



Interview Guide (Full)

DRAFT: 03/02/22

Discussion Topics Outline

Document Key
<p>PHASE OF THE CUSTOMER JOURNEY</p> <p>Discussion Topic</p> <p>**Conditional Discussion Topic</p> <ul style="list-style-type: none"> • Subtopic <ul style="list-style-type: none"> o question
<p>Note: Discussion topics and subtopics are typically stated from the perspective of the complainant.</p>

COMPLAINANT BACKGROUND AND EXPERIENCES WITH DISCRIMINATION

General Background

- What name and pronoun should I use for you during this conversation?
- To get us kicked off, I'd love to know more about you. Can you start by telling me a little about yourself?
- How did you become aware of housing discrimination laws?
- How did you become aware of your rights as it relates to housing?
- What has been your experience with discrimination?

Experiencing Discrimination



- Thinking back to your housing discrimination experience, when did you realize discrimination was happening?
- What was your reaction to the discrimination?

Deciding to report discrimination

- When did you first become aware of the option to report the discrimination you experienced?

****Exploring other channels of reporting**

- What are the ways you considered reporting your complaint?
- What other options could you have used to report the discrimination?
- What ultimately led you to decide to file your complaint?

INTAKE AND COMPLAINT FILING

Filing a complaint with FHEO

- What resources did you use to learn about filing?
- How did you learn that you could file a complaint with FHEO?
- How did you learn about the HUD-903 form?
- What was your experience completing the HUD-903 form?
- What was your experience submitting the HUD-903 form?
- What was your experience interacting with your assigned FHEO intake specialist?

Corresponding with FHEO after submitting a complaint (AKA Intake)

- What was your experience waiting for a response from FHEO after filing?
- Did you ever check the status of your complaint?
- What was your experience like working with FHEO Intake Specialists?
- Did you create and sign a perfected complaint?

****Receives decision that complaint does not qualify for investigation**

- What were your initial thoughts after receiving the LOJ letter?



- What were your initial thoughts after learning the inquiry had been closed?
- What were your initial thoughts after receiving an administrative closure letter?
- What were your next steps after receiving the closure letter?
 - o How did you learn that you could file for reconsideration (non-jurisdictional determinations only)?

THE INVESTIGATION

Participating in the investigation

- What knowledge and expectations did you have going into the investigation process?
- How did you know who to be in contact with throughout the process?
- How did you keep everything organized through the investigation? (Documents, contact info, meetings, emails, etc.)
- What types of notification letters did you receive during the process?
- Did you receive emails and phone calls from an FHEO Investigator?
- How did your FHEO Investigator interview go?
- Did you have any requests for additional information during the interview process?

****Receiving the 100-day letter**

- Did you receive a 100-day letter?
- If you could make suggestions or give advice to FHEO investigator, what would you tell them?
- What was your experience transitioning from the Intake Specialist to the Investigator?

****Negotiating a settlement agreement (AKA Conciliation)**

- o What made you decide to proceed with conciliation? What factors did you consider?
- o What was your experience with the negotiation process?
- o How did you feel about settling?



- o Did you agree or disagree with the terms of the CAVCA?
- o What was your experience in completing the damages worksheet?
- o Did the agreement impact assistance you received?

****Receiving notification of administrative closure (during the investigation)**

- o How did you learn that the inquiry/case had been closed?
- o What were your initial thoughts after learning that the inquiry/case had been closed?
- o What did you do after learning the inquiry/case had been closed?

THE RESOLUTION

****Closing the case with a settlement**

- What was your experience receiving confirmation of the settlement?
- What was your experience in receiving relief?
- How did you know the claim was closed out?

****Receiving the outcome of No Reasonable Cause**

- What were your initial thoughts after receiving the determination of “No reasonable cause”?
- After receiving the ruling, what were your next steps?
- Can you walk me through how you felt when you received the ruling?
- Did you reach out to anyone at FHEO afterwards?
- What was the process of requesting the Final Investigative Report?
- Did you file a Request for Reconsideration?
- Did you file a separate civil lawsuit?
- How did you learn about other options and potential next steps?

****Receiving the outcome of Reasonable Cause (Charged)**

- What is your understanding of the reasonable cause determination received?
- Did you respond within 20 days?

****Receiving the outcome: Withdrawn after Resolution (Charged)**

- What was the process of reaching a resolution without HUD involvement?



THE IMPACT

- If you were to experience discrimination again in the future, would you go through the complaint process again? Why or why not?
- What advice would you give someone else going through the same process?

Note: We will build the below scripts out in more detail in the full Interview Guide.

Please let us know if you have preferences in terms of how we are communicating the purpose and impact of this research project

Introductory Script

Thank you for taking the time to speak with us today.

The goal of these conversations is to gain an understanding of the different perspectives and experiences people have around filing a discrimination complaint with HUD/FHEO and gain insight into how we can better serve the public.

Throughout this conversation, we urge you to share your honest, candid feedback. We are trying to understand your experiences and thoughts.

[Remind them of the consent form or request verbal consent if consent was not received]

Close Out Script

We can't thank you enough for taking the time to share your story with us and help HUD to enforce fair housing laws.

- Is there anything else that you would like to share with HUD as we work to improve the FHEO complaint process?