

Community Development Department

Partners' Satisfaction WITH HUD's Performance



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COMMUNITY DEVELOPMENT DEPARTMENT PARTNERS'
SATISFACTION WITH HUD'S PERFORMANCE
2010 SURVEY DATA BINDER

PREPARED FOR

The U.S. Department of Housing and Urban Development
Office of Policy Development and Research

BY

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May 2011

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FOREWORD

Achieving the U.S. Department of Housing and Urban Development's (HUD's) mission to provide quality, affordable homes located in strong, sustainable, inclusive communities requires having a robust and effective partner network. Accordingly, HUD works with various partners such as local governments, public and private agencies, and mortgage and housing providers to deliver housing and community-related services to the American people.

The 2010 partner satisfaction survey reported in this document replicates surveys conducted in 2001 and 2005 for the purposes of evaluating HUD's performance, as assessed by its partners. Spokespersons from the following ten partner groups were surveyed in connection with the programs they operate:

- Community Development Departments
- Mayors/local Chief Elected Officials (CEOs)
- Public Housing Agencies (PHAs)
- Fair Housing Assistance Programs (FHAPs)
- Fair Housing Initiatives Programs (FHIPs)
- FHA-Approved Single Family Mortgage Lenders
- Owners of Sections 202/811 Multifamily Properties
- Owners of HUD-insured Multifamily Properties
- Owners of HUD-assisted Multifamily Properties
- Housing Partnership Network (HPN)-Affiliated Non-Profit Organizations

Overall partner satisfaction with HUD is reasonably high but there are distinct partner-relationship issues and trends that suggest opportunities for improvement. Considering a range of aspects of HUD-partner relationships, there has been:

- a modest decline in satisfaction since 2005 on the part of community development directors and mayors/CEOs;
- a modest improvement in satisfaction on the part of multifamily owners, and
- a more substantial improvement in satisfaction on the part of FHAP agency and PHA directors.

Indeed, the PHA change is noteworthy and reflects a consistent decade-long trend: in 2001, PHAs stood out as being one of the most dissatisfied groups. While housing agencies still tend to be relatively less satisfied than community development, mayoral/CEO and FHAP partners, the gap among partner groups has narrowed over the past decade.

In addition to asking about general levels of satisfaction, the surveys covered partners' views of specific management issues and initiatives – feedback that will help “transform the way HUD does business.” HUD's FY 2010-2015 Strategic Plan pledges that the Department will be “a flexible, reliable problem solver and source of innovation for our partners.” The results of these surveys will undoubtedly energize the Department's thinking about how to strengthen the delivery of our programs and better assist the American public in a timely, caring, and cost-effective manner.



Raphael W. Bostic, Ph.D.
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PART 1: BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) wants its key implementation partners—intermediaries that deliver the Department’s programs to its end customers—to be satisfied with HUD’s performance, operations and programs. Indeed, HUD strives to improve partner satisfaction in order to enhance agency accountability, service delivery, and customer service.¹ When those who deliver HUD’s programs receive quality service from HUD, end-customers in turn receive better service. Inasmuch as HUD’s partners are its link to most of its end customers, the nature and quality of the relationships between HUD and its partners can have considerable consequence for achievement of the Department’s mission.²

Previous HUD partner surveys. In 2001 and again in 2005 HUD sponsored a series of independent, confidential surveys of eight of its key partner groups, asking partners to assess the Department’s performance from their various vantage points. The survey data were then published by HUD.³

The 2010 partner surveys. To measure change in partner satisfaction since 2005 as well as to examine partner-relationship issues of current interest, HUD sponsored a third series of surveys in 2010. Change measurement involved replicating the 2005 survey methodology and questionnaire content to ensure comparability. In addition to surveying the same eight partner groups surveyed in 2005, two additional groups were added in 2010: FHIP organizations and single family lenders. The 10 groups are as follows:

- **Directors of Community Development Departments** in cities and urban counties with an entitlement to Community Development Block Grant (CDBG) funds. Community Development Departments are local government agencies that engage in a wide variety of community and economic development activities, often in conjunction with HUD’s CDBG and other programs.
- **Mayors or other Chief Elected Officials (CEOs)** of communities with populations of 50,000 or more persons. CEOs include mayors, town supervisors, council presidents, presidents of the boards of trustees, chairpersons of boards of trustees, chairpersons of boards of selectmen, first selectmen,

¹ *Annual Performance Plan: Fiscal Year 2009*, U.S. Department of Housing and Urban Development, February 2008, pp.103-104.

² HUD’s mission is to create strong, sustainable, inclusive communities and quality, affordable homes for all. *HUD Strategic Plan: FY 2010-2015*, U.S. Department of Housing and Urban Development, May 2010.

³ Martin D. Abravanel, Harry P. Hatry and Christopher Hayes, *How’s HUD Doing? Agency Performance as Judged By Its Partners*, U.S. Department of

Housing and Urban Development, Office of Policy Development and Research, December 2001; and Martin D. Abravanel and Bohne G. Silber, *Partner Satisfaction with HUD’s Performance: 2005 Survey Results and Trends Since 2001*, U. S. Department of Housing and Urban Development, Office of Policy Development and Research, March 2006. See also <http://www.huduser.org/portal/publications/polleg/partnersatis.html>.

<ul style="list-style-type: none"> • Directors of Public Housing Agencies (PHAs) that own/manage 100 or more units of conventional public housing. 	<p>township commission presidents, etc.</p> <p>PHAs are local public entities created through state-enabling legislation to administer HUD's public housing and Section 8 programs.</p>	<ul style="list-style-type: none"> • Owners of HUD-insured (unsubsidized) multifamily housing properties. 	<p>These properties have mortgages insured by HUD/FHA that have neither rental assistance nor mortgage interest subsidies. Owners represent a range of entities including: public agencies; non-profit, limited dividend, or cooperative organizations; and private developers and profit-motivated businesses.</p>
<ul style="list-style-type: none"> • Directors of Fair Housing Assistance Program (FHAP) agencies. • Directors of Fair Housing Initiatives Program (FHIP) organizations. 	<p>FHAPs are state and local government agencies that administer laws and ordinances consistent with federal fair housing laws.</p> <p>FHIPs are fair housing and other non-profit organizations that receive funding from HUD to assist persons believing they have been victims of housing discrimination; they process housing discrimination complaints, conduct preliminary investigations of such complaints, and engage in education and outreach activities related to housing discrimination.</p>	<ul style="list-style-type: none"> • Owners of HUD-assisted (subsidized) multifamily housing properties. 	<p>These properties are either insured under a HUD/FHA mortgage insurance program that includes a mortgage interest subsidy or provided with some form of HUD rental assistance. Owners may be for-profit businesses or non-profit organizations.</p>
<ul style="list-style-type: none"> • Directors of non-profit housing organizations affiliated with the Housing Partnerships Network (HPN). • Owners of Sections 202 and 811 multifamily housing properties. 	<p>Previously the National Association of Housing Partnerships (NAHP), the HPN consists of independent non-profit organizations located across the nation that engage in a wide variety of housing-related activities such as development, lending, and housing provision.</p> <p>Section 202 provides housing with supportive services for elderly persons; Section 811 provides housing with supportive services for persons with disabilities.</p>	<ul style="list-style-type: none"> • Officials of FHA-approved single family mortgage lending institutions. 	<p>FHA-approved lenders (such as mortgage companies, banks, savings banks, savings and loan associations, credit unions, state or local government agencies, or public or state housing agencies) are authorized, based on their approval type, to originate, underwrite, hold and/or service forward or reverse mortgages, manufactured homes, or property improvement loans for which FHA insurance is provided.</p>

How these partners believe HUD is doing in its quest for management excellence and whether there has been change over time are the primary issues addressed by the 2010 surveys. The complete results and description of the methodology are presented for all partner groups in a separate document, *Partner Satisfaction with HUD's Performance: 2010*

Survey Results and Trends Since 2005 (U.S. Department of Housing and Urban Development, May 2011).

This document includes a detailed presentation of survey results for one partner group: local community development department directors. A comparable document for the 2005 survey can be found on the HUDUSER website.⁴

The 2010 community development directors' survey sample. Survey questionnaires were sent to all 1,206 directors of community development departments in cities and urban counties with an entitlement to HUD's Community Development Block Grant (CDBG) funds. Their agencies engage in a wide variety of community and economic development activities, often in conjunction with the CDBG and other HUD programs. The questionnaires requested that agency directors respond to the survey but, if that were not possible, respondents should be persons who could answer on the directors' behalf.

In total, 985 community development directors or their designated representatives participated in the survey—an 82 percent response rate. Thirty-six percent of respondents were directors; 8 percent were deputy directors; 18 percent were other senior agency officials; and 38 percent were agency employees or persons who held other positions.

Reporting results. Survey highlights are summarized in Part 2, below. In Part 3, respondents' responses to each question are reported on a separate page—as bar charts for easy reference. In Part 4, verbatim responses to an open-ended question—edited to protect the identities of respondents—are reported. A facsimile of the survey questionnaire appears in the appendix.

As a guide to using Part 3, please note that respondents who answered “don't know” to any particular question are included in the percentage distribution of responses but not shown in the bar charts; hence, the sum of the responses displayed may not equal 100 percent. However, respondents who did not answer any particular question are excluded from the percentage distribution of responses. The number of respondents answering each question (including answering “don't know”) is shown in parentheses above each bar.

For each question, survey results are displayed as follows:

- **For the total partner group.** The left most bars on each page display the results for the question shown at the top of the page, for the total partner group. If the same question asked in 2010 had also been asked in 2005, the 2005 results are displayed for comparison purposes.

⁴ http://www.huduser.org/portal/Publications/pdf/CD_binder.pdf

- **By community size categories.** The communities in which community development departments are situated are classified as follows: small (100,000 or fewer persons); medium (100,001 to 500,000 persons); and large (more than 500,000 persons.).
- **By field office size.** The procedure used in this report for designating HUD field offices as either “large” or “medium/small” was established by HUD’s Office of Field Policy and Management for earlier HUD partner surveys. Because there have been some office changes since those surveys, the list of 2010 field offices was reviewed by the Office of Field Policy and Management to ensure consistent designation for reporting 2010 survey results.
- **By the respondent’s job title/position.** Results are displayed separately for (a) community development directors and (b) others who may have responded to the survey on behalf of the director.
- **By the respondent’s frequency of contact with HUD.** Respondents were asked how frequently they had contact with HUD during the past twelve months—with possible response categories of “very frequent,” “somewhat frequent,” and “not very frequent.” Results are reported separately for each category.
- **By the respondent’s years of interaction with HUD.** Results are displayed separately for respondents who had (a) less than 10 years of interaction with HUD and (b) 10 or more years.
- **By the respondent’s perception of the nature of their HUD-partner relationship.** Respondents were asked if they viewed their relationship with HUD as involving mainly support (such as in the form of funding, technical assistance, information), mainly regulation (consisting of HUD making rules, assuring compliance with them, making assessments, etc.) or equal amounts of support and regulation. Results are shown separately for those perceiving (a) mainly regulation and (b) mainly support or equal amounts of support and regulation.

PART 2: SURVEY RESULTS IN BRIEF

Part 3 displays responses to each survey question asked of community development directors as well as the number of respondents. This Part provides a brief executive summary of those results.

Satisfaction with HUD's overall performance. In 2010, a large majority of local community development department directors were satisfied with HUD's overall performance (81%), the HUD programs with which they dealt (88%), and the way HUD ran those programs (78%). In each instance, however, satisfaction levels were slightly lower in 2010 than they were in 2005, and the decreases were statistically significant. In the case of the way HUD ran its programs, the statistically significant decrease pertained only to the percentage of people who were *very* satisfied.

Program variations. While majorities of community development department directors were satisfied with the way HUD ran individual community development programs, there is variation. Of those who claimed to have had experience with various programs, the proportion expressing satisfaction is as follows: the CDBG program, 86 percent; the HOME Investment Partnership program, 81 percent; the Emergency Shelter Grant (ESG) program, 75 percent; and the Housing Opportunity for Persons with AIDS (HOPWA) program, 58 percent. Note, however, that respondents were given the option of indicating "no experience" with each program and many chose that option (59 percent in the case of ESG and 77 percent in case of HOPWA). Appropriately, such persons

were not included in the base for calculating satisfaction levels. Somewhat inexplicably, a higher-than-usual proportion of those who did not select the "no experience" option responded "don't know" when asked if they were satisfied with ESG and HOPWA. *If* such respondents, in fact, had no experience with the program and are removed from the base calculation, the proportion satisfied would increase to 88 percent for ESG and 82 percent for HOPWA.

Contact with HUD. The vast majority of community development department directors had either very frequent or somewhat frequent contact with HUD. Less than one in ten, however, indicated little or no contact. For many of the issues covered by the 2010 partners' survey, a smaller proportion of the latter tended to be satisfied with HUD as compared to those having more frequent contact.

Satisfaction with individual aspects of HUD-community development department interactions.

Community development department directors expressed a range of opinions about aspects of their relationship with HUD in 2010. As shown in the table on the next page:

- *High levels of satisfaction* (80 percent or higher, highlighted in teal) were expressed regarding HUD personnel and the quality of information from, and monitoring by, HUD.

- *Lower levels of satisfaction* were expressed regarding HUD guidance and decision making—including timeliness, consistency and clarity.
- *Low levels of satisfaction* (less than 50 percent, highlighted in brown) were expressed regarding the

amount of time needed to comply with HUD reporting requirements, the Integrated Disbursement and Information System (IDIS), the Consolidated Plan Management Process (CPMP), and HUD provision of information and technical assistance for implementing the 2008 Housing and Economic Recovery Act.

Satisfaction with Various Aspects of HUD-Community Development Department Interactions	Percent Satisfied	
	2010	2005
Responsiveness of HUD people	86%	88%
Ability to reach HUD people	84%	88%
Competence of HUD people	82%	86%
Quality of HUD's monitoring of program activities and performance	82%	NA
Quality of information received from HUD	81%	88%
Extent to which HUD employees have knowledge, skills and ability to do their work	81%	86%
Ability of HUD field office personnel to consistently and reliably interpret regulations pertaining to community development programs and grants	74%	80%
Quality of guidance from HUD	73%	85%
Timeliness of information from HUD	70%	78%
Consistency of guidance from HUD	70%	68%
Guidance provided for developing the Consolidated Annual Performance Report (CAPER)	66%	73%
Timeliness of decision making by HUD	60%	69%
Clarity of HUD rules and requirements	55%	61%
Quality of support and technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008	50%	NA
Time commitment required to comply with HUD reporting requirements	49%	50%
Overall quality of the Integrated Disbursement and Information System (IDIS)	48%	NA
Timeliness of HUD information and technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008	43%	NA
Quality of HUD support and technical assistance related to improving the energy efficiency of housing supported by HUD programs	43%	NA
Overall quality of the Consolidated Plan Management Process (CPMP) tool	42%	48%
Quality of HUD support and technical assistance related to addressing local and regional foreclosure issues	39%	NA
Ease of use of the Consolidated Plan Management Process (CPMP)	38%	43%
Technical support available for using the Consolidated Plan Management Process (CPMP)	31%	40%

Decline in satisfaction. There has been a decline in community development department directors' satisfaction with some aspects of their interactions with HUD since 2005. Notable in this respect are directors' views of the quality of

guidance received from HUD, the timeliness of information received from HUD, the timeliness of decision making by HUD, technical support received for using the CPMP, and the guidance provided for developing a CAPER.

Perceived nature of partner-HUD relationship. Most community development department directors saw their relationship with the Department as involving mainly support by HUD (in the form of funding, technical assistance, information, etc.) or an equal amount of support and regulation (the latter consisting of HUD making rules, assuring compliance with them, making assessments, etc.). Roughly one of every five directors, however, considered their relationship with HUD to mainly entail regulation. Consistently, with respect to the full range of issues covered by the 2010 partners' survey, a smaller proportion of the latter were satisfied with HUD as compared to those who saw their relationship in terms of mainly support or support and regulation in equal amounts.

Importance of the Consolidated Plan. Although community development department directors considered their communities' five-year Consolidated Plans to be important when it came to deciding which low-income housing or community development activities to pursue, they differed with respect to how important: 30 percent said the Plan was essential, 29 percent said it was very important, and 29 percent said it was somewhat important. Only 11 percent believed it to be not at all important.

Usefulness of grants-related online resources. Community development department directors were asked about their level of satisfaction with two online resources related to grants:

- **Grants.gov** (formerly eGrants) is intended to be a simple, unified electronic storefront for interactions between grant applicants and Federal agencies—providing information about grant opportunities and facilitating grant applications. Almost one-half (49%) of community development department directors said they had not used Grant.gov. When those who had were asked to consider such things as ease of use and usefulness of Grants.gov, 54 percent expressed satisfaction, 36 expressed dissatisfaction, and 10 percent did not know.
- **E-snaps**, initiated by HUD in 2008, is an online application process for the Continuum of Care (CoC) grants competition. About seven of every ten community development department directors indicated they had not used e-snaps. When those who had were asked about such things as clarity of instructions, ease of use, and usefulness of E-snaps, 53 percent expressed satisfaction, 23 percent expressed dissatisfaction, and 16 percent did not know.

Perceived value of logic models. When applying for a competitive grant through HUD's Notice of Funds Availability (NOFA) process, applicants must prepare logic models setting out how interventions (such as projects, programs, or policies) are understood or intended to produce particular results. The models lay out in linear sequence the flow of inputs, activities, outputs and outcomes associated with a grant.

Nearly three-fourths of all community development department directors had not prepared a logic model in conjunction with a NOFA application. Those who had were asked whether the model had helped them to better (a) think through activities to achieve their desired objectives, (b) identify performance indicators, and (c) manage their HUD grant. Their responses are as follows:

Logic models helped Community Development Departments to better:	Yes		No	Don't know
	Definitely	Probably		
Think through activities to achieve desired objectives	14%	39%	33%	14%
Identify performance indicators	16%	36%	34%	15%
Manage their HUD grant	10%	29%	46%	15%

Usefulness of training and technical assistance.

