

Survey of Sample of Non-Choice Mobility Residents

Letter to Residents Not Using Choice Mobility

[Letter to be sent on HUD Letterhead]

Dear (Name),

As you may know, the housing where you live or lived in before was part of the Rental Assistance Demonstration Program (RAD). RAD is meant to make housing better for residents, for example by making needed physical improvements in the buildings.

The Department of Housing and Urban Development has asked Econometrica, the Urban Institute, and SSRS to evaluate residents' experience with RAD. We hope to learn from your experience how to make the program better, what has worked well, and what we may need to work harder at to be more successful. Your feedback will help us, and it may help others who come after you and are also served through this program.

We are reaching out to you to give you the opportunity to participate in a survey about your experiences with the RAD program. The survey will ask questions about the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. The survey should take about 20 minutes to complete. If you complete the survey, you will receive a \$45 gift card as a thank you for your participation.

We hope that you will help by taking part in this important survey. Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. In addition, neither HUD nor your current or former housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your current or former housing authority will see your responses to the questions.

You may complete the survey online by entering the link below:

<https://XXXXXXXXXXXXXXXXXX>

If you would like to call in to take the survey over the phone at a time that is convenient for you, please contact SSRS at **844-920-9590** and someone will help you. Someone will be available to take your call from between 9 am and 11 pm Monday through Friday, between 10 am and 6 pm on Saturdays, and between 12 pm and 8 pm on Sundays, Eastern Time. The survey will take about 20 minutes.

If you have any questions or concerns about this survey or study, please contact Teresa Souza, Social Science Analyst with HUD's Office of Policy Development and Research and the point of contact for this study, at 202-402-5540 or Teresa.Souza@hud.gov, or Susan Popkin, the Urban Institute co-Principal Investigator, at 202-261-5751 or SPopkin@urban.org.

Sincerely,

[[Signature]]

Name
Title

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

Postcard Reminder to Residents Not Using Choice Mobility

Reminder Postcard

Recently, we mailed you a letter inviting an adult age 18 or older in your household to take a survey about their experiences with the Rental Assistance Demonstration program, or RAD. This survey focuses on the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion.

If you complete the survey, you will receive \$45 as a thank you for taking the time to help. If you have already completed the survey, thank you!

The survey should take about 20 minutes to complete. You can access the survey by completing the following steps:

STEP 1: Go to www.HUDsurvey.org

STEP 2: Enter your personal access code: **XXXXX**

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

Letter Reminder to Residents Not Using Choice Mobility

[Letter to be sent on HUD Letterhead]

Dear (Name),

As you may know, the housing where you live or lived in before was part of the Rental Assistance Demonstration Program (RAD). RAD is meant to make housing better for residents, for example by making needed physical improvements in the buildings.

The Department of Housing and Urban Development recently sent you a letter asking you to participate in a survey about your experience with RAD. We hope to learn from your experience how to make the program better, what has worked well, and what we may need to work harder at to be more successful. Your feedback will help us, and it may help others who come after you and are also served through this program.

We are reaching out to you to give you the opportunity to participate in a survey about your experiences with the RAD program. The survey will ask questions about the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. The survey should take about 20 minutes to complete. If you complete the survey, you will receive a \$45 gift card as a thank you for your participation. If you or someone in your household has already completed the survey, please accept our sincere thanks.

We hope that you will help by taking part in this important survey. Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. In addition, neither HUD nor your current or former housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your current or former housing authority will see your responses to the questions.

You may complete the survey online by entering the link below:

<https://XXXXXXXXXXXXXXXXXX>

If you would like to call in to take the survey over the phone at a time that is convenient for you, please contact SSRS at **844-920-9590** and someone will help you. Someone will be available to take your call from between 9 am and 11 pm Monday through Friday, between 10 am and 6 pm on Saturdays, and between 12 pm and 8 pm on Sundays, Eastern Time. The survey will take about 20 minutes.

If you have any questions or concerns about this survey or study, please contact Teresa Souza, Social Science Analyst with HUD's Office of Policy Development and Research, at 202-402-5540 or Teresa.Souza@hud.gov, or Susan Popkin, the Urban Institute co-Principal Investigator, at 202-261-5751 or SPopkin@urban.org. If you have any technical questions about completing the survey, please contact the survey firm, SSRS, at info@HUDsurvey.org.

