

Public Housing Agency Burden Reduction Survey

Are you currently employed by a Public Housing Authority (PHA)?

- If yes, continue forward
- If no, terminate survey

What is your current position at the PHA?

List of functional positions + “other” with textbox

Which programs does your agency operate? [Check all that apply]

- Housing Choice Vouchers (HCV)
- Public Housing (PH)
- Hope VI
- Mixed Finance
- Multifamily Housing
- Rural Housing Development (Farmer’s Home)
- Other [Please specify]

Goal: Streamline the PHA resident recertification process

1. How does your PHA manage resident recertifications? (Check all that apply)
 - a. Face-to-face interview
 - b. U.S. mail
 - c. Email
 - d. Web-based system
 - e. Other [Please specify]
2. How long does the required Housing Choice Voucher (HCV) annual recertification (from initial recertification contact through notification to families regarding changes) take, on the average, for each HCV family?
 - a. 0-1 hours
 - b. 2-3 hours
 - c. 4-5 hours
 - d. 6+ hours
3. How long does the required Public Housing (PH) annual recertification (from initial recertification contact through notification to families regarding changes) take, on the average, for each PH housing family?
 - a. 0-1 hours
 - b. 2-3 hours
 - c. 4-5 hours
 - d. 6+ hours

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4. Are you aware of the policy (see PIH Notice 2010-19 dated May 17, 2010) that reduces the need for applicants to produce original documents? [Yes/No]
5. Some properties have “layered” funding sources with different recertification requirements. As a result, some families might be subject to multiple annual reexaminations to meet several rental assistance program requirements. If your agency has program participants that benefit from multiple rental assistance programs, do they have to submit reexamination documents for more than one program?
 - a. Yes
 - b. No
 - c. Don’t know
 - d. Not applicable
6. If you answered yes above, how often does this happen?
 - a. Every time multiple financing sources are involved
 - b. Only with certain programs
 - c. Rarely
7. If you answered “yes” above – what program(s) required the additional recertification?
 - a. Low Income Housing Tax Credits
 - b. US Department of Agriculture-Rural Development
 - c. HUD project based Section 8
 - d. HUD Housing Choice Voucher program
 - e. HUD Public Housing program
 - f. Other

Goal: Streamline the PHA unit inspection process

1. Does your PHA have different unit inspection staff for the Public Housing program and the Housing Choice Voucher program? [Yes]/[No; e.g. All inspectors inspect both programs]
2. How many public housing units does your PHA have?
[discrete number]
3. How many PH unit inspections does your PHA conduct annually (not including re-inspections)?
[discrete number]
4. How long, on the average, does each on-site PH unit inspection take?
 - a. 0-60 minutes
 - b. 61-90 minutes
 - c. 91-120 minutes
 - d. More than 120 minutes
5. Are PH unit inspections completed by in-house staff or by contractors hired by your PHA?

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6. What is the PH unit inspection cost per unit (either using contract charges or staff salary including benefits)?
 - a. \$0-\$50
 - b. \$51-\$100
 - c. \$101-\$125
 - d. Over \$125
7. How many HCV units does your PHA have (include all voucher programs in the total)?
[discrete number]
8. How many HCV unit inspections does your PHA conduct annually (not including re-inspections)?
[discrete number]
9. How long, on the average, does each on-site HCV unit inspection take?
 - a. 0-60 minutes
 - b. 61-90 minutes
 - c. 91-120 minutes
 - d. More than 120 minutes
10. Are HCV unit inspections completed by in-house staff or by contractors hired by your PHA?
11. What is the HCV unit inspection cost per unit (either using contract charges or staff salary including benefits)?
 - a. \$0-\$50
 - b. \$51-\$100
 - c. \$101-\$125
 - d. Over \$125
12. How effective are Housing Quality Standards in maintaining HCV housing in decent, safe and sanitary condition?
 - a. 1 – Not helpful at all
 - b. 2
 - c. 3
 - d. 4
 - e. 5 – Extremely helpful

Goal: Improve access to HUD systems and information

SYSTEMS

1. Which of the following systems have you tried to access within the last 90 days? (Check all that apply)
 - a. PIH Information Center (PIC)
 - b. Enterprise Income Verification (EIV)
 - c. Voucher Management System (VMS)
 - d. Recovery Act Management and Performance System (RAMPS)
 - e. Line of Credit Control System (LOCCS)

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- f. Financial Assessment Sub System (FASS)
 - g. Physical Assessment Sub System (PASS)
2. Within the last 90 days, which of the following systems were unavailable to you when you attempted to access them? (Check all that apply) [Only systems that were checked in response to the previous question should be listed here. Each of the following questions will be administered for each system that was checked.]
- a. Approximately when was the system not available? [text]
 - b. [If any were checked in Question 2]Did you receive an error message indicating why you were unable to access the system?
 - i. Yes
 - ii. No
 - c. [If any were checked in Question 2]When the system was unavailable, did you attempt to contact HUD for resolution?
 - i. Yes
 - ii. No
 - d. [If “Yes” to 2b.] Who did you contact?
 - i. Technical Assistance center
 - ii. Field office
 - iii. Website
 - iv. Other (Please specify) [with textbox]
 - e. [If “Yes” to 2b.] On a scale of 1 to 5, 1 being not helpful at all and 5 being extremely helpful, how helpful was HUD in resolving your issue?
 - i. 1 – Not helpful at all
 - ii. 2
 - iii. 3
 - iv. 4
 - v. 5 – Extremely helpful
 - f. [If “No” to 2b.] What were the reasons you did not contact HUD? [Check all that apply]
 - i. Found answer elsewhere
 - ii. Tried to contact HUD but no one was available
 - iii. Other (Please specify) [with textbox]
 - g. If you did not receive an error message or attempt to contact HUD, how many attempts did you make to access the system before it became available?
 - i. 1-2 attempts
 - ii. 3-4 attempts
 - iii. 5-6 attempts
 - iv. More than 6 attempts
3. Within the last 90 days, how have you received timely information about **scheduled** system maintenance? [Check all that apply]