Community development department directors considered some types of HUD training and technical assistance approaches to be more useful than others, as follows:

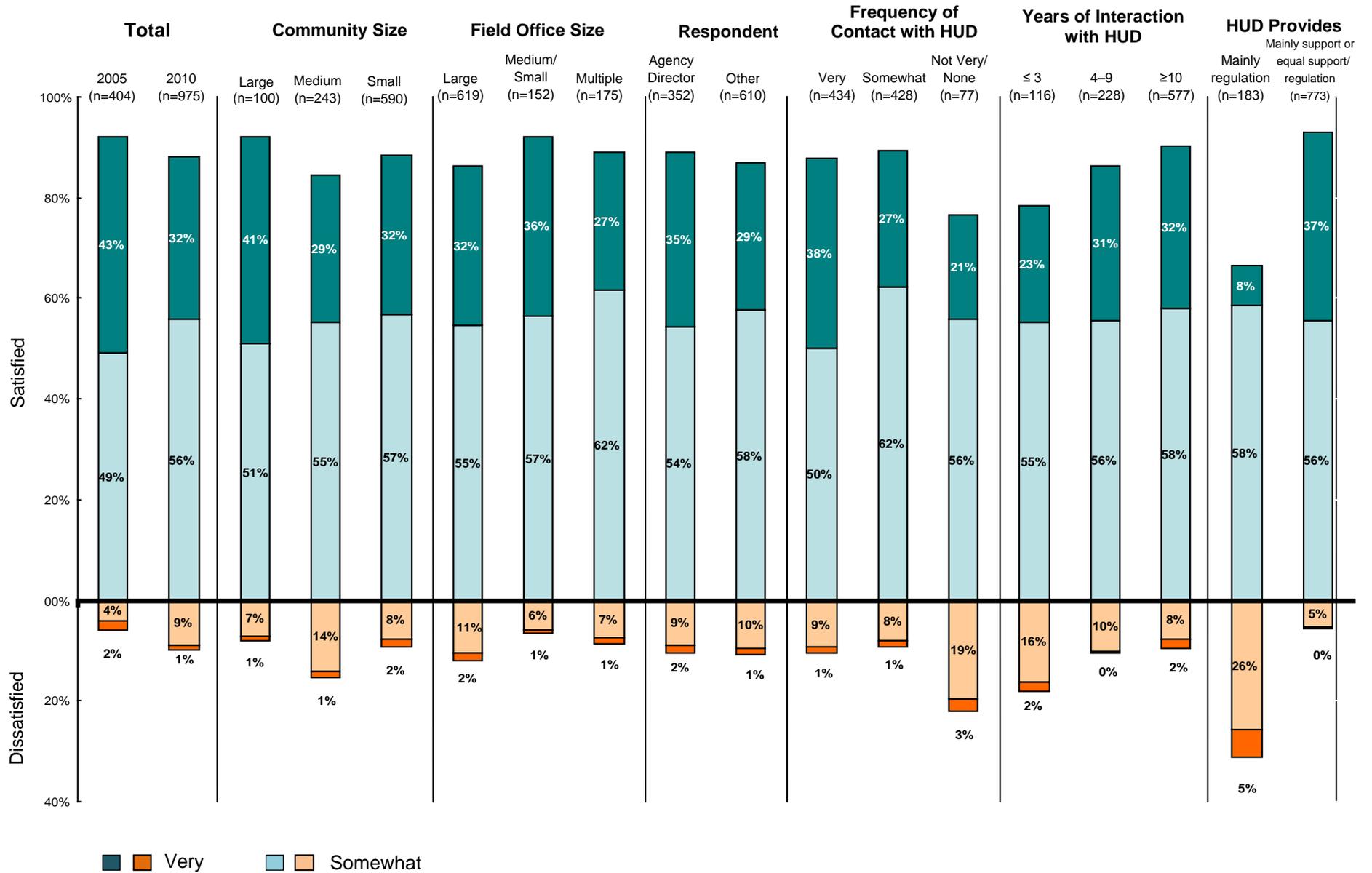
Approach	Very Useful	Somewhat Useful	Not too Useful	Not Useful at All	Have Not Used
Training programs conducted by contractors	56%	33%	5%	1%	6%
HUD's Webpage	38%	50%	7%	2%	1%
HUD-sponsored conferences	40%	38%	6%	1%	13%
HUD participation in panel discussions and training sessions set up by non-HUD groups	22%	30%	9%	2%	28%
HUD-sponsored satellite broadcasts	13%	37%	16%	2%	26%
HUD's Webcast training	12%	29%	12%	2%	39%

Row totals may not equal 100% because of rounding error or non-response to particular questions.

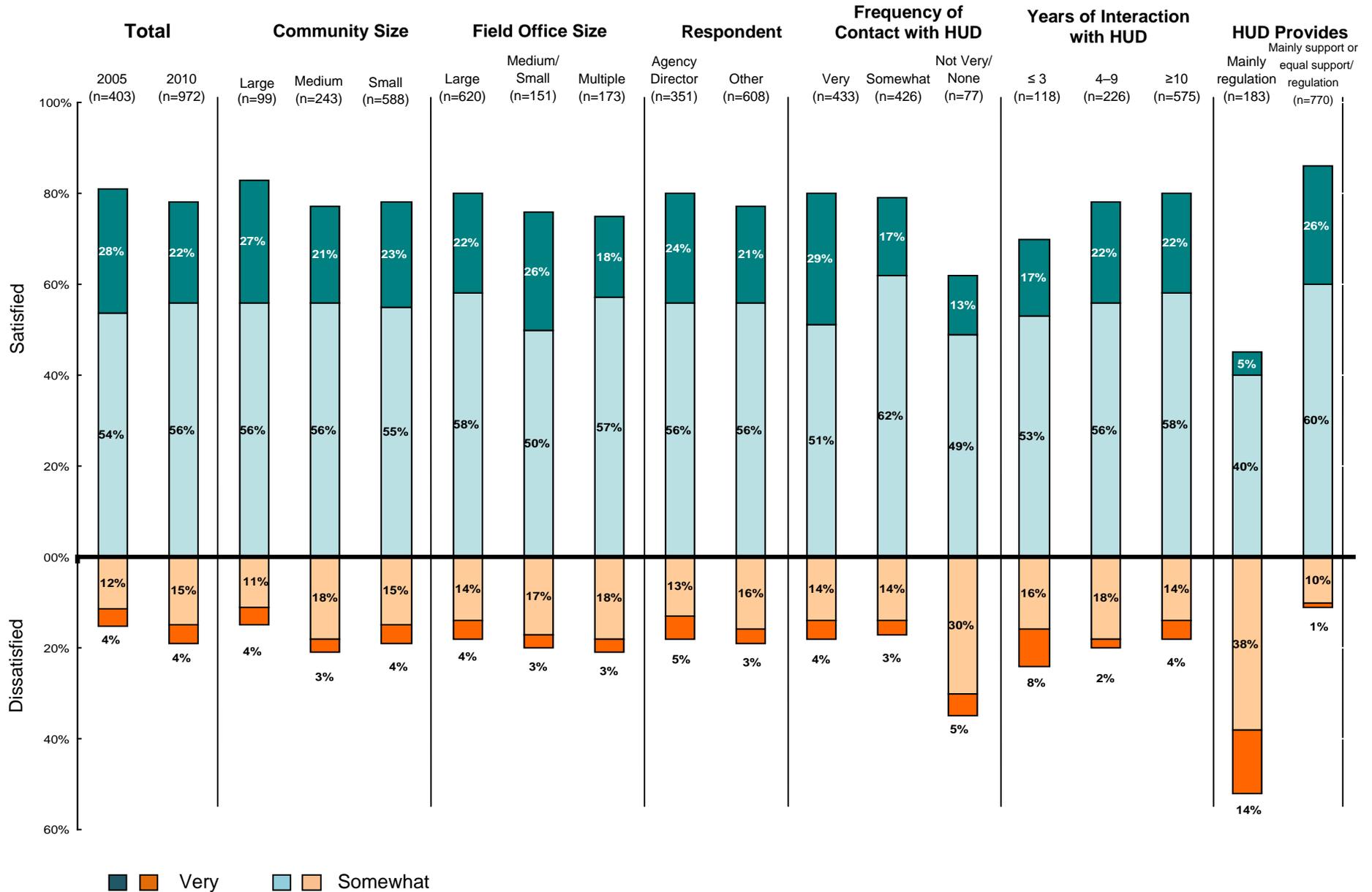
Effectiveness of communications. As tools for communicating with its partners, HUD has increasingly relied on electronic transmission of information, including notices or guidance. Community development department directors were asked about the effectiveness of various communications media, and responded as follows: 68 percent considered e-mail to be very effective and 27 percent considered it to be somewhat effective; 44 percent considered HUD listservs to be very effective and 35 percent considered them to be somewhat effective; and 28 percent considered HUD website postings to be very effective and 48 percent considered them to be somewhat effective.

PART 3: BAR CHARTS OF RESPONSES TO EACH SURVEY QUESTION

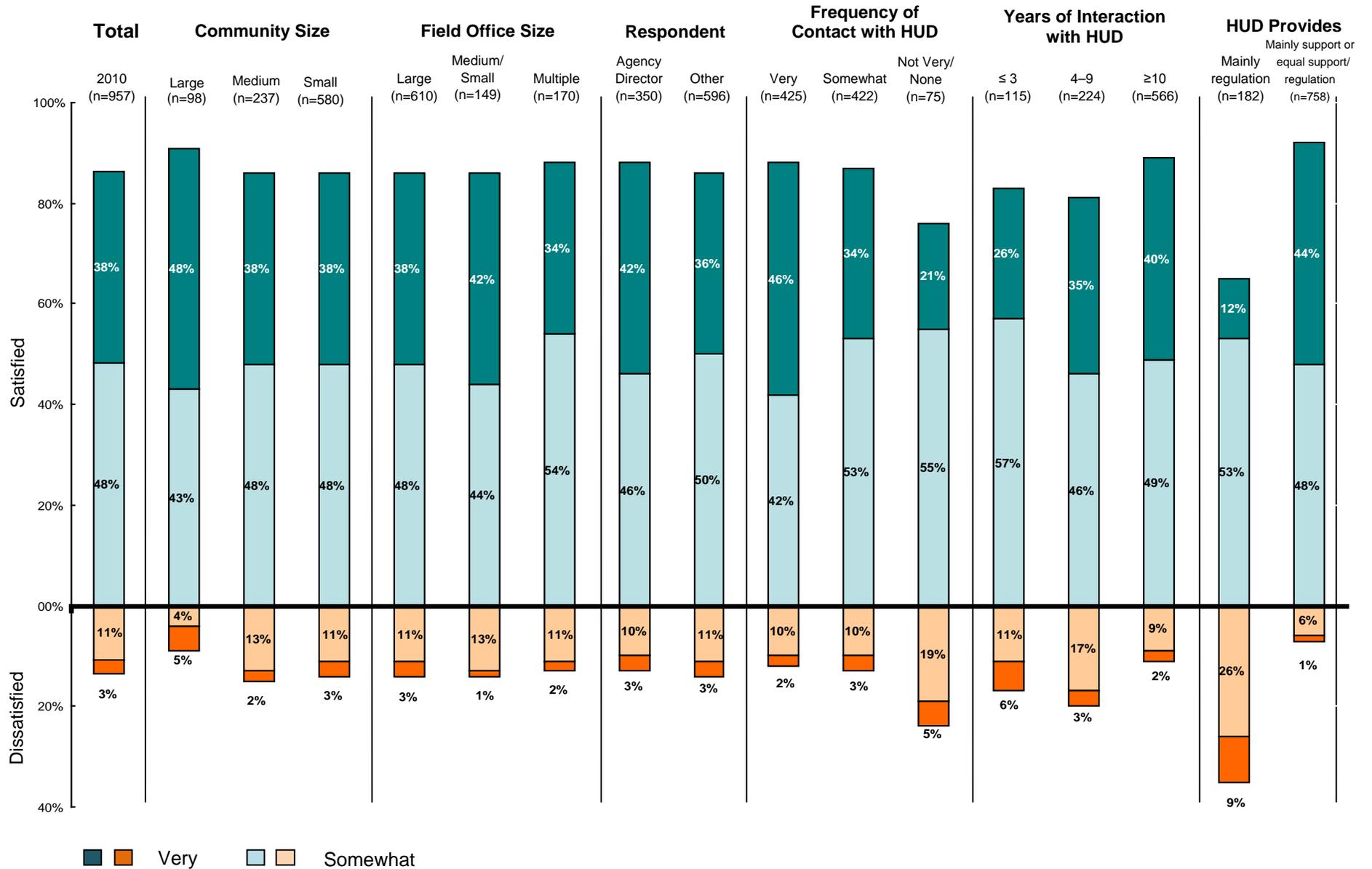
Question 4a. Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the HUD programs you currently deal with?



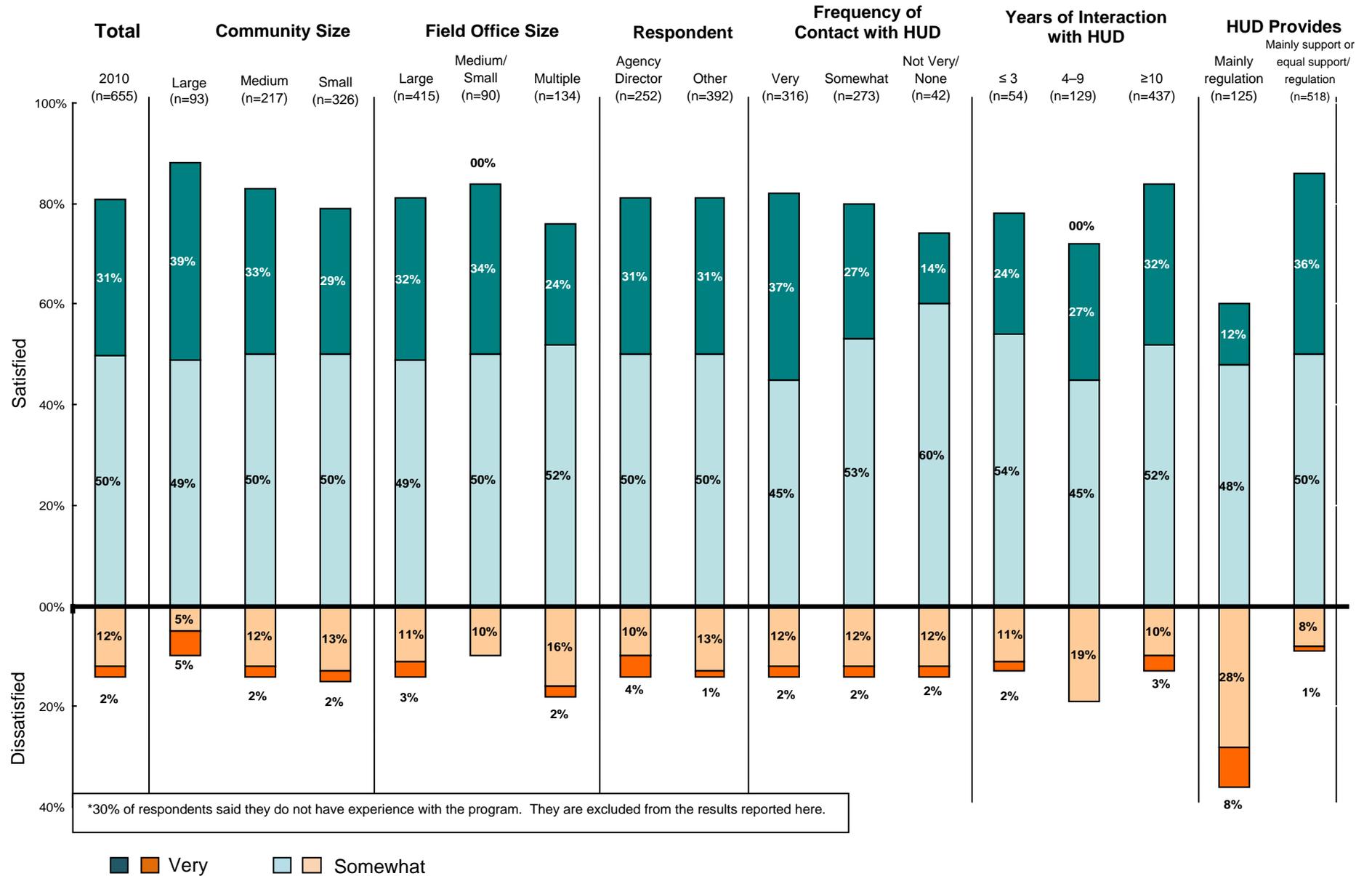
Question 4b. Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the way HUD currently runs those programs?



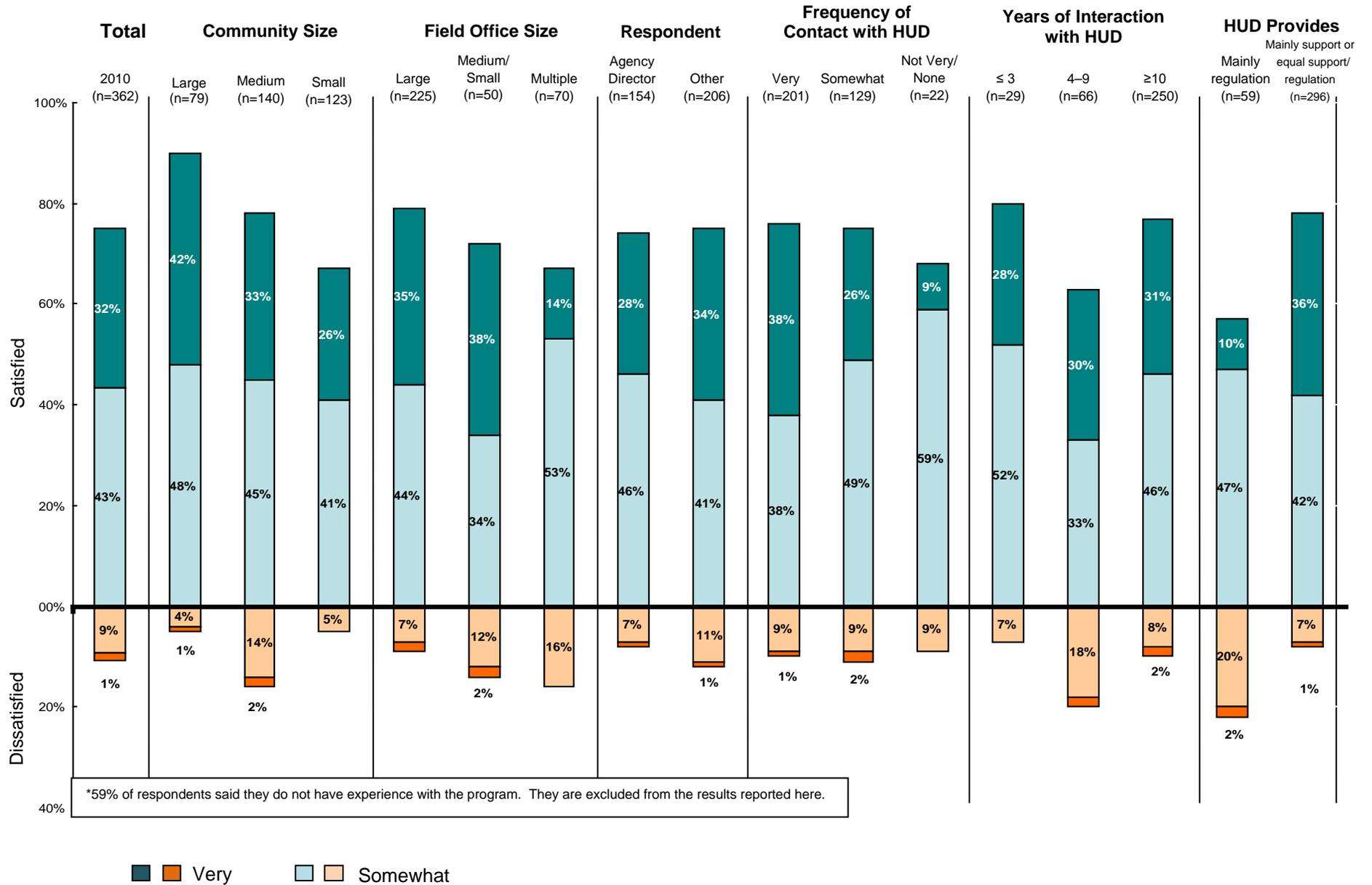
Question 5a. How satisfied or dissatisfied are you with the way HUD runs the Community Development Block Grant program?



