. Difference</td> <td style="text-align: right;">0</td> </tr> <tr> <td colspan="2">f. Explanation of difference:</td> </tr> <tr> <td colspan="2"> 1. Program change:</td> </tr> <tr> <td colspan="2"> 2. Adjustment:</td> </tr> </table>		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:	
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<p>15. Purpose of Information collection: (mark primary with "P" and all others that apply with "X")</p> <p>a. Application for benefits e. Program planning or management</p> <p>b. <input checked="" type="checkbox"/> Program evaluation f. <input checked="" type="checkbox"/> Research</p> <p>c. General purpose statistics g. Regulatory or compliance</p> <p>d. Audit</p>		<p>16. Frequency of recordkeeping or reporting: (check all that apply)</p> <p>a. <input type="checkbox"/> Recordkeeping b. <input type="checkbox"/> Third party disclosure</p> <p>c. <input checked="" type="checkbox"/> Reporting:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>1. <input type="checkbox"/> On occasion</td> <td>2. <input type="checkbox"/> Weekly</td> <td>3. <input type="checkbox"/> Monthly</td> </tr> <tr> <td>4. <input type="checkbox"/> Quarterly</td> <td>5. <input type="checkbox"/> Semi-annually</td> <td>6. <input type="checkbox"/> Annually</td> </tr> <tr> <td>7. <input type="checkbox"/> Biannually</td> <td colspan="2">8. <input checked="" type="checkbox"/> Other (describe) HUD expects to administer this survey only once.</td> </tr> </table>		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"/> Biannually	8. <input checked="" type="checkbox"/> Other (describe) HUD expects to administer this survey only once.																										
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<p>17. Statistical methods: Does this information collection employ statistical methods? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>18. Agency contact: (person who can best answer questions regarding the content of this submission) Name: Dina Lehmann-Kim Phone: 202-402-2430</p>																																			

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal Agency, 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.

Signature of Program Official: X Dominique Blom, Deputy Assistant Secretary, Office of Public Housing Investments, OPHI	Date:
Signature of Senior Officer or Designee: X Colette Pollard, Departmental Reports Management Officer Office of Chief Information Officer	Date:

Supporting Statement for Paperwork Reduction Act Submissions

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

Goal 3 in HUD's 2014-2018 Strategic Plan, "Using Housing As a Platform for Improving Quality of Life," cites digital literacy as an important skill that HUD-assisted residents must possess in order to obtain employment. In the mid-1990s, HUD created the Neighborhood Networks (NN) program which encouraged Multifamily owners to establish computer centers in their developments. The centers were designed to prepare residents for a computer-based economy, but many provided a wide variety of services to residents of all ages such as: after-school homework assistance; computer training and free Internet access; job training and job-search assistance; access to government benefits and healthcare information; and much more. In 2001, Congress appropriated funding for a companion NN program in public housing. Public housing NN grants were last awarded in 2007. However, there is anecdotal evidence that PHAs have maintained these NN centers despite lack of grant funding or opened other computer centers outside the auspices of NN.

2. Indicate how, by whom and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The information will be used to gauge the extent to which NN centers are still in operation in both public housing and Multifamily properties, whether Public Housing Agencies (PHAs) and Multifamily owners have developed their own computer centers outside of the NN program; which services NN centers/other computer centers offer; the scope of demand by HUD-assisted residents for Internet access and computer-based services and training; to the extent respondents know, whether HUD-assisted residents have in-unit Internet access; and what regulatory barriers limit the expansion of broadband access. The information will be used by HUD's Offices of Public Housing and Multifamily Housing as well as upper management to inform future policy making.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

The survey will be sent to all PHAs and Multifamily owners using Survey Monkey (<https://www.surveymonkey.com/s/35TTWYF>). This should ease response burden and will facilitate the aggregation of survey results.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

To date, HUD has not conducted a comprehensive survey of the NN program. Therefore, there will be no duplication.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I) describe any methods used to minimize burden.

This collection was designed with small entities in mind, the scope of the questions should not pose a burden.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Without this information, HUD will not be able to determine:

- **The operating status of the NN centers;**
- **The training/information resources provided by these centers to public and assisted residents;**
- **The needs of HUD-assisted residents for digital literacy and training;**
- **Whether PHAs and Multifamily owners have established computer centers outside the NN umbrella; and**
- **Whether HUD's housing partners have a need or interest in technical assistance or other forms of assistance to help with the maintenance or establishment of on-site computer centers.**

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:
 - requiring respondents to report information to the agency more than quarterly;
 - requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
 - requiring respondents to submit more than an original and two copies of any document;
 - requiring respondents to retain records other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
 - in connection with a statistical survey, that is not designed to produce valid and reliable results than can be generalized to the universe of study;
 - requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
 - that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
 - requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

There are no special circumstances that would require any of the above conditions.