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- a. WASS Welcome/Message of the Day webpage
 - b. Email from program/field office
 - c. REAC Website
 - d. Other (Please specify) [with textbox]
 - e. Have not received timely information
4. Within the last 90 days, how have you received timely information about **unscheduled** system outages? [Check all that apply]
- a. WASS Welcome/Message of the Day webpage
 - b. Email from program/field office
 - c. REAC Website
 - d. Other (Please specify) [with textbox]
 - e. Have not received timely information
5. Are you familiar with the updated LOCCS Access Guidelines for Grantees now available on HUD.gov?"
- a. Yes
 - b. No
6. [If "Yes" to 5] On a scale of 1 to 5, 1 being not helpful at all and 5 being extremely helpful, how helpful have you found the updated LOCCS Access Guidelines for Grantees in obtaining LOCCS access?
- a. 1 – Not helpful at all
 - b. 2
 - c. 3
 - d. 4
 - e. 5 – Extremely helpful
 - f. Not applicable – already had access

WEBSITE

1. Within the past 90 days, how frequently have you visited the HUD.gov website?
 - a. Once per day
 - b. More than once per day
 - c. A few times per week
 - d. Once per week
 - e. Once per month
 - f. Less than once per month
2. On average, when you have visited the HUD.gov website, how many pages do you go through before you find the information you are seeking?
 - a. 1-2 pages
 - b. 3-4 pages
 - c. 5-6 pages

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- d. More than 6 pages
- 3. Based on your experience in the past 12 months, please indicate how helpful HUD's Website postings have been as a tool for HUD to convey important information to you, such as notices and guidance.
 - a. 1 – Not helpful at all
 - b. 2
 - c. 3
 - d. 4
 - e. 5 – Extremely helpful
- 4. Are you familiar with the PIH One Stop Tool POST for PHAs website? [Yes/No]
 - a. [If "Yes" to 11] Have you found it to be:
 - i. 1 – Not helpful at all
 - ii. 2
 - iii. 3
 - iv. 4
 - v. 5 – Extremely helpful
 - b. [If "Yes" to 11] What additional topics or features would you like to see on the POST website? [include several separate textboxes for input]

TRAINING

- 5. Within the last 12 months, have you attended HUD on-site training? [Yes/No]
 - a. [If "Yes" to 12] What training? [Several textboxes for input]
 - b. [If "No" to 12] Why not?
 - i. Not effective
 - ii. Not offered in my area
 - iii. I didn't know HUD did training
 - iv. It's never on a topic I am interested in
 - v. I don't have staff to cover me when I am gone
 - vi. Could not afford it
 - vii. Other (Please specify) [Text box]
- 6. Within the last 12 months, have you viewed HUD training webinars? [Yes/No]
 - a. [If "Yes" to 13] What webinars? [Several textboxes for input]
 - b. [If "No" to 13] Why not?
 - i. Not effective
 - ii. Cannot access
 - iii. I didn't know HUD did webinars
 - iv. It's never on a topic I am interested in
 - v. I don't have staff to cover me when I am gone

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- vi. Other (Please specify) [Text box]
- 7. Within the last 12 months, have you viewed HUD YouTube videos? [Yes/No]
 - a. [If “Yes” to 14] What YouTube videos? [Several textboxes for input]
 - b. [If “No” to 14] Why not?
 - i. Not effective
 - ii. Cannot access
 - iii. I didn’t know HUD did YouTube videos
 - iv. It’s never on a topic I am interested in
 - v. I don’t have staff to cover me when I am gone
 - vi. Other (Please specify) [Text box]
- 8. What topics do you suggest for HUD training?
 - a. PH Occupancy [Several textboxes]
 - b. PH Management [Several textboxes]
 - c. HCV Occupancy [Several textboxes]
 - d. HCV Management [Several textboxes]
 - e. Public Housing Assessment System [Several textboxes]
 - f. Section Eight Management Assessment Program [Several textboxes]
 - g. Other program information
 - h. IMS/PIC [Several textboxes]
 - i. EIV [several textboxes]
 - j. VMS [several textboxes]
 - k. PASS [several textboxes]
 - l. FASS-PH [several textboxes]
 - m. LOCCS [several textboxes]
 - n. Other Information Technology Systems [several textboxes]
- 9. HUD provides training and technical assistance through different methods. What is your preferred training method? [Add matrix for HQ and field options for each]:
 - i. Sponsored training programs conducted by contractors
 - ii. Participation in panel discussions and training sessions set up by non-HUD groups
 - iii. Webcast trainings
 - iv. YouTube trainings
 - v. Voice over Power Point trainings
 - vi. Web pages
 - vii. Sponsored satellite broadcasts
 - viii. Sponsored conferences
 - ix. Conference Calls
 - x. LiveMeeting

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- xi. Depends on staff availability
- xii. Other (Please specify) [Text box]

FORMS

- 15. In the last 90 days, how many obsolete forms have you encountered on HUDCLIPS? {box for entering number of forms}
- 16. What was the HUD number of the obsolete form? [?] [include several separate textboxes for input]
- 17. HUD has made its forms fillable and savable for users who download the Nuance software to their computers. Have you been able to successfully use this new functionality in HUD's forms? [Yes/No]