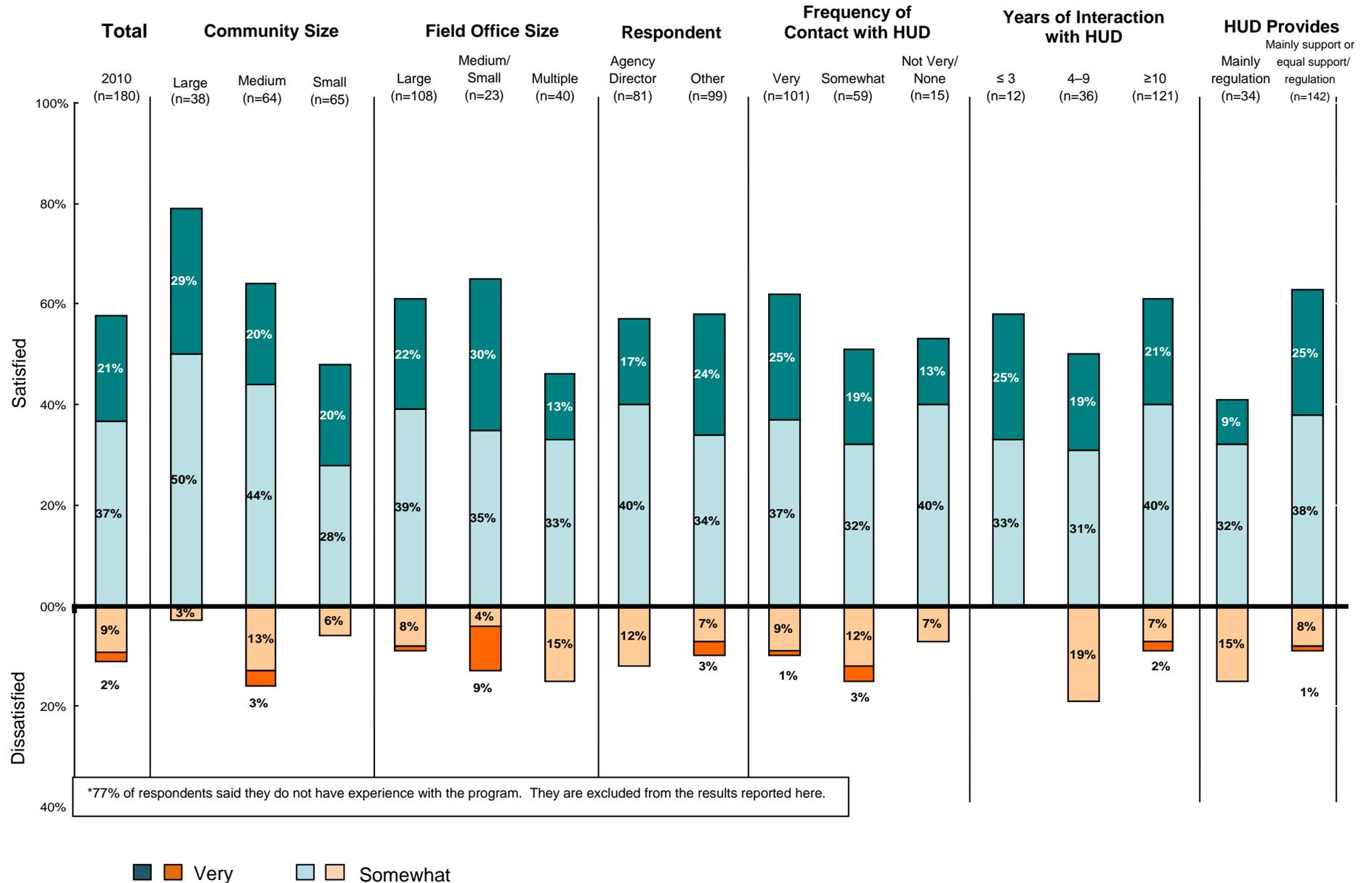
Question 5b. How satisfied or dissatisfied are you with the way HUD runs the HOME Investments Partnership program?



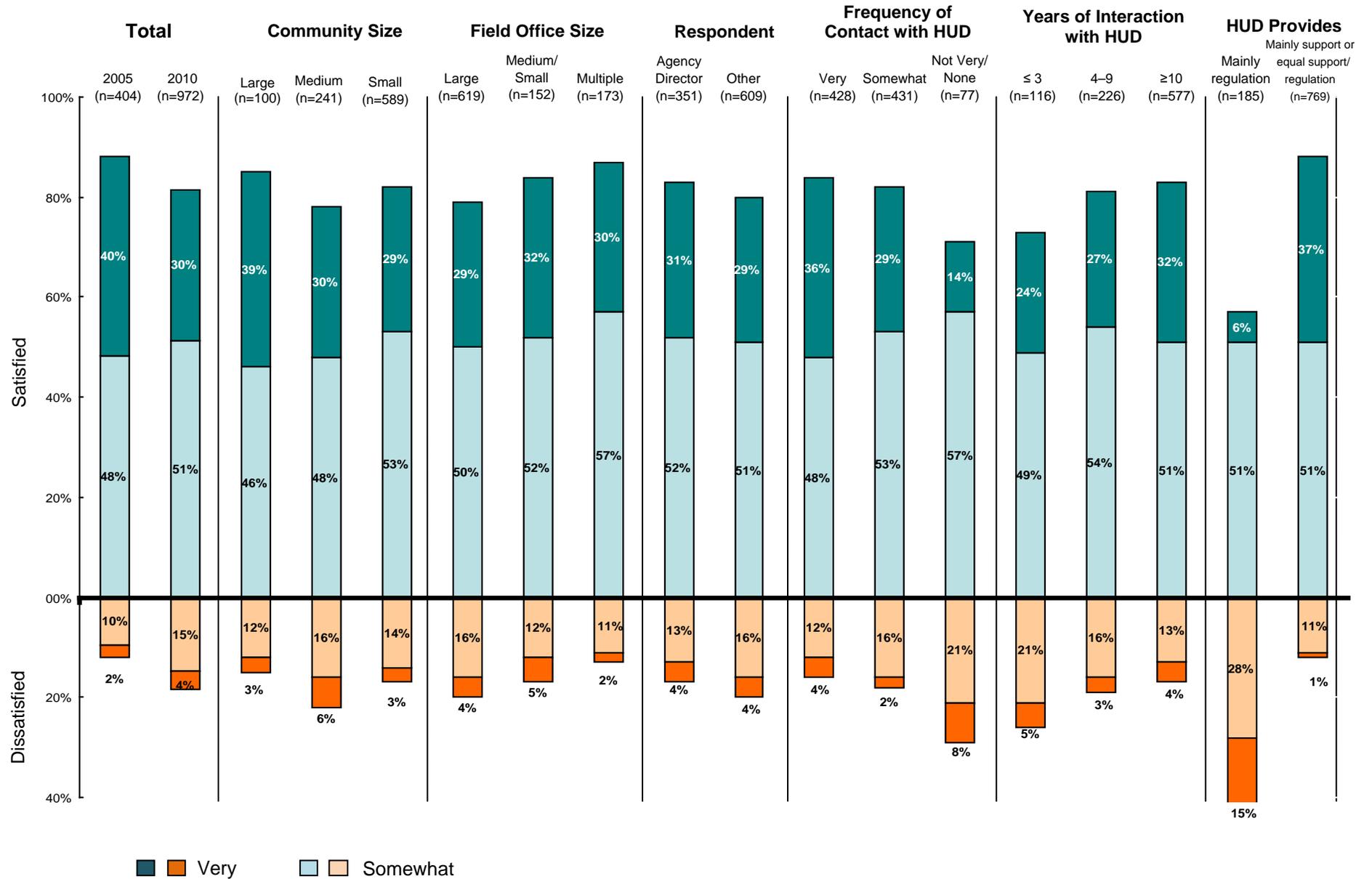
Question 5c. How satisfied or dissatisfied are you with the way HUD runs the Emergency Shelter Grants program?



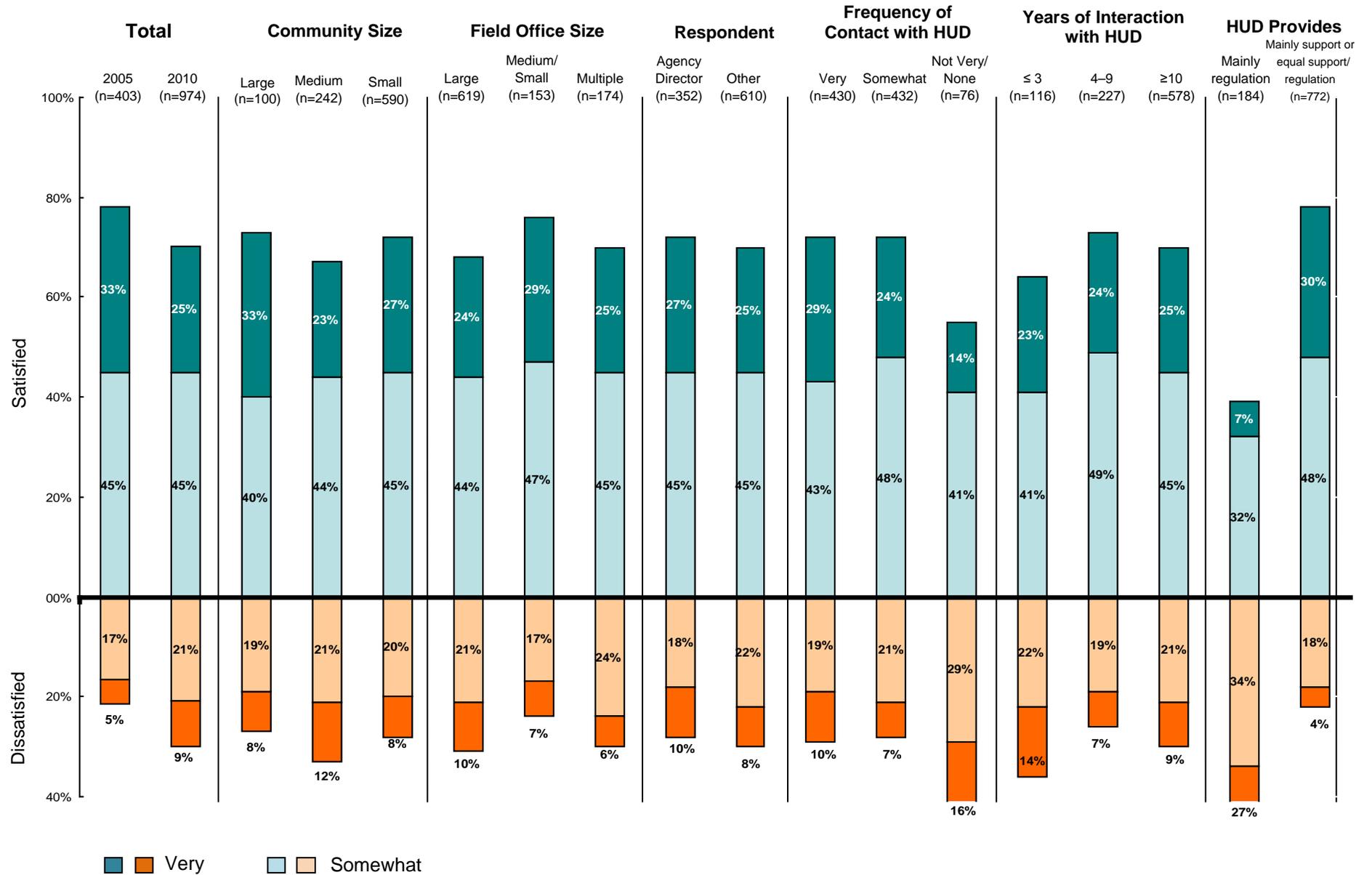
Question 5d. How satisfied or dissatisfied are you with the way HUD runs the Housing Opportunity for Persons with AIDS (HOPWA) program?



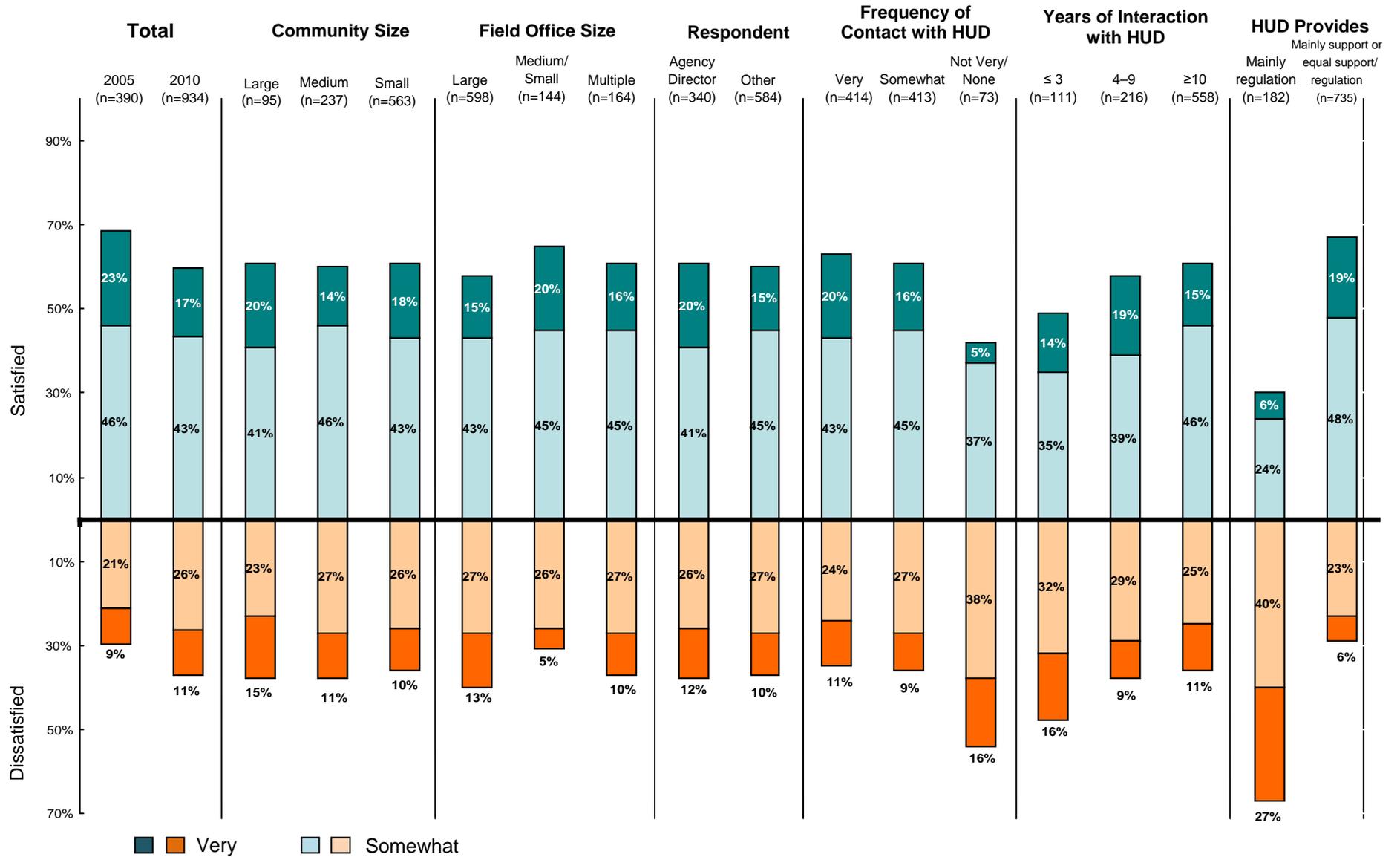
Question 6a. How satisfied or dissatisfied are you, in general, with the quality of the information you currently receive from HUD?



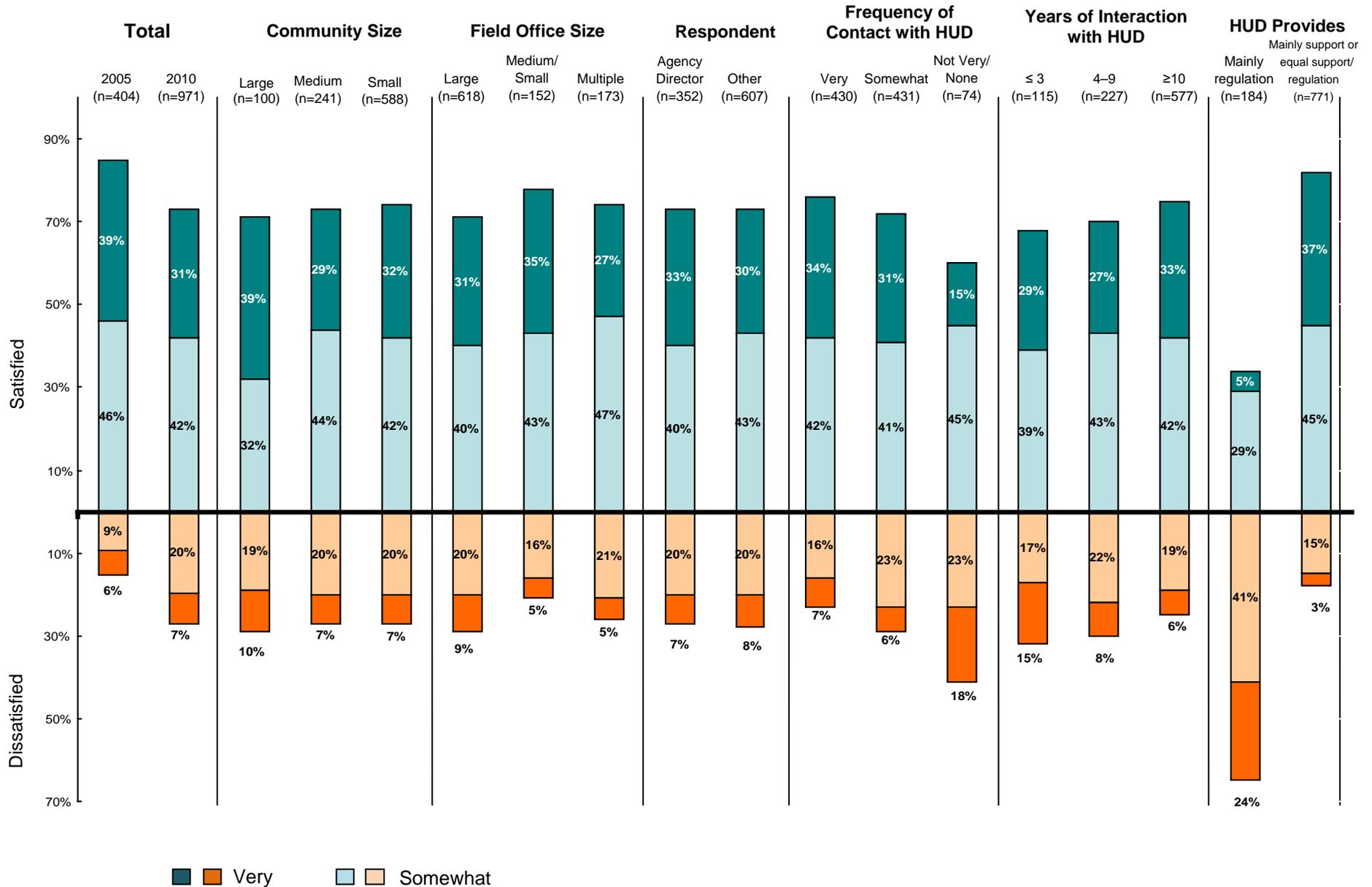
Question 6b. How satisfied or dissatisfied are you, in general, with the timeliness of the information you currently receive from HUD?