Sincerely,

[[Signature]]

Name

Title

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

Frequently Asked Questions: RAD Resident Survey

We will include a one-page FAQ with the initial mailing to all persons invited to complete the survey. The FAQ will summarize the purpose of the survey, identify the organizations responsible for the evaluation, and provide answers to common technical questions about accessing and completing on-line surveys. The FAQ will have contact information for the evaluation lead at U.S. HUD, the Urban Institute co-principal investigator, and technical support at SSRS. We will also include the FAQ in one reminder letter package for each survey.

About the Survey

Who is conducting this survey?

This survey is being conducted on behalf of the U.S. Department of Housing and Urban Development (HUD) by three research companies – Econometrica (www.econometricainc.com), Urban Institute (www.urban.org), and SSRS (www.SSRS.com).

What is this survey for?

We hope to learn about your experiences with the opportunity to use a Housing Choice Voucher to move from public housing after a Rental Assistance Demonstration (RAD) conversion, which allows public housing authorities to convert public housing to project-based assistance. Your experiences with this opportunity to move will inform our final report, which will be made publicly available. This report will help inform lawmakers and HUD about how to make the program better, what has worked well, and what HUD may need to work harder at to be more successful.

Privacy

Why was I chosen for this survey?

You were chosen because you are either a current resident of a public housing property that converted through RAD or you are a former resident of a public housing property that converted through RAD and you used a Housing Choice Voucher to move.

How did you get my contact information?

We received your information in accordance with all applicable state and federal laws, from a database of addresses provided by HUD. Everyone involved in this study has signed a strict pledge of confidentiality to keep your information secure and confidential.

How will my answers be kept confidential?

Your name and other identifying information will be separated from your answers, and your answers will be reported together with everyone else's as a group. All of your responses will be kept completely private.

Taking the Survey

How long will it take to complete the survey?

Approximately 20 minutes.

What will I receive after completing this survey?

As a thank you for your time, we will mail you a \$45 gift card after you complete the survey.

Who can I contact if I have questions about the survey?

For technical help completing the survey you may call (xxx) xxx-xxxx or email info@HUDsurvey.org. If you have any further questions or concerns about the content of the study, feel free to reach out to Teresa Souza from the U.S. Department of Housing and Urban Development at (202)-402-5540 or Teresa.Souza@hud.gov. You can also contact Susan Popkin from the Urban Institute at (202)-261-5751 or SPopkin@urban.org.

Survey of Residents: Choice Mobility Users and RAD Residents Who are Not Choice Mobility Users

INTRO

Three research companies—Econometrica, the Urban Institute, and SSRS—are under contract to the U.S. Department of Housing and Urban Development (HUD) to conduct a survey about the Rental Assistance Demonstration (RAD) program. The RAD program allows public housing authorities to convert public housing to project-based assistance. This survey focuses specifically on the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. You will be offered a \$45 gift card as a thank you for completing the survey. The survey should take about 20 minutes to complete.

Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. In addition, neither HUD nor your [current/former] housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your [current/former] housing authority will see your responses to the questions.

Any information you provide will be kept confidential to the extent permitted by law. All of your responses to the questions will be combined with responses from other residents in your community and other communities participating in the RAD program. These responses will only be used for research purposes and will not be published in any way that would identify you.

If you have any questions about this survey, you can contact the individuals below.

- For issues related to survey access, contact X, the [role] from SSRS, at (phone).
- For questions about the content of the survey itself, contact Susan Popkin, the Co-Principal Investigator from Urban Institute, at 202-261-5751.
- For questions about the research evaluation of the Rental Assistance Demonstration, contact Teresa Souza, the project officer for this study from HUD, at 202-402-5540.

This survey was approved by the Office of Management and Budget. The OMB control number is x and expires on x.

Privacy Act Statement

Authority: Section 502 (g) of the Housing and Urban Development Act of 1970 (Public Law 91-609) (12 U.S.C. §§ 1701z-1; 1701z-2(d) and (g)).

Purpose: Evaluation of the Rental Assistance Demonstration (RAD) Program.

Routine Use(s): The information will be used for the purpose set forth above and may be provided to Congress or other Federal, state, and local agencies, when determined necessary.

Disclosure: Disclosure of personal information is voluntary. Failure to disclose the personal information requested will not affect individuals.

System of Records Notice (SORN) <https://www.govinfo.gov/content/pkg/FR-2015-01-22/html/2015-01029.htm>
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