8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

HUD published a Notice of Proposed Information Collection for Public Comments in the *Federal Register*, Volume 80; No. 5, Page 1038-1039, on January 8, 2015. HUD received comments from Housing Authority of the City of Meadville and City of Flagstaff Housing Authority.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

No gifts or remuneration will be provided to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation or agency policy.

The survey instrument specifically states that responses will be confidential, used for research purposes only, and the published report will consist of aggregated responses that do not identify individual respondents. The survey instrument also indicates that HUD is interested in highlighting successful programs and may follow up with individual respondents whose responses are of particular interest.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

The survey does not contain questions of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally estimates should not include burden hours for customary and usual business practices;
- if this request covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I; and
- provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.

Information Collection	Number of Respondents	Frequency of Response	Responses Per Annum	Burden Hour Per Response	Annual Burden Hours	Hourly Cost Per Response	Annual Cost
Total	1,600	1	1	1.5	2,400	\$30.00	\$720,000

- a. HUD is interested in obtaining as complete a picture as possible of the state of connectivity in HUD communities around the country and therefore will cast as wide a net as possible. HUD will send this survey to all PHAs (approximately 3,200) and all Multifamily owners (approximately 10,000). However, HUD is basing its estimate of the number of respondents on:
- The approximate number of known Multifamily NN centers (approximately 1,400); and
 - The number of PHAs with NN grants (approximately 200).
- b. In its instructions for completing the survey, HUD is asking that PHA and Multifamily staff most familiar with the NN program and/or with the status of efforts to provide digital access to their residents complete the survey. Prior to administering the survey, a letter will be sent via email to the Executive Directors of PHAs as well as to Multifamily owners in order to explain the information that will be necessary to respond to the survey.
- c. Respondents who do not (or no longer) have computer centers will have fewer questions to answer (15-19 questions depending on their answers), and therefore, response time will be much less than the estimated 1.5 hours. Respondents who have a computer center on site will answer more questions (41-44), but the burden for many will still be less than 1.5 hours depending on how much information they choose to include on questions that require a written answer in a text box. The survey will automatically skip to the next relevant question based on the respondents' previous answers.
- d. The annualized cost to complete the survey is based on median wage information from the Bureau of Labor Statistics' Community & Social Service Occupations labor category (labor category number: 21-000) (http://www.bls.gov/oes/current/oes_nat.htm#21-0000).

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information (do not include the cost of any hour burden shown in Items 12 and 14).
- The cost estimate should be split into two components: (a) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance purchase of services component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s) and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities;
 - If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10) utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.
 - generally, estimates should not include purchases of equipment or services, or portions thereof made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information or keep records for the government, or (4) as part of customary and usual business or private practices.

HUD does not anticipate costs relating to capital, start-up, operation/purchase of services for the completion of this survey.

14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.

The only costs incurred would be associated with staff time (not a new cost) necessary to analyze the data and write a corresponding report. Since the survey will be conducted electronically, and results will be collected electronically, no additional equipment, overhead, or printing costs will be necessary. Support staff time is anticipated to be minimal. There will be one primary staff person in the Office of Public Housing Investments responsible for administering the survey and aggregating the data. This person will consult with three additional HUD staff as necessary: one staff person in the Office of Multifamily Housing and two staff people in the Office of Policy Development & Research.

Total Estimated Annual Costs to the Federal Government						
	Number of Respondents	Total Burden Hours	X	Hourly Rate	=	Annualized Cost
Assessment of HUD-Funded or Designated Neighborhood Networks Centers and Other Computer Centers within Public Housing and Multifamily Housing Properties	1,600	200*		\$45.54**		\$9,108.00
*Assumes 5 weeks of full-time work.						
**Hourly cost for response assuming an Housing Revitalization Specialist annual salary, GS-14, step 4, hourly rate is \$45.54 (Salary Table 2015-GS).						

15. Explain the reasons for any program changes or adjustments reported in Items 13 and 14 of the OMB Form 83-I.

This is a new collection.

16. For collection of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

There will be no complex analytical techniques used. HUD expects to provide 30-45 days for respondents to complete the survey beginning in June or July and ending in July or August. Results will be tabulated by the end of September and shared with HUD upper management. Results are expected to be published on HUD's web site (Policy Development & Research, Public Housing, and/or Multifamily Housing web pages) in October or November.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

Not applicable.

18. Explain each exception to the certification statement identified in item 19.

There are no exceptions to the certification statement.

B. Collections of Information Employing Statistical Methods

The collection will be a web-based census survey of the total target population (Multifamily assisted and/or insured properties and Public Housing Authorities for whom a functioning email address is available). Potential respondents will be contacted via email and invited to participate. The responses will be analyzed to produce descriptive statistics about the target population including how many PHAs and Multifamily assisted/insured properties have computer centers, what percentage of these centers were ever part of the Neighborhood Networks program, and what training and services are offered at the computer centers.