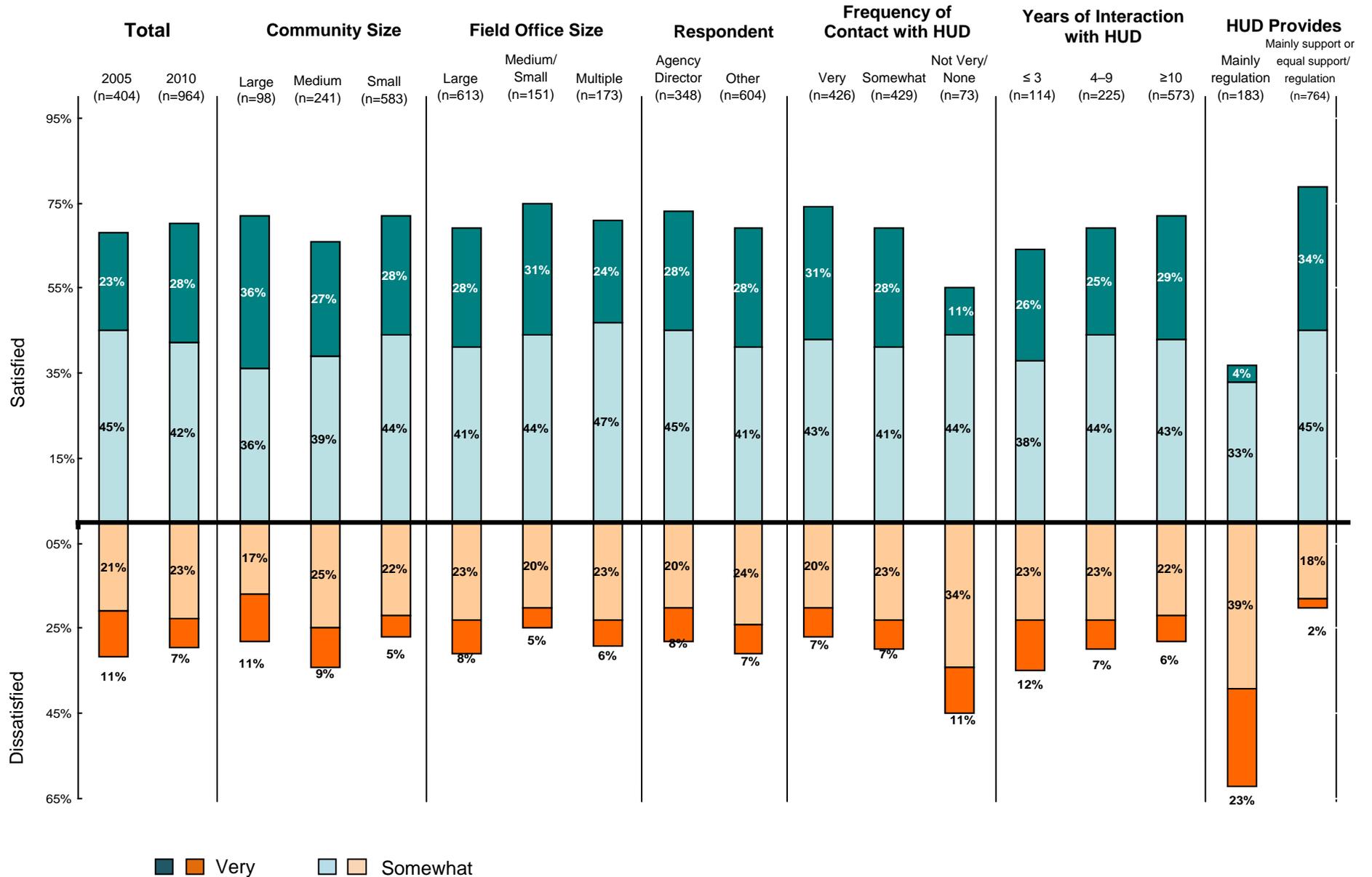
Question 6c. How satisfied or dissatisfied are you, in general, with the timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)?



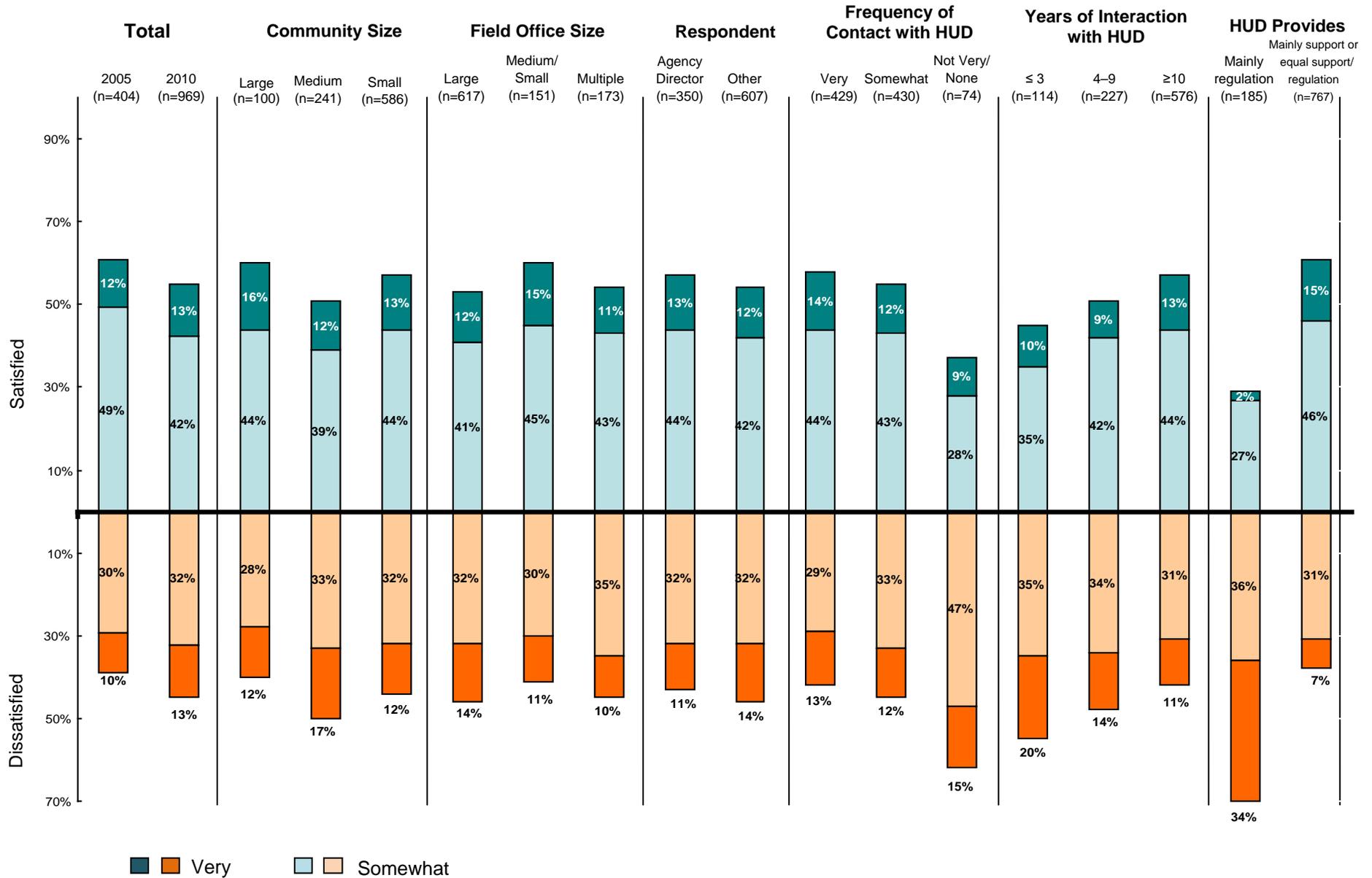
Question 6d. How satisfied or dissatisfied are you, in general, with the quality of guidance you currently get from HUD?



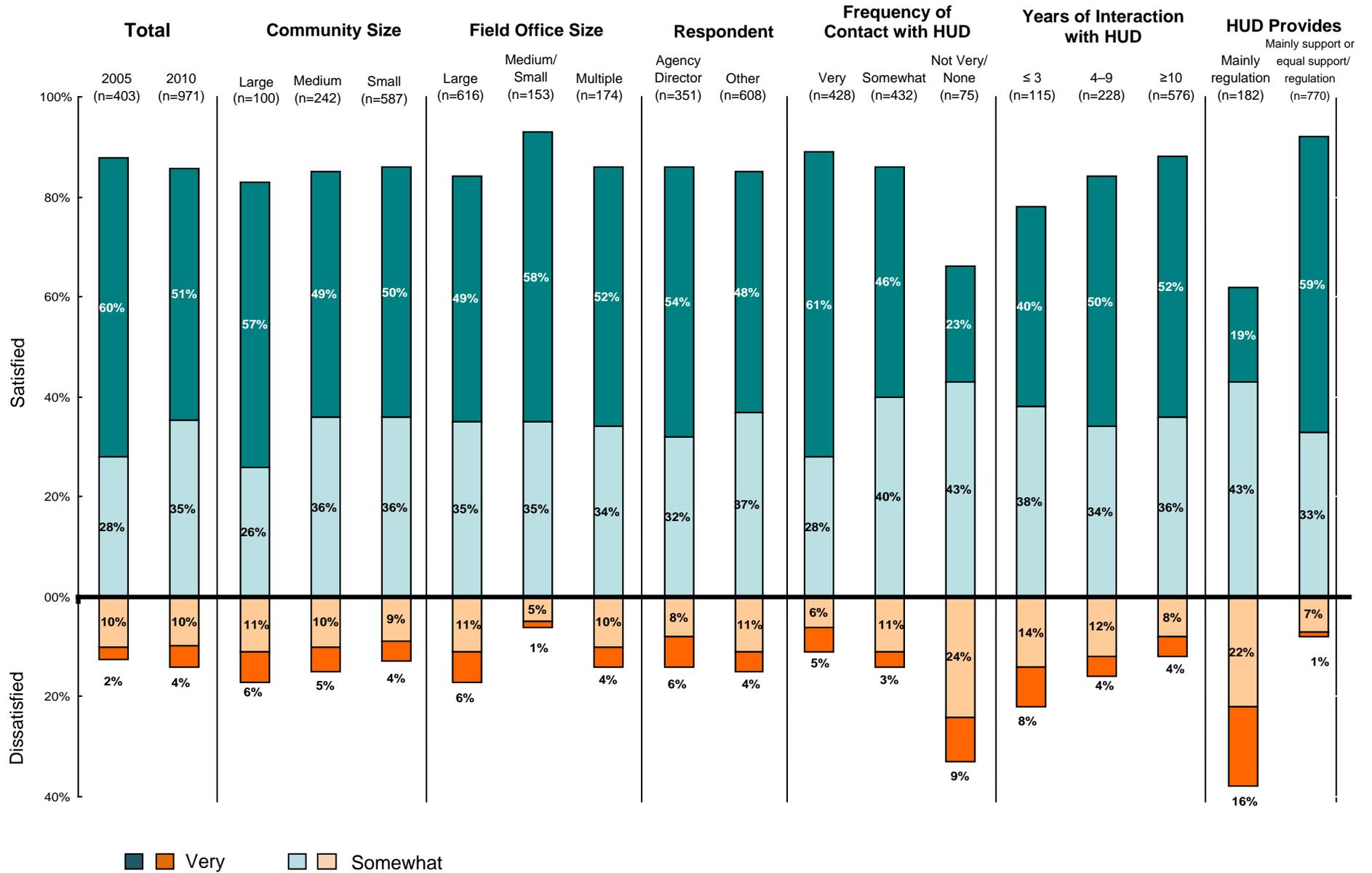
Question 6e. How satisfied or dissatisfied are you, in general, with the consistency of guidance you currently get from HUD?



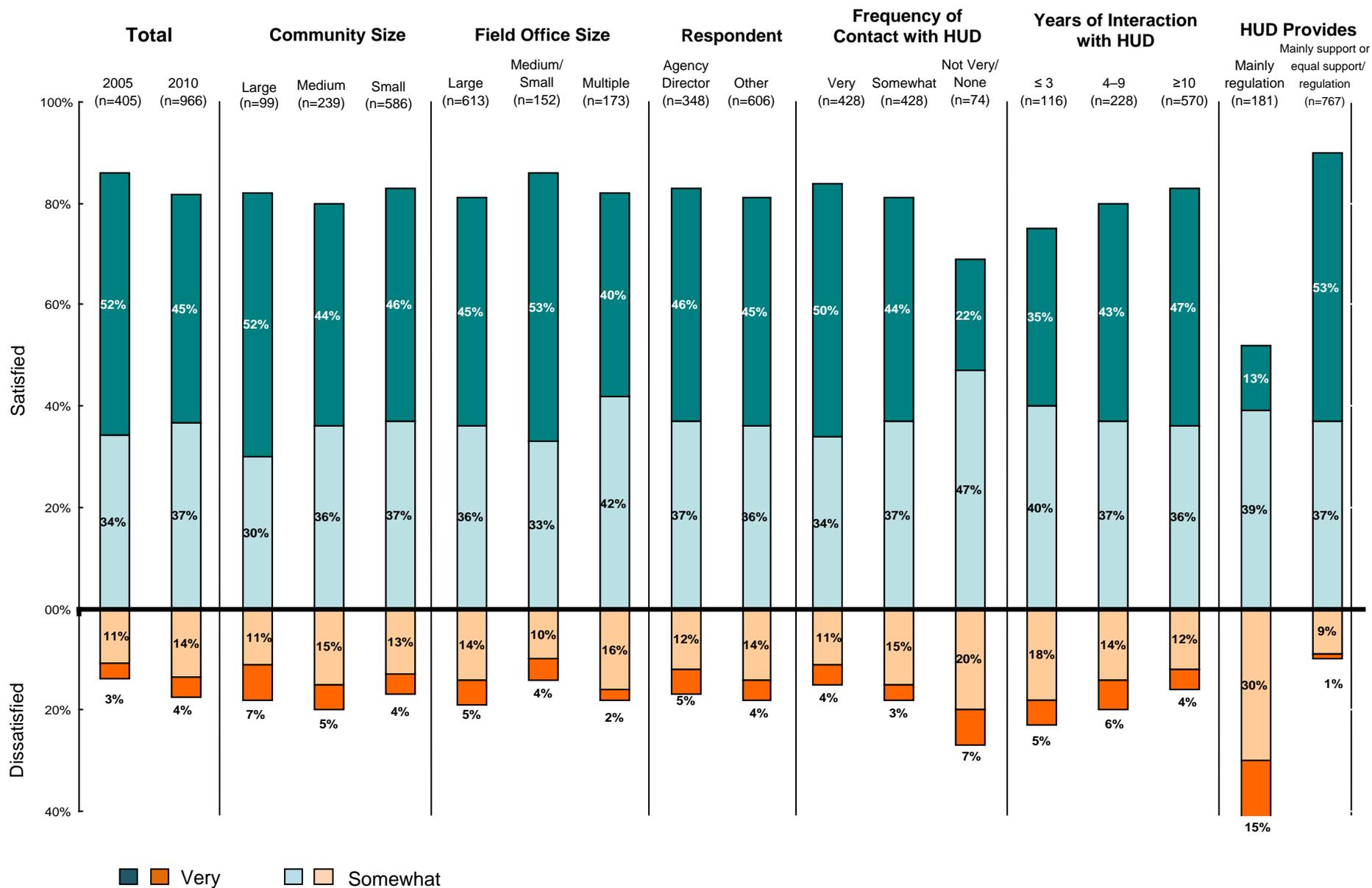
Question 6f. How satisfied or dissatisfied are you, in general, with the clarity of HUD rules and requirements that apply to your agency?



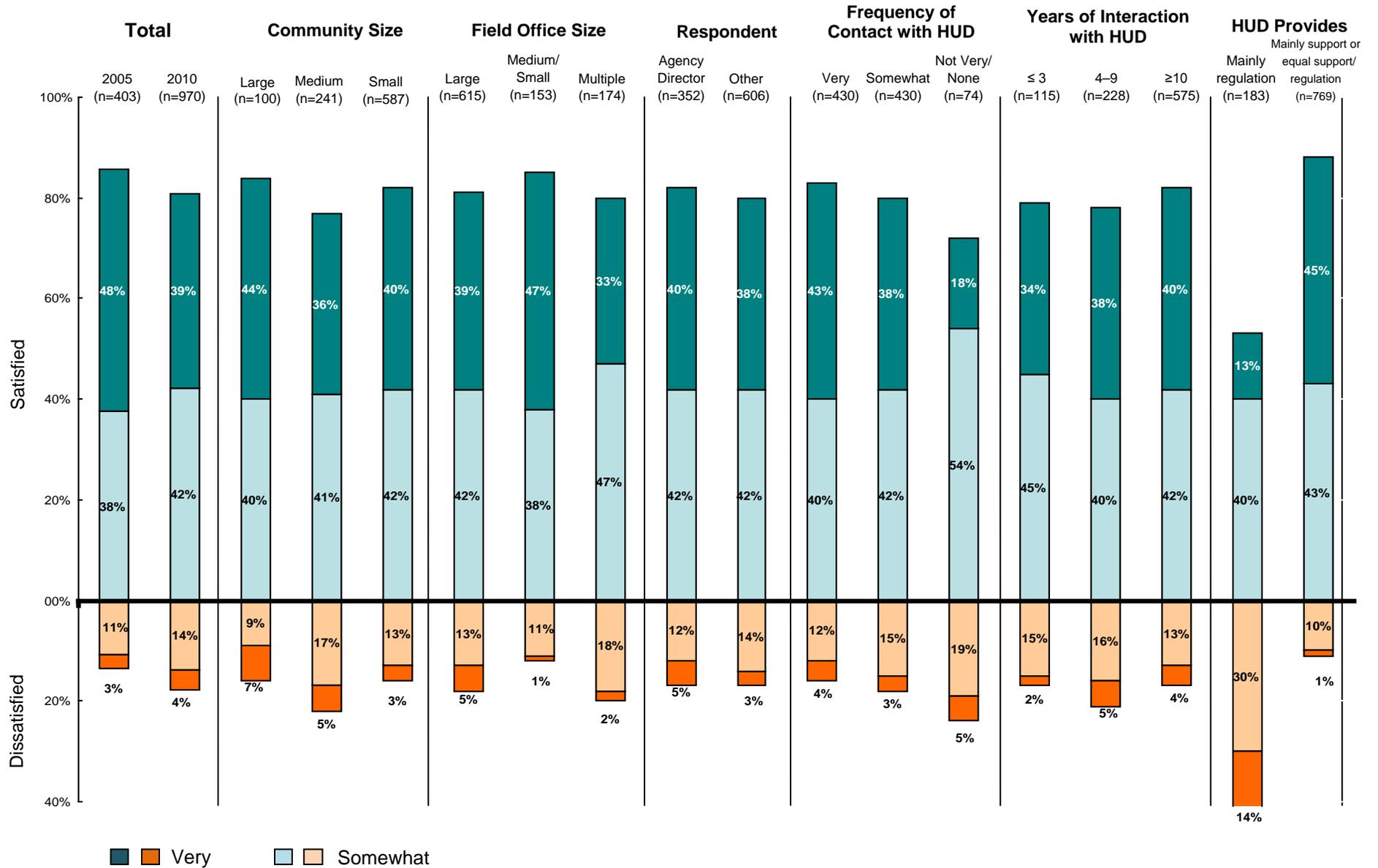
Question 6g. How satisfied or dissatisfied are you, in general, with the responsiveness of the people with whom you currently deal at HUD?



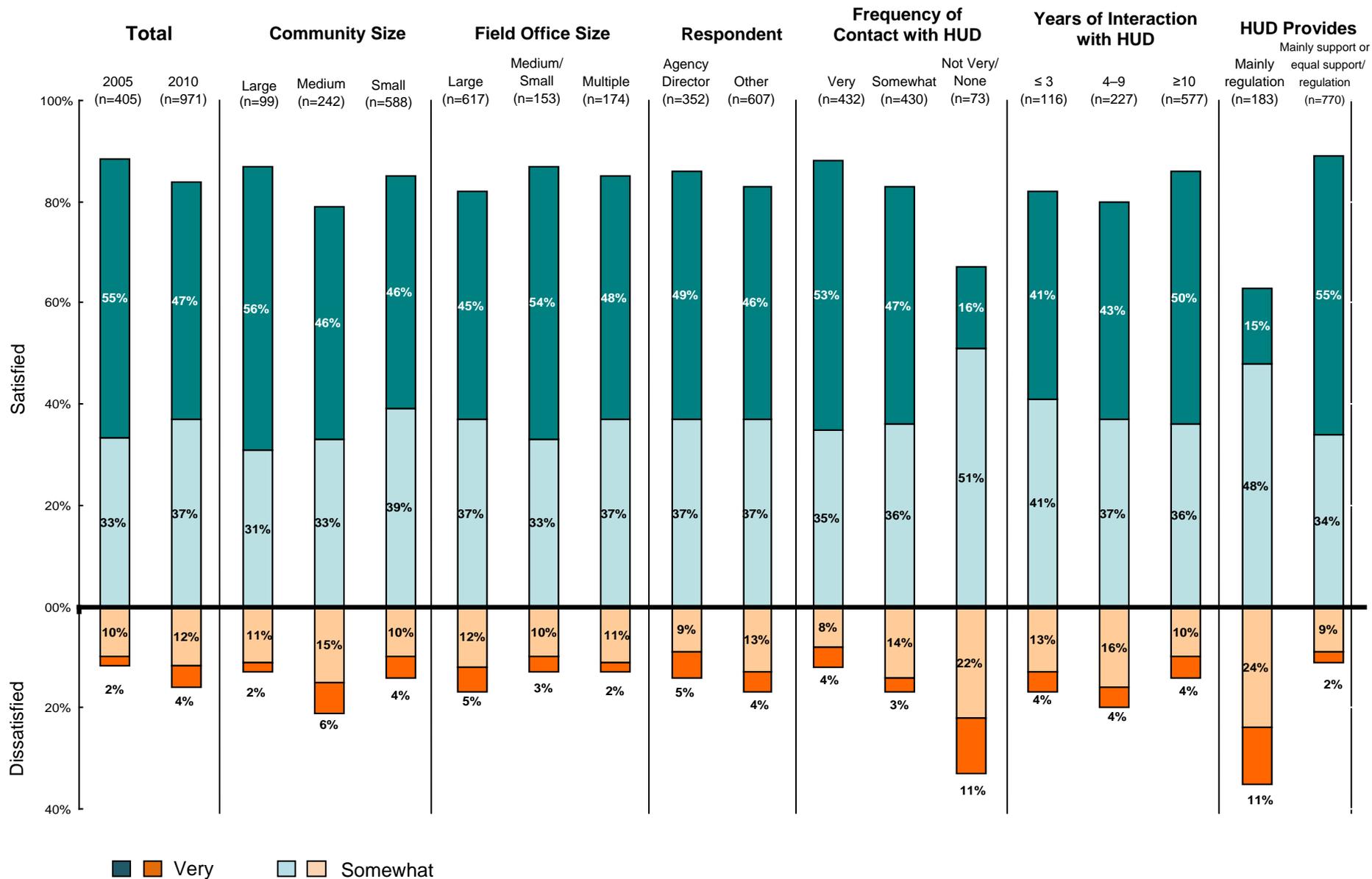
Question 6h. How satisfied or dissatisfied are you, in general, with the competence of the people with whom you currently deal at HUD?



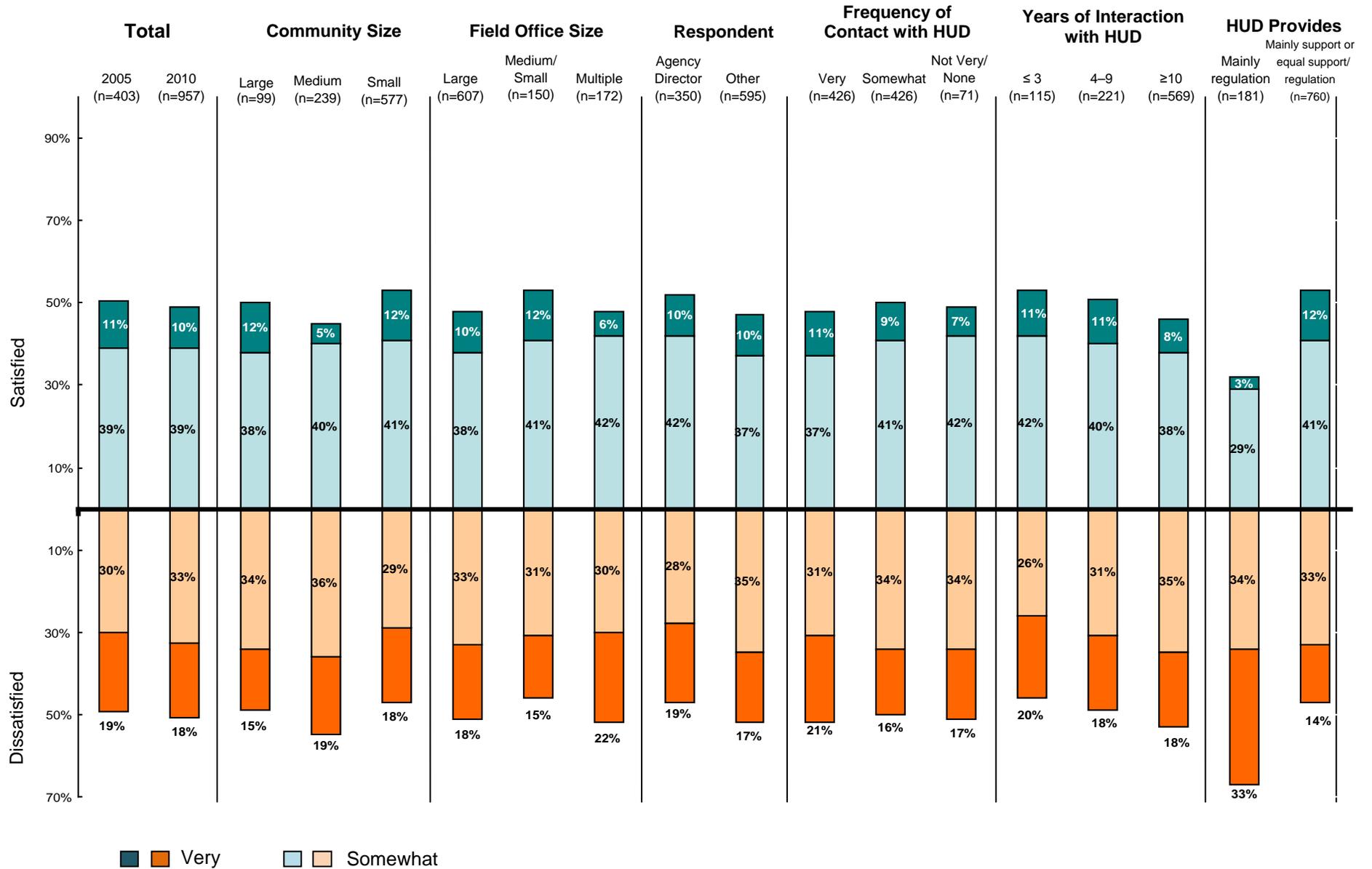
Question 6i. How satisfied or dissatisfied are you, in general, with the extent to which HUD employees have the knowledge, skills, and ability to do their work?



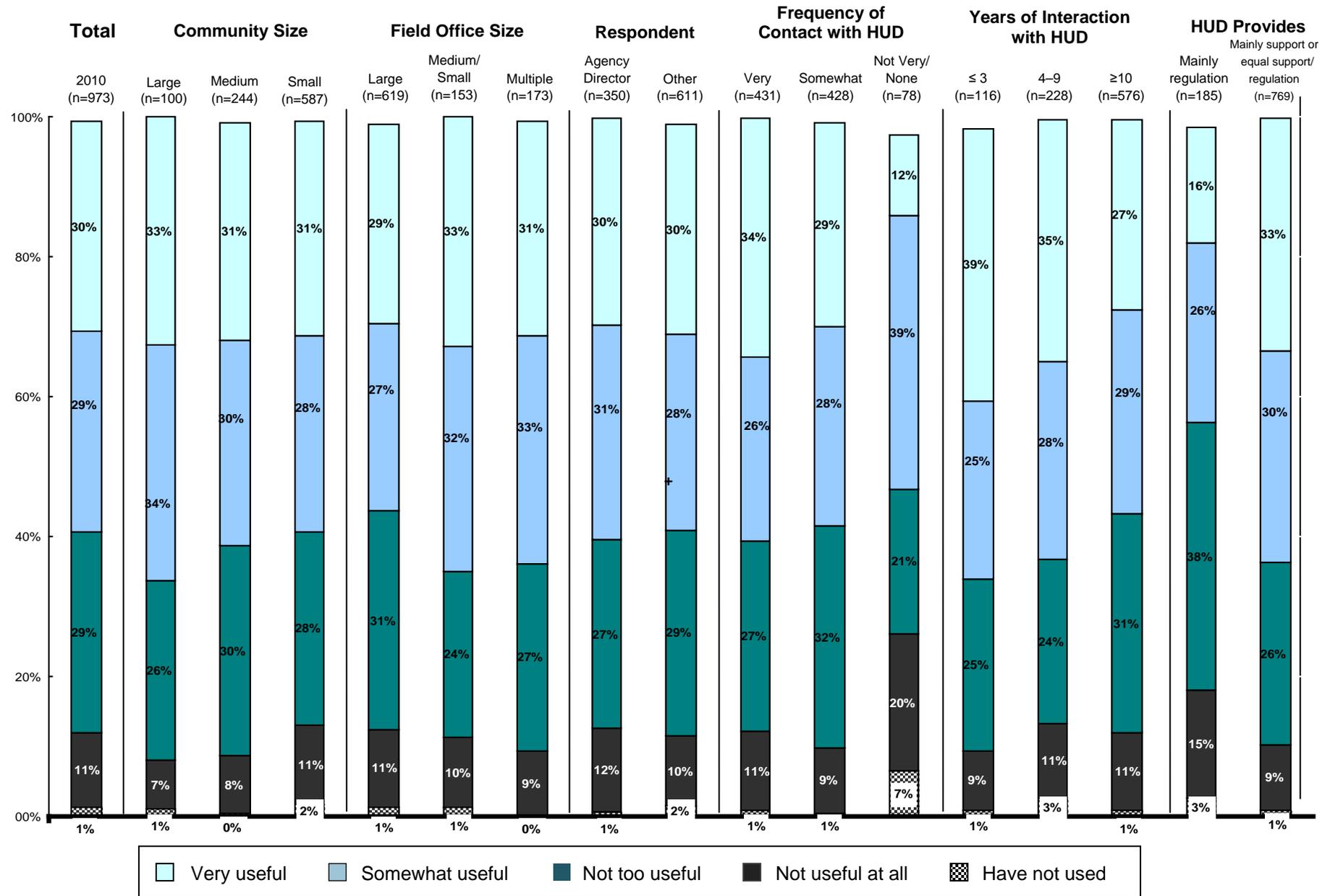
Question 6j. How satisfied or dissatisfied are you, in general, with your ability to reach the people at HUD whom you need to contact?



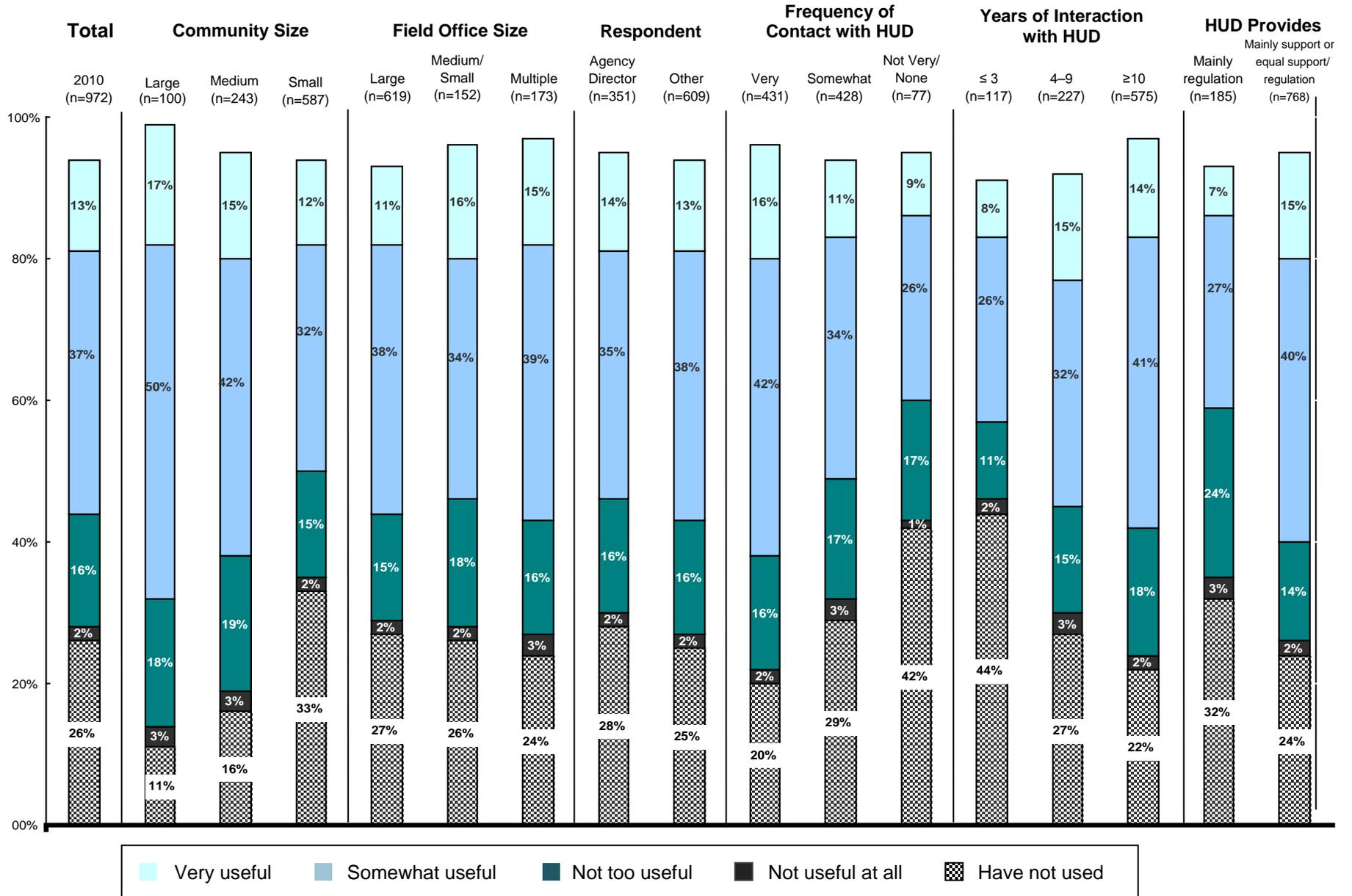
Question 6k. How satisfied or dissatisfied are you, in general, with the time commitment required to comply with HUD reporting requirements (e.g., IDIS)?



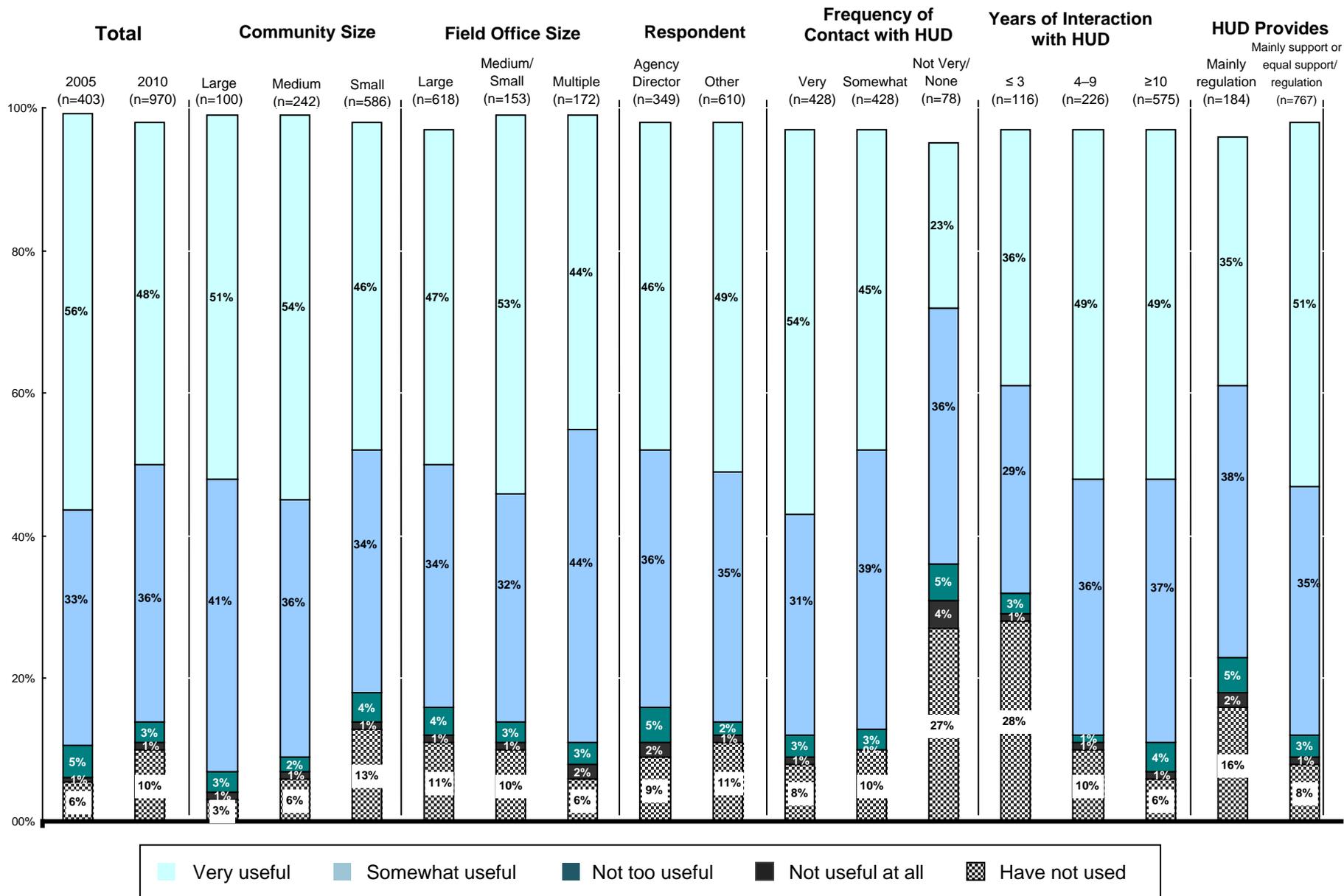
Question 7a. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored conferences?



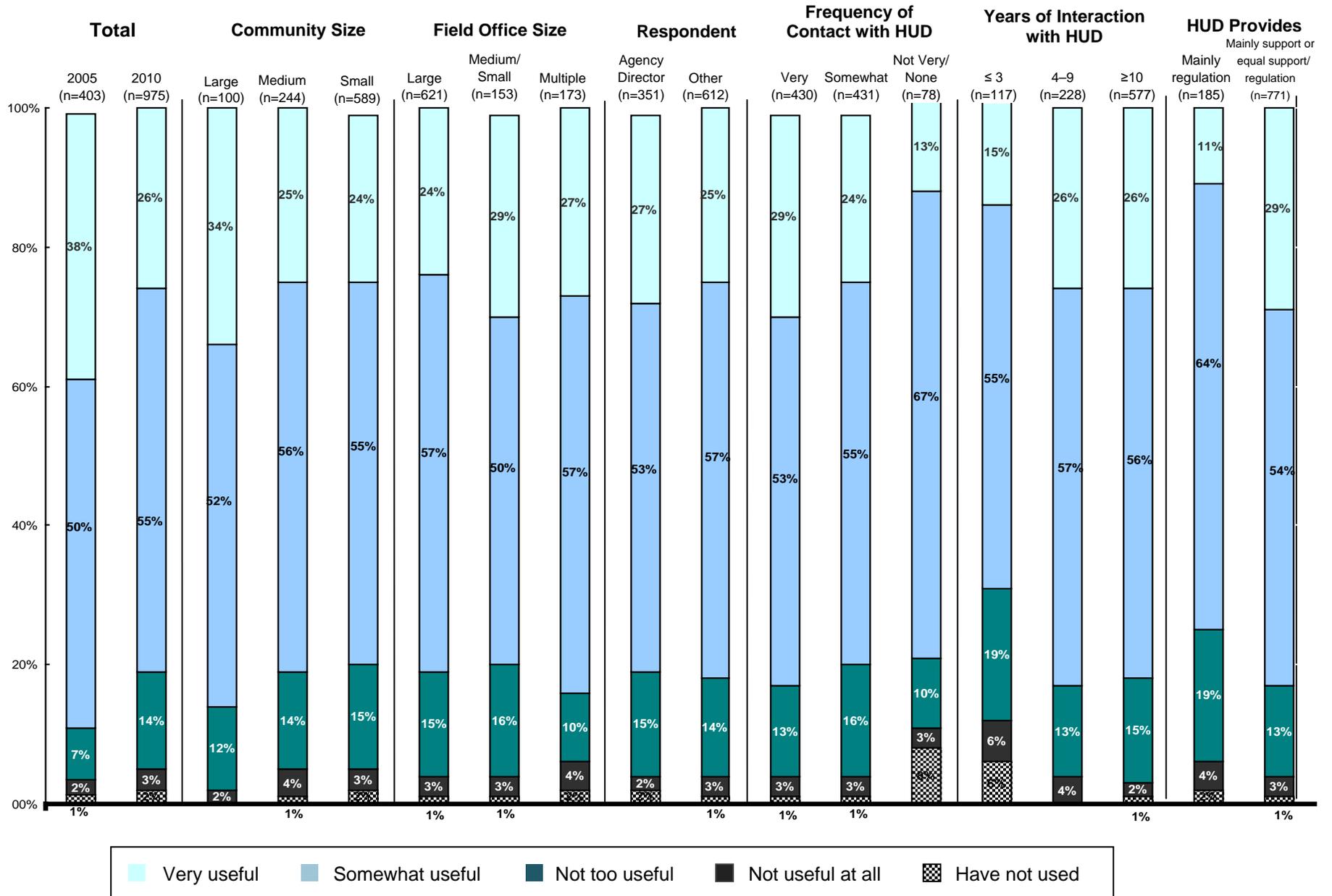
Question 7b. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored satellite broadcasts?



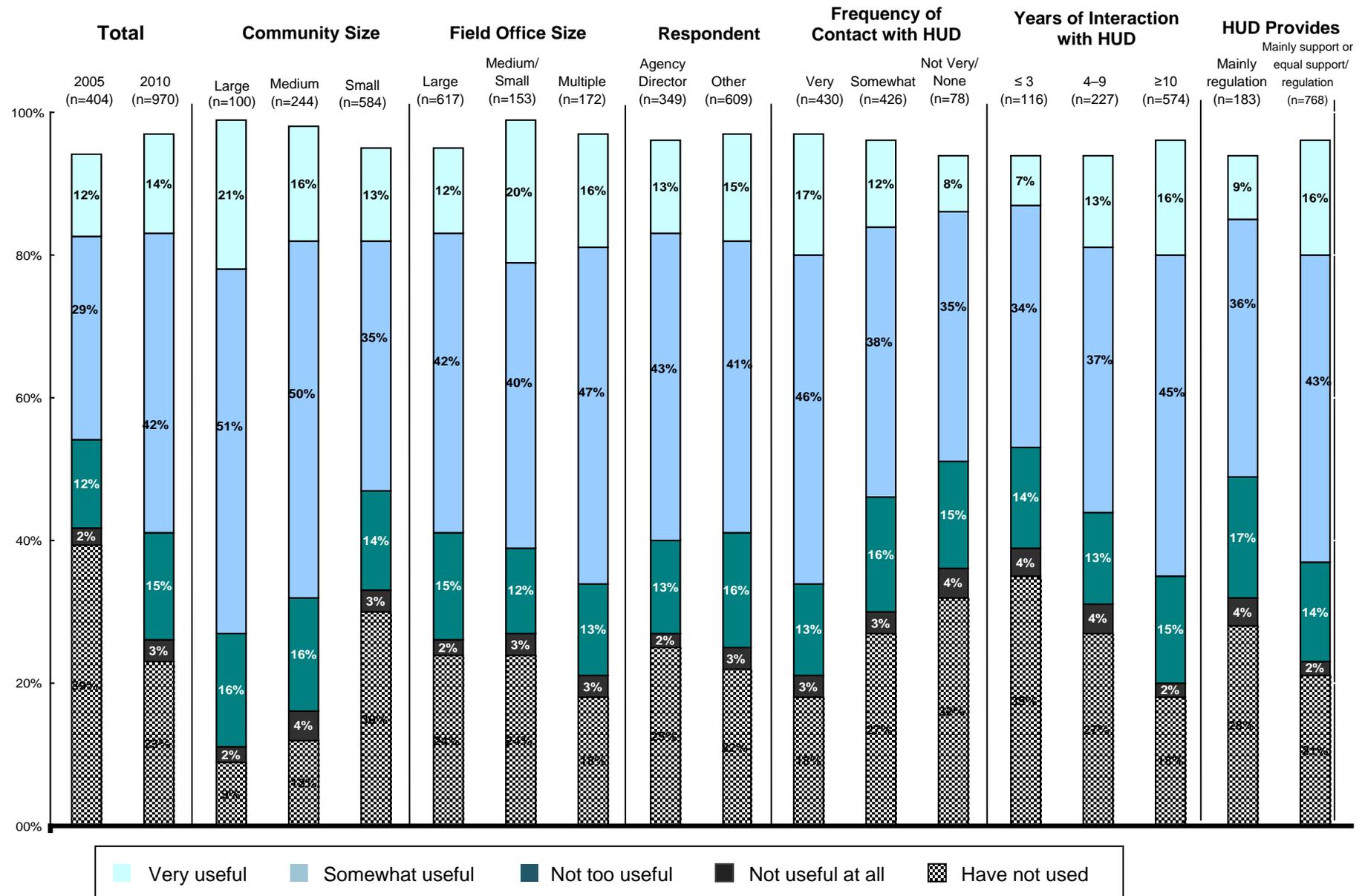
Question 7c. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored training programs conducted by contractors?



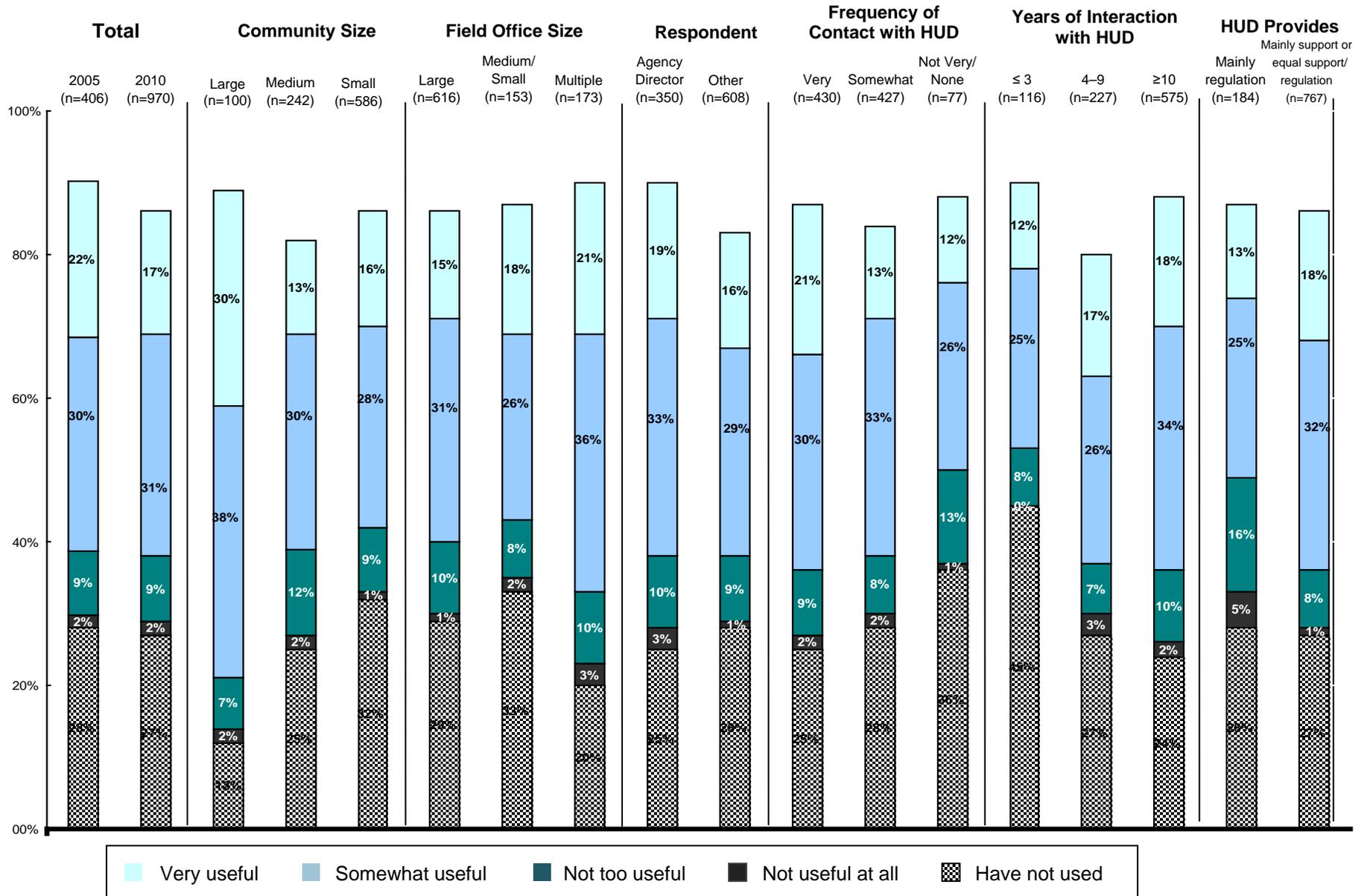
Question 7d. How useful or not useful have you found HUD's training and technical assistance through HUD's Webpage?



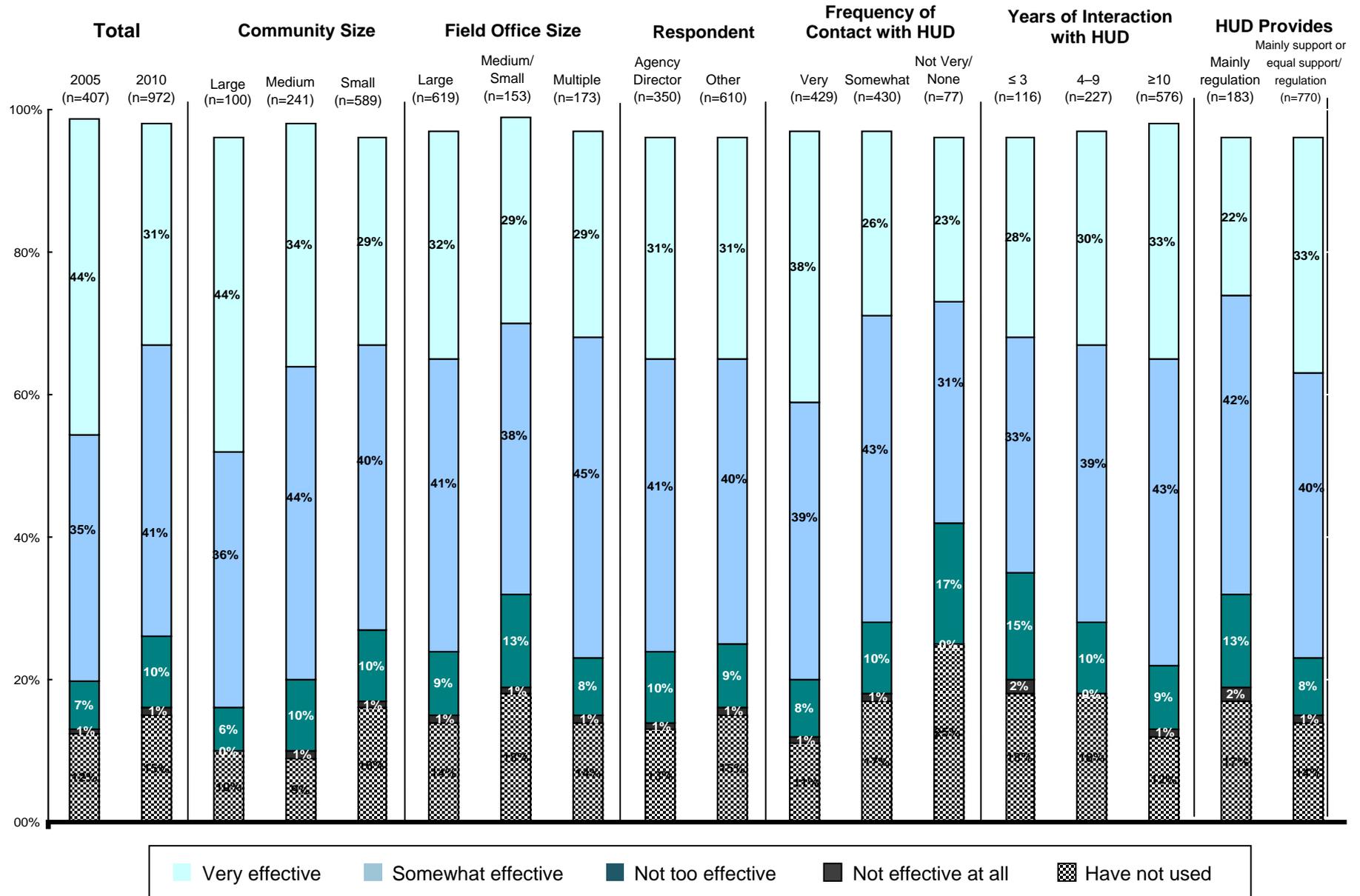
Question 7e. How useful or not useful have you found HUD's training and technical assistance through HUD's Webcast training?



Question 7f. How useful or not useful have you found HUD's training and technical assistance through HUD participation in panel discussions and training sessions set up by non-HUD groups?

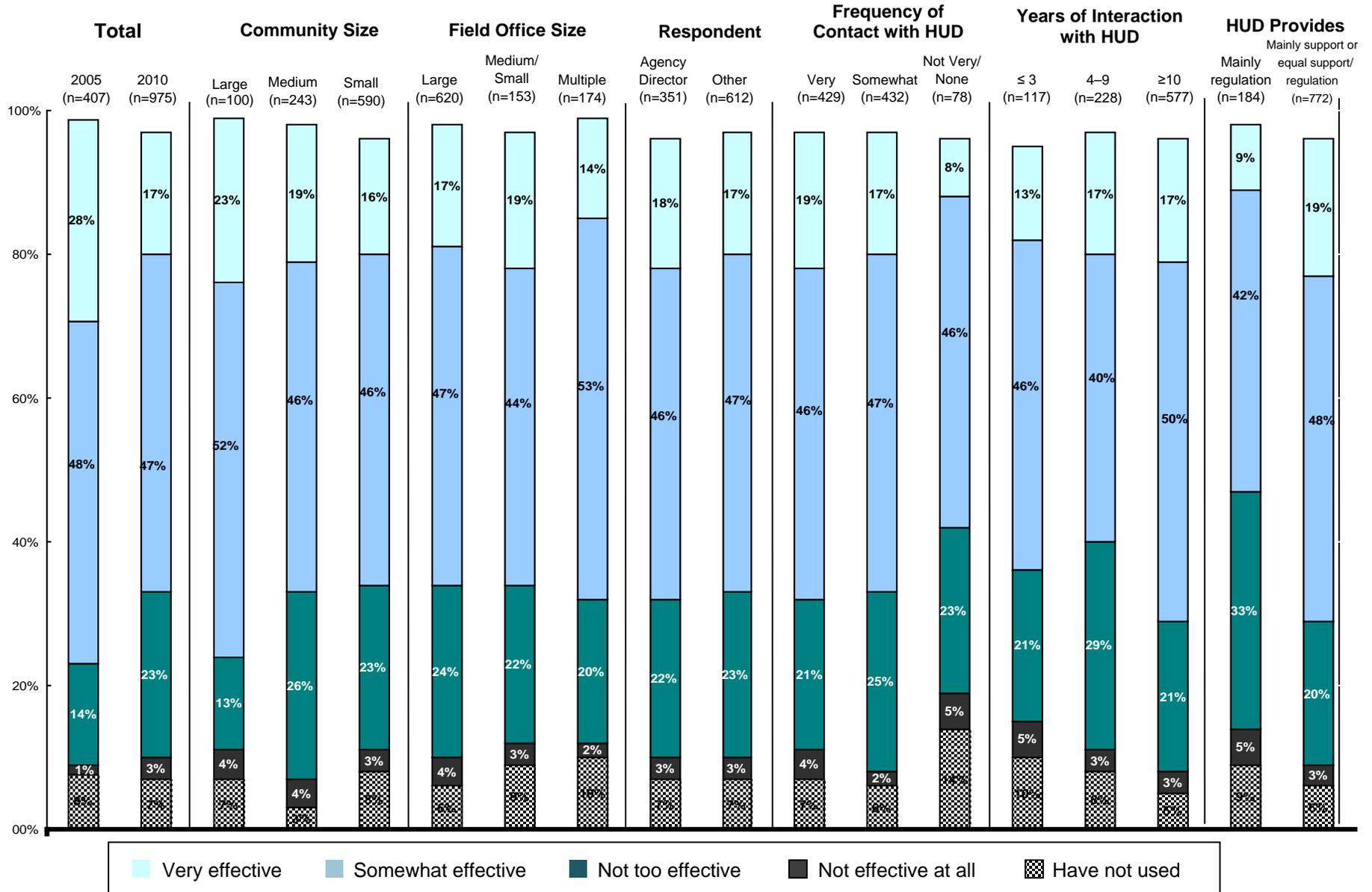


Question 8a. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD listservs have been as a tool for HUD to convey important information to you, such as notices and guidance.

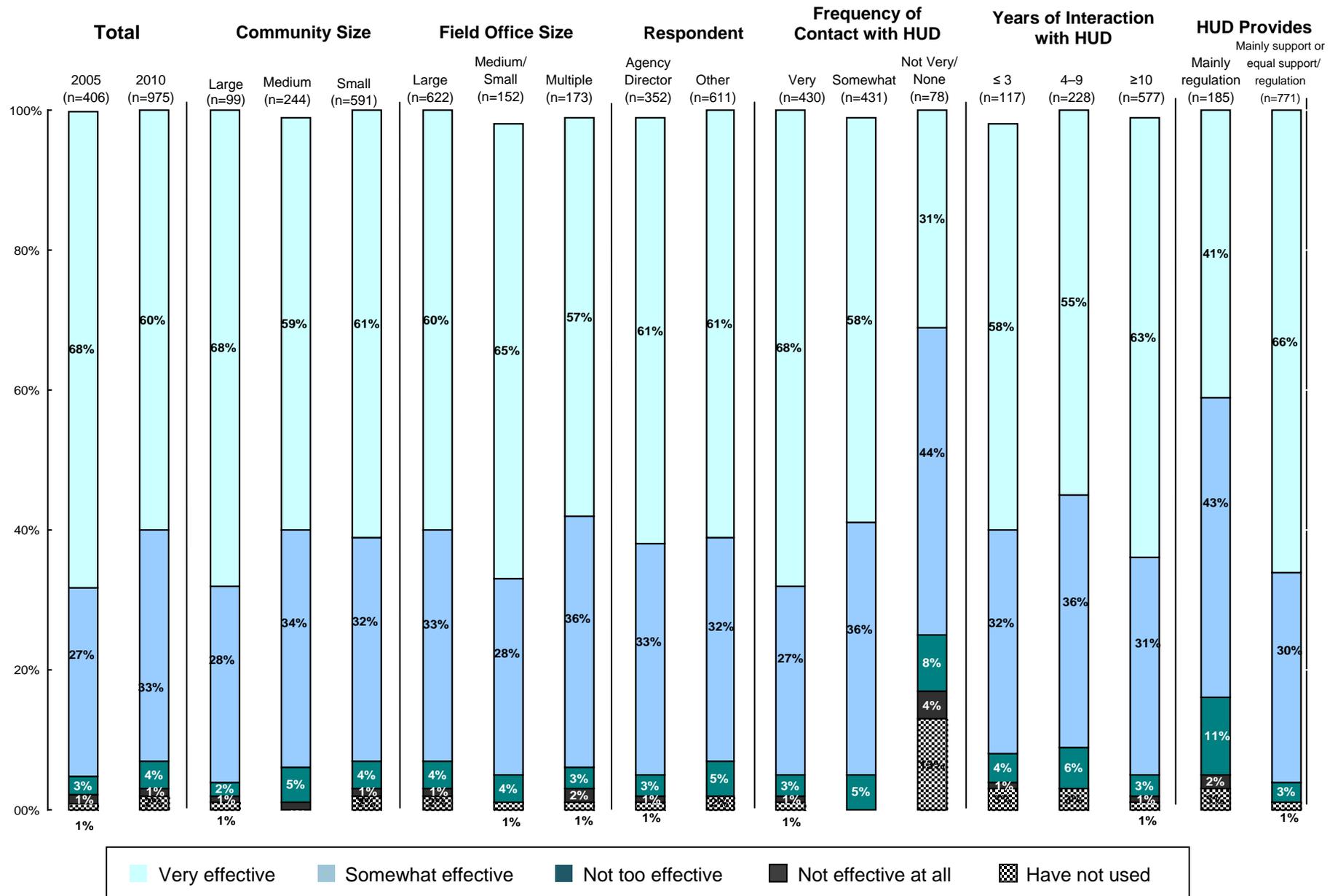


Community Development Department Partners

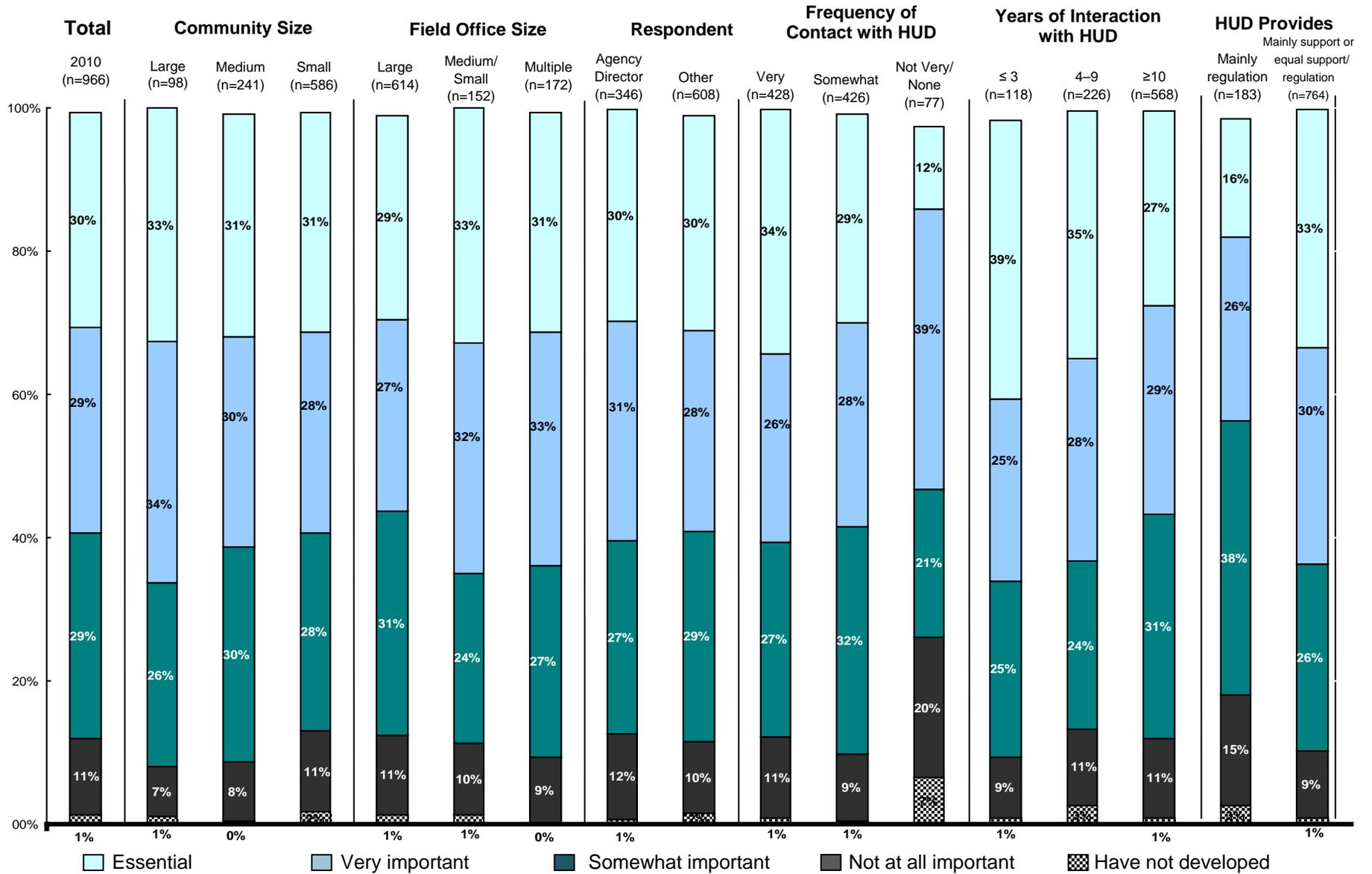
Question 8b. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD website postings have been as a tool for HUD to convey important information to you, such as notices and guidance.



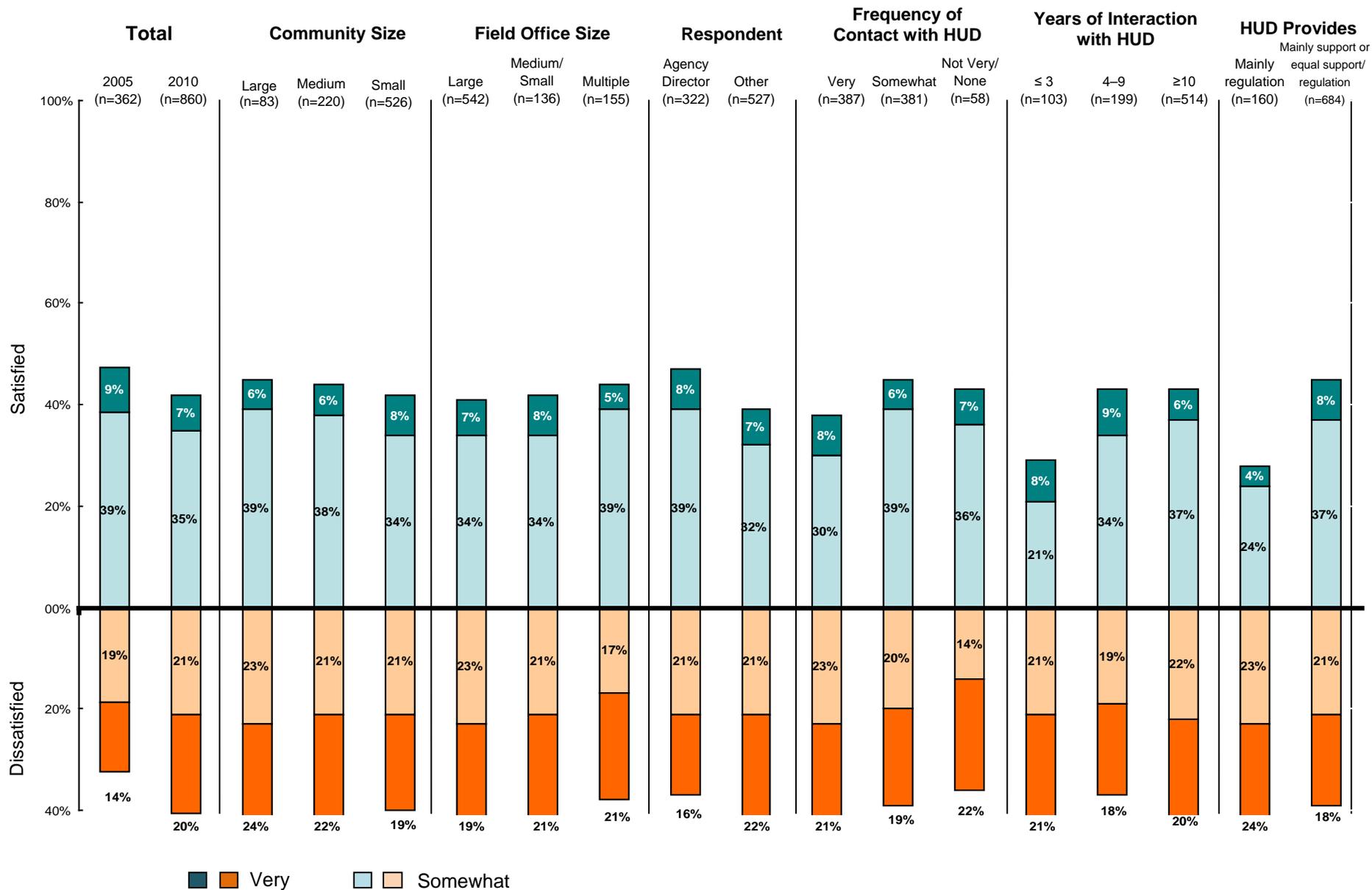
Question 8c. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD e-mail has been as a tool for HUD to convey important information to you, such as notices and guidance.



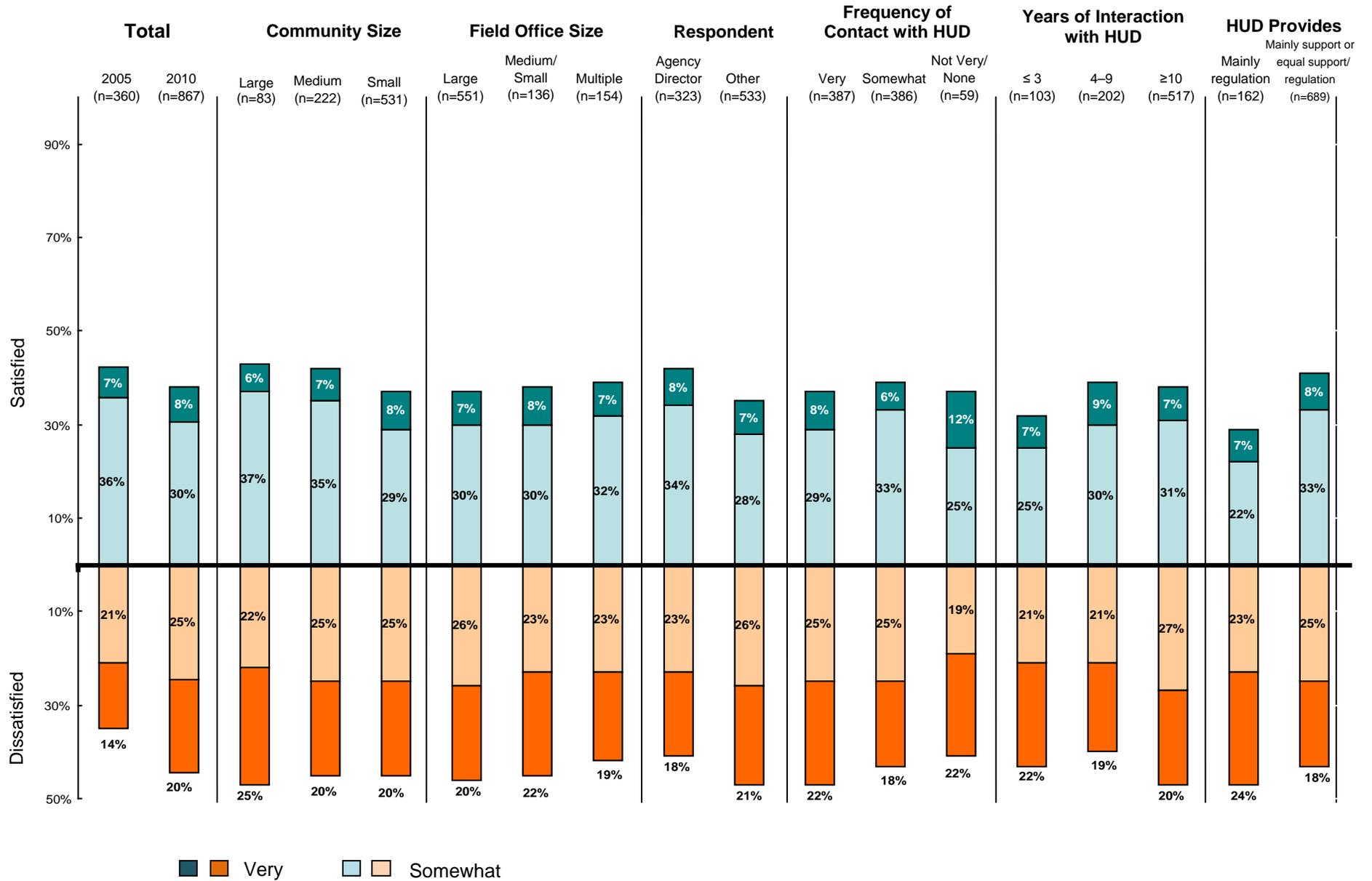
Question 9. How important or unimportant is your community's five-year Consolidated Plan when it comes to deciding which low-income housing or community development activities to pursue?



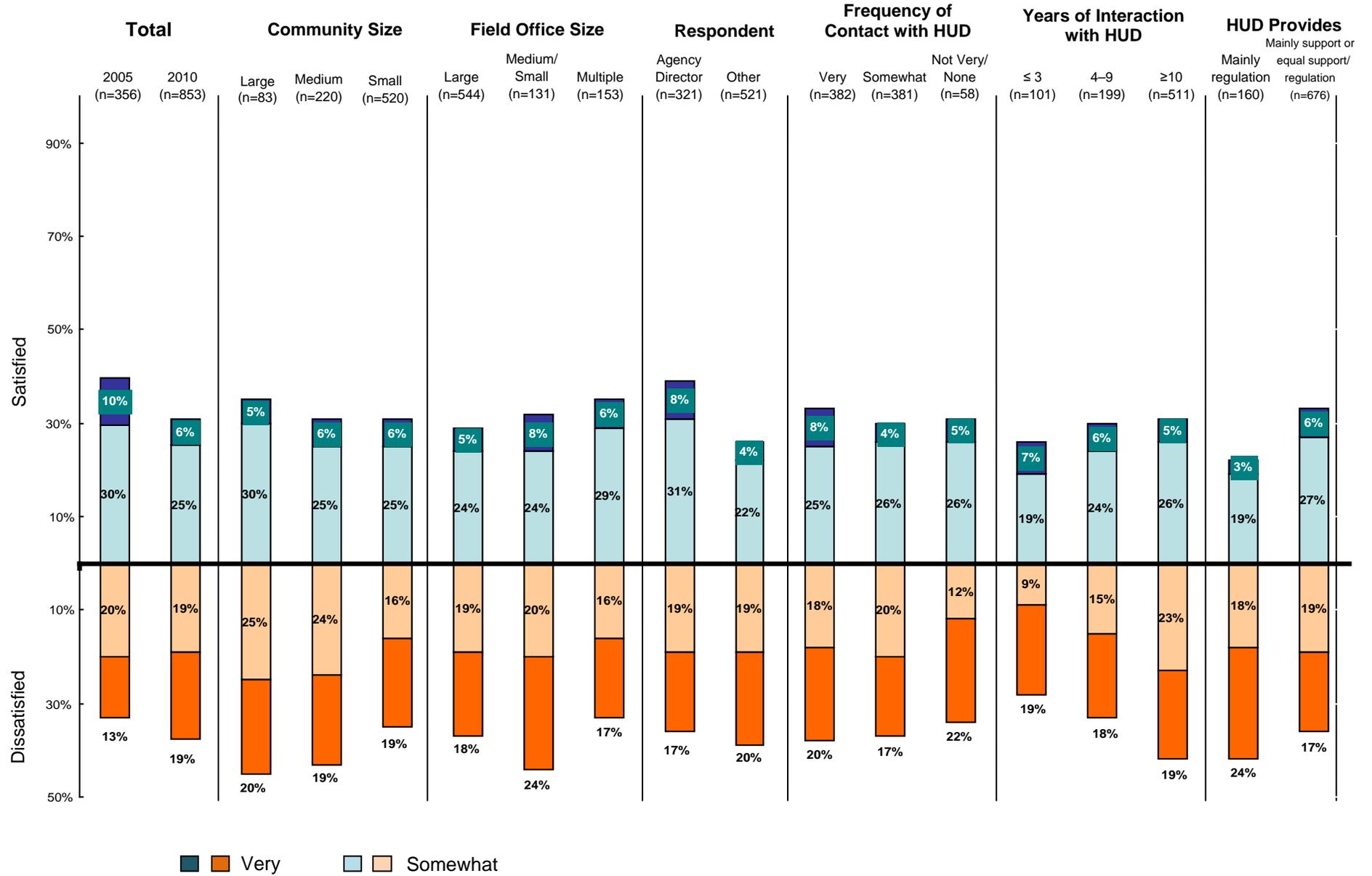
Question 10a. How satisfied or dissatisfied are you with the overall quality of the Consolidated Plan Management Process (CPMP) tool, HUD's computer tool for preparing your Consolidated Plan?



