

## Collection of Information Employing Statistical Methods

1. The following is an estimate of the potential respondent universe for a 1-year period. See chart below. A formula is applied to the number of clients being surveyed so only a portion of these clients are proposed respondents.

CLIENT TYPE REPORT

JULY 1ST, 2018 to JUNE 30TH, 2019

Client Type	Total Service Requests
Appraiser	16,427
Asset Mgr./Field Service Mgr.	16
Attorney	2,599
Audit/CPA	348
Builder	407
Closing Agent	4,242
Congressional	22
FHA	52
Gov - Federal	488
Gov - Local	587
Gov - State	190
HOA	1,386
Home Owner	65,096
Homebuyer	44,928
Housing Counselor	422
Inspector	348
Landlord	487
Lender Applicant	238
Lender Loan Officer	29,281
Lender Manager	36,365
Lender Processor	76,427
Lender Quality Control Manager	1,024
Lender Sales Manager	2,301
Lender Staff	99,218
Lender Underwriter	93,007
Non-Profit	1,253
Other	23,600
Real Estate Professional	46,407
Rehab Consultant	357
Renter	20,134
Trade Association	749
Unknown	3,957
(blank)	14,329
<b>TOTAL CLIENT TYPES</b>	<b>586,692</b>

Each month, one week of the service request inquiries processed will be used as the pool for randomly selection of customers to receive a survey invitation. Only a portion of the clients who contacted the FHA Resource Center during this week will be surveyed so there is not a collection burden for our clients. See percentages below which were applied to the one-year collection period.

- Inquiries responded to by FHA Resource Center staff: 3%
- Inquiries responded to by four HUD agency Homeownership Centers & National Servicing Center: 30%
- Inquiries responded to by HQ Offices (no National Oversight): 50%
- Inquiries responded FHA online Frequently Asked Question (FAQ) site: 50%

In the reporting period last year, there were 16,273 survey instruments completed with an average of 1,356 completed surveys being completed on average each month. The average monthly response rate per month during this time period was 14.09%.

2. Surveys will be conducted each month on a random selection of contact center clients specific to each survey instrument. One week out of the month, surveys will be conducted typically between 24 to 48 to ensure that each respondent interaction with the FHA Resource Center project is still fresh in their mind.

The statistical methodology for the stratification and sample selection is to have this division of the population into smaller sub-groups to evaluate the quality of customer service from the agencies various offices.

The estimation procedure being utilized to apply the various percentages as mentioned above to ensure there are enough sample sizes to conduct an analysis based upon the anticipated number of responses.

A high degree of accuracy is needed to collect the survey responses. This data integrity is ensured by utilizing a highly reliable off the shelf application which is a best in class in industry standards.

There are not any unusual problems requiring specialized sampling procedures. Quality control processes are utilized to ensure the data collection processes are accurate. We only conduct surveys one week during the month as a data collection cycle to reduce burden.

3. The methods being utilized maximize response rates and deal with non-response include validating clients being selected for a survey instrument are not sent more than one survey during the collection period. All potential survey respondents will be provided an opportunity to participate via the email address provided or confirmed in their most recent interaction with the FHA Resource Center for the web-based surveys to ensure accurate delivery to their email account. In addition, the immediacy of the survey will maximize the response rate by increasing the respondent's understanding of the subject of the survey request (higher recognition rate) as well as reduce the possibility of a change in the respondent's email address (higher delivery rate).

A true random selection of participants with the anticipated sample size based on the percentages / number of survey instruments being completed should produce reliable data adequate for the intended purposes of this survey.

4. The Office of Single-Family Housing convened a focus group to review the proposed survey instruments and provide feedback. The focus group consisted of a cross section of user types and provided feedback on all aspects of the survey instruments, method of collection, data collection, and record keeping. Feedback from this focus group did not generate any concerns with the procedures, method of delivery, the technology utilized to solicit and collect survey responses or the burden necessary to access or complete the survey. In addition, these updated proposed survey instruments were reviewed with the Office of Management & Budget - Performance Team / Customer Experience for feedback. Their recommendations were incorporated into the surveys.

5. The following are the names and telephone numbers of individuals for the consulting of the statistical aspects of the design, collection and analytics for the agency.

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