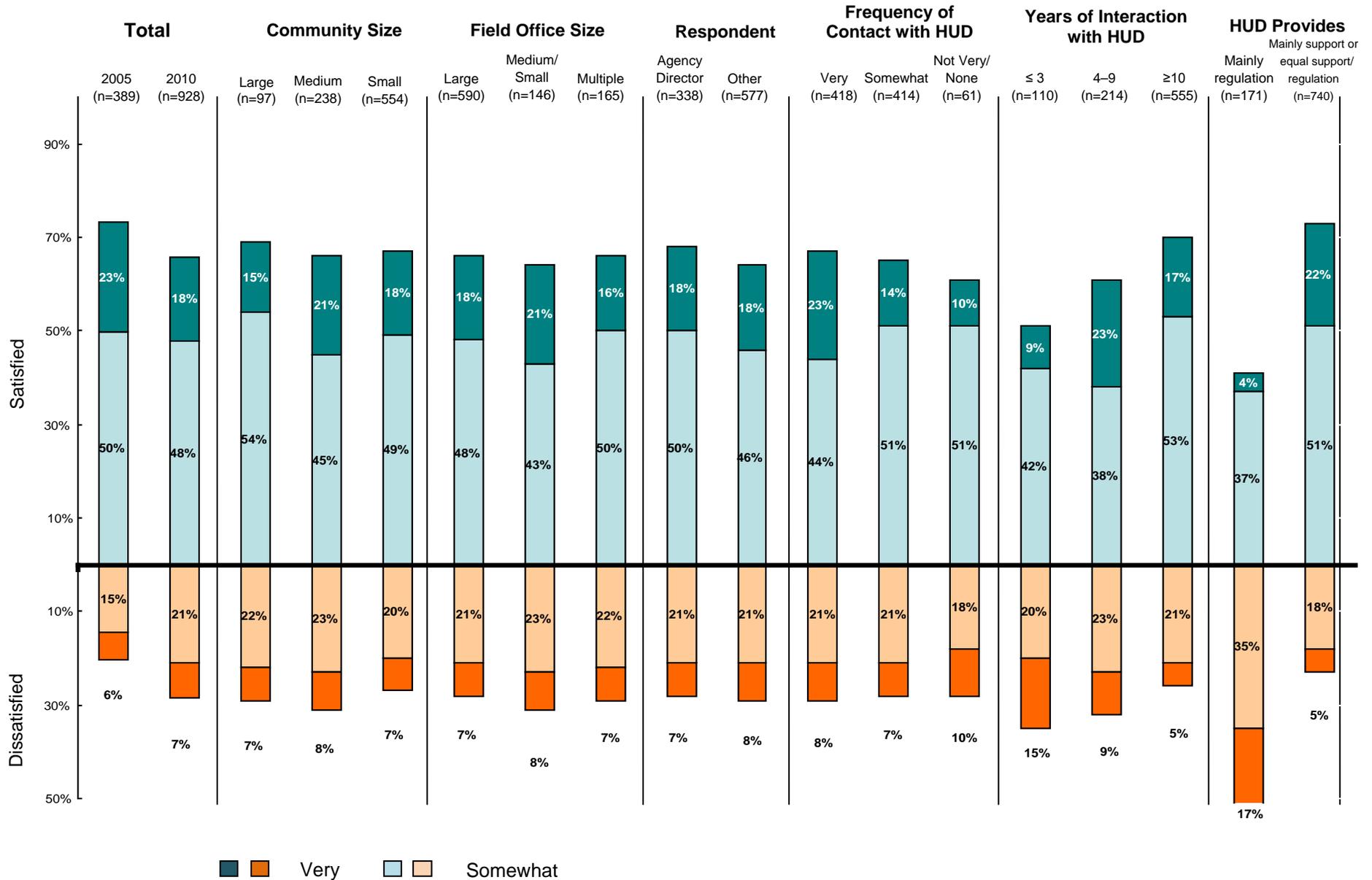
Question 10b. How satisfied or dissatisfied are you with the ease of use of the CPMP?



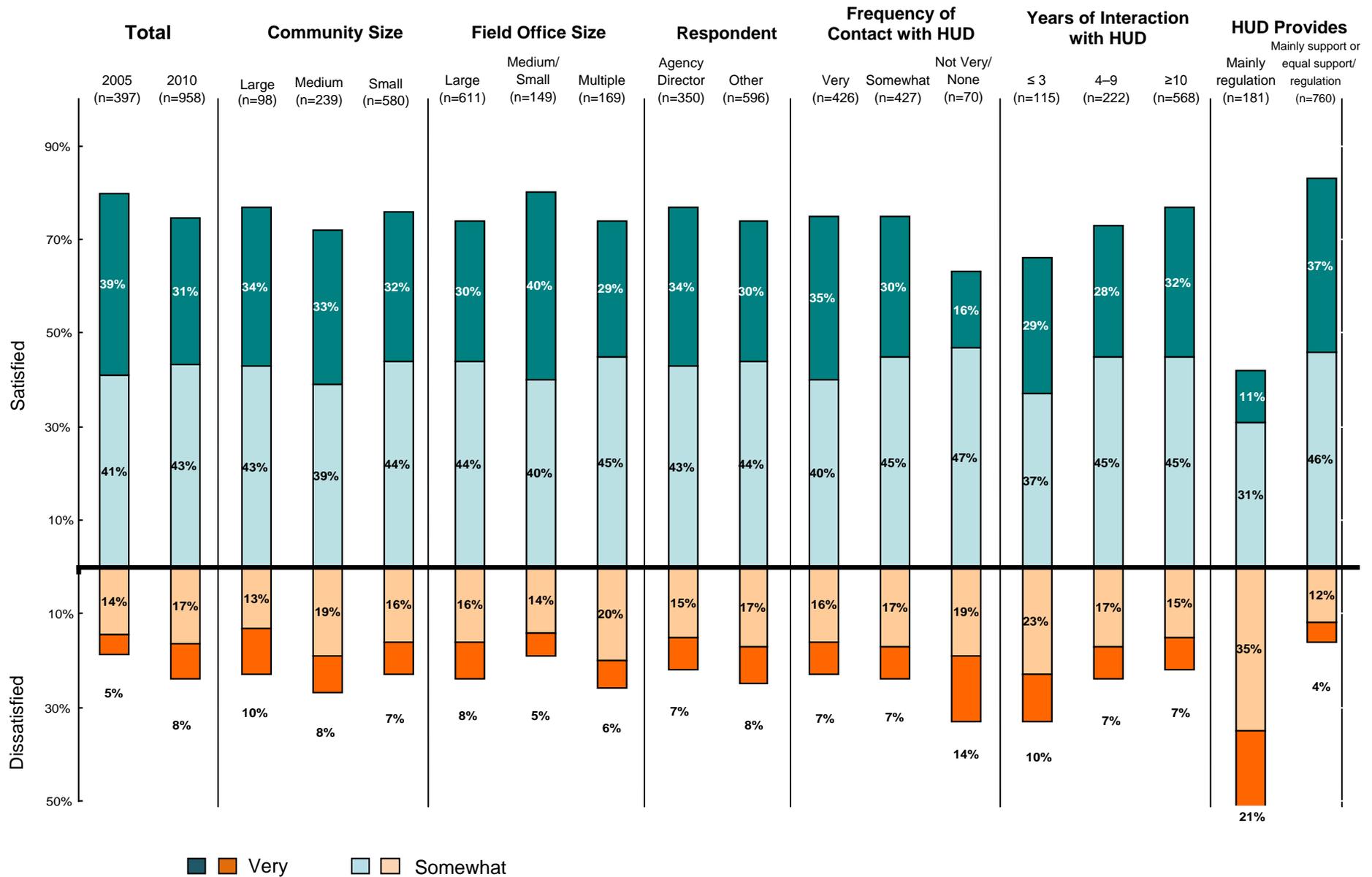
Question 10c. How satisfied or dissatisfied are you with the technical support available from HUD for using the CPMP?



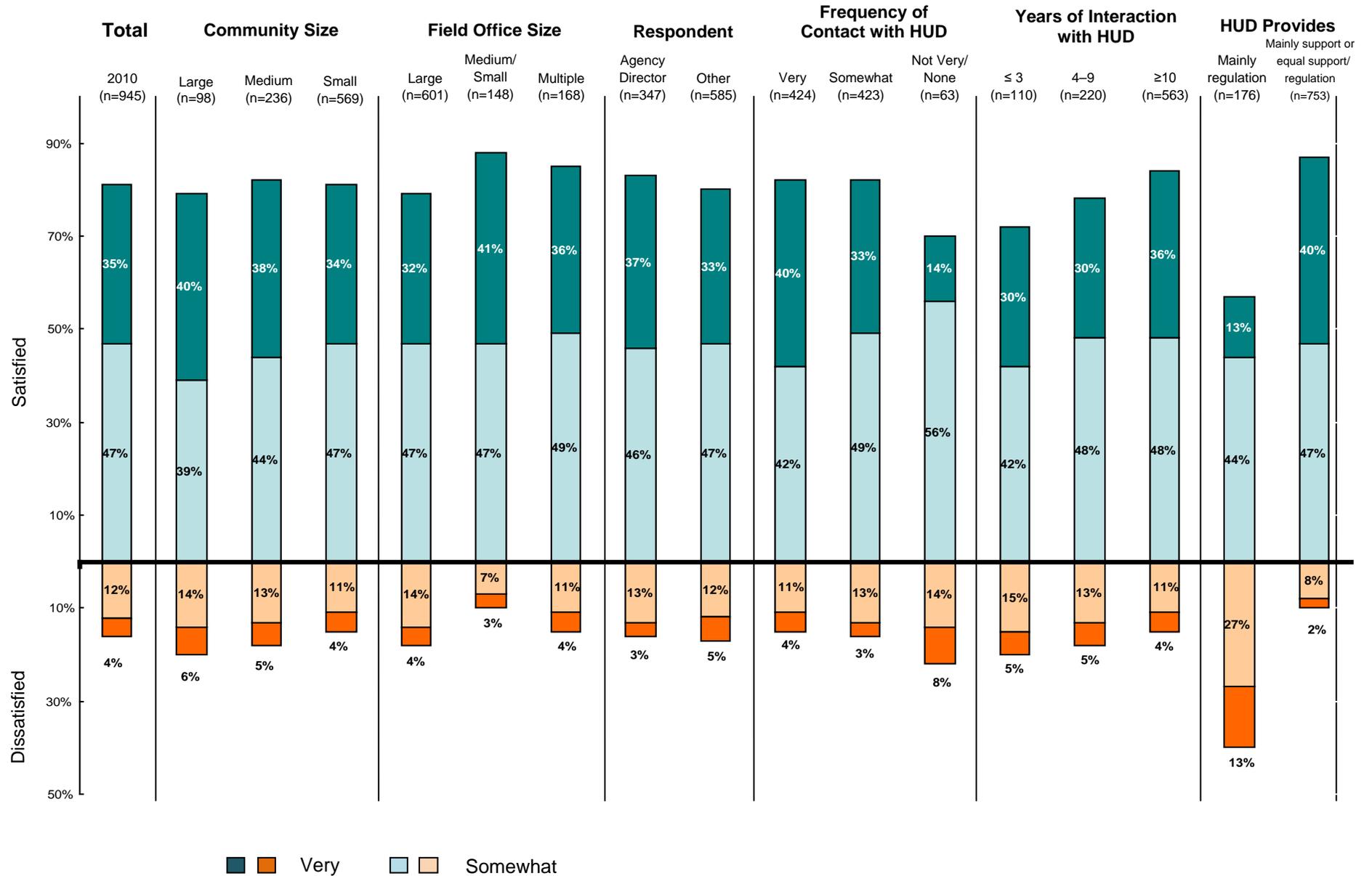
Question 10d. How satisfied or dissatisfied are you with the guidance provided by HUD for developing your Consolidated Annual Performance Report (CAPER)?



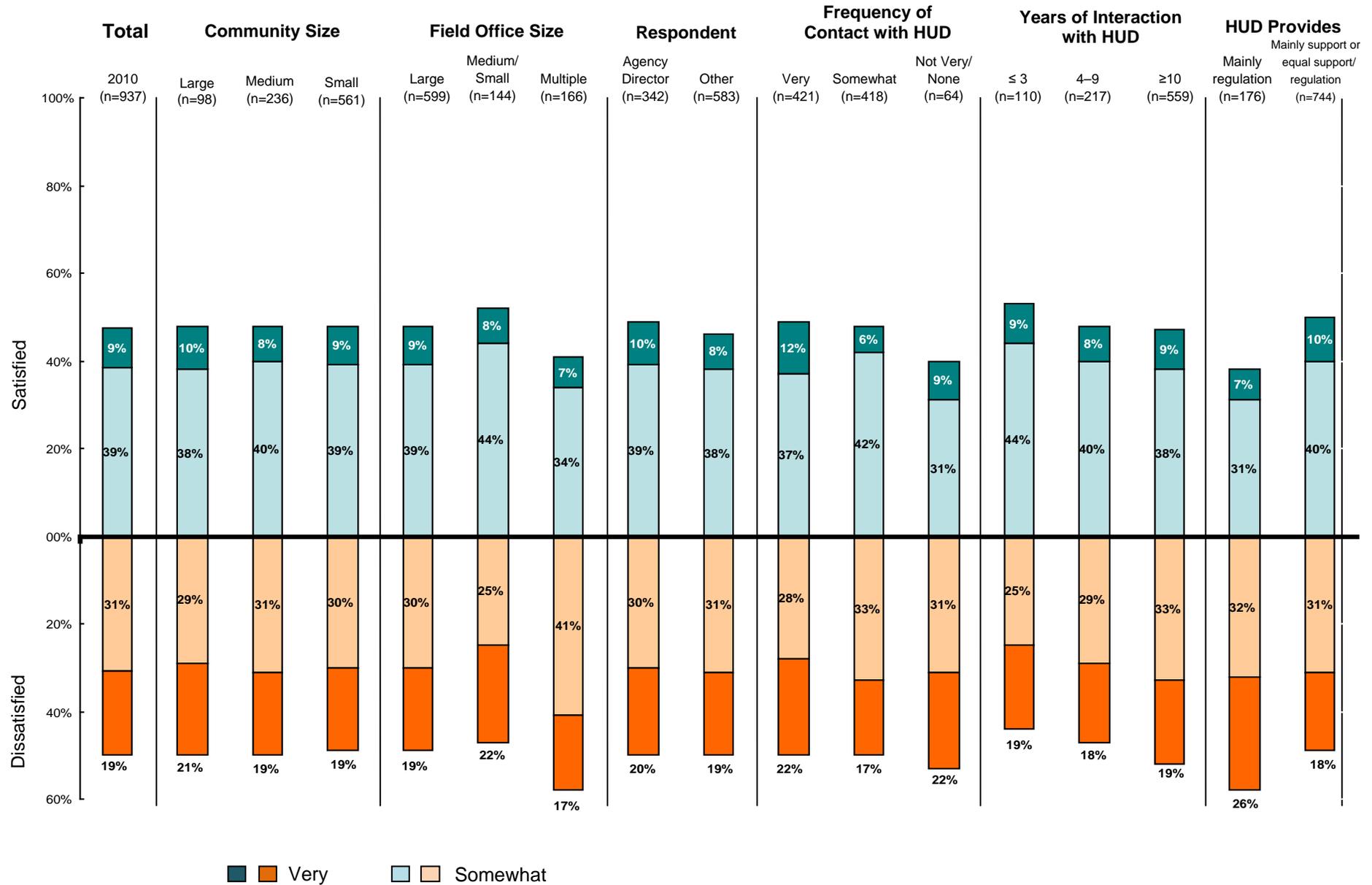
Question 10e. How satisfied or dissatisfied are you with the ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your community development grants and programs?



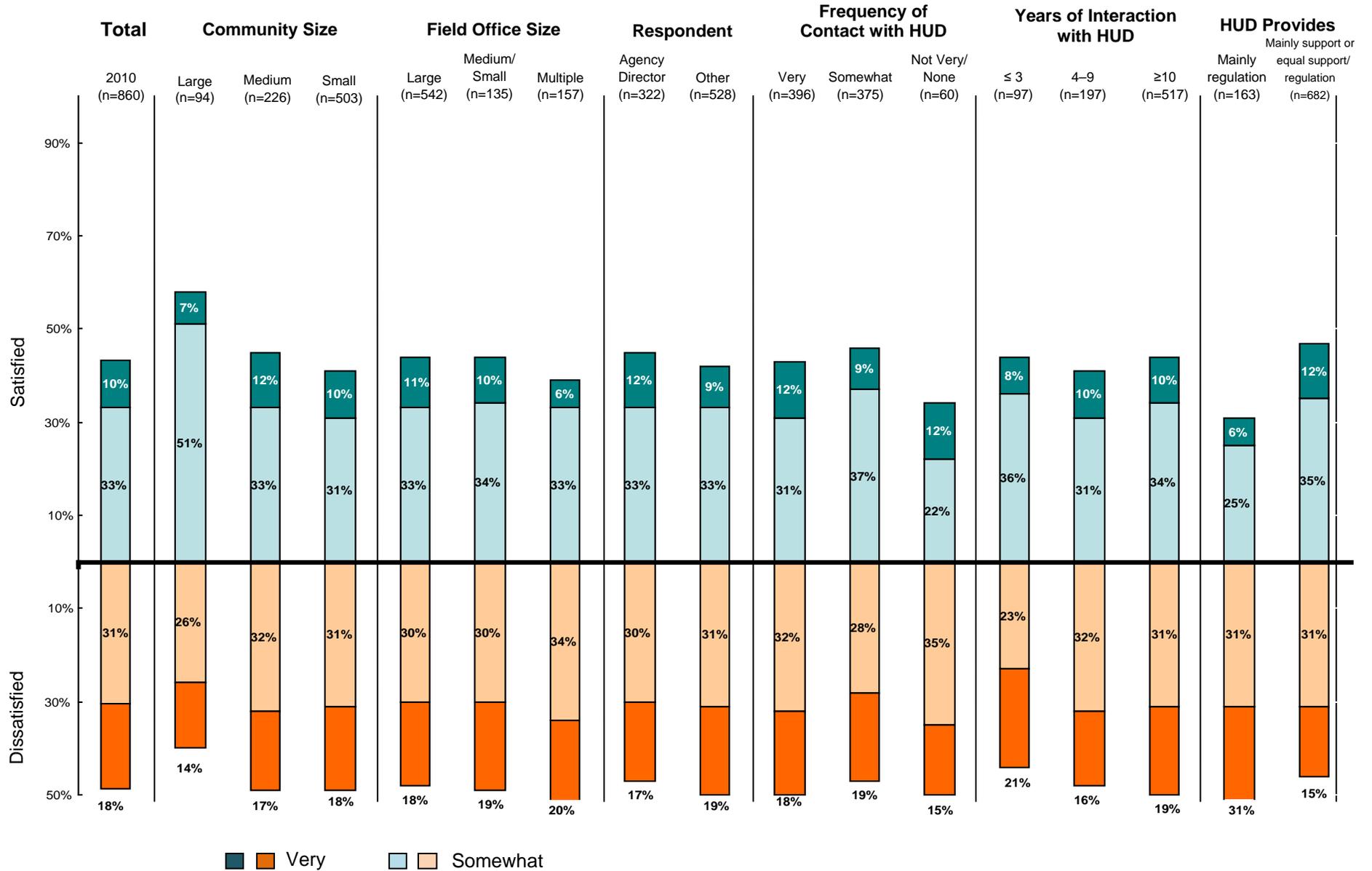
Question 10f. How satisfied or dissatisfied are you with the quality of HUD's monitoring of your Agency's program activities and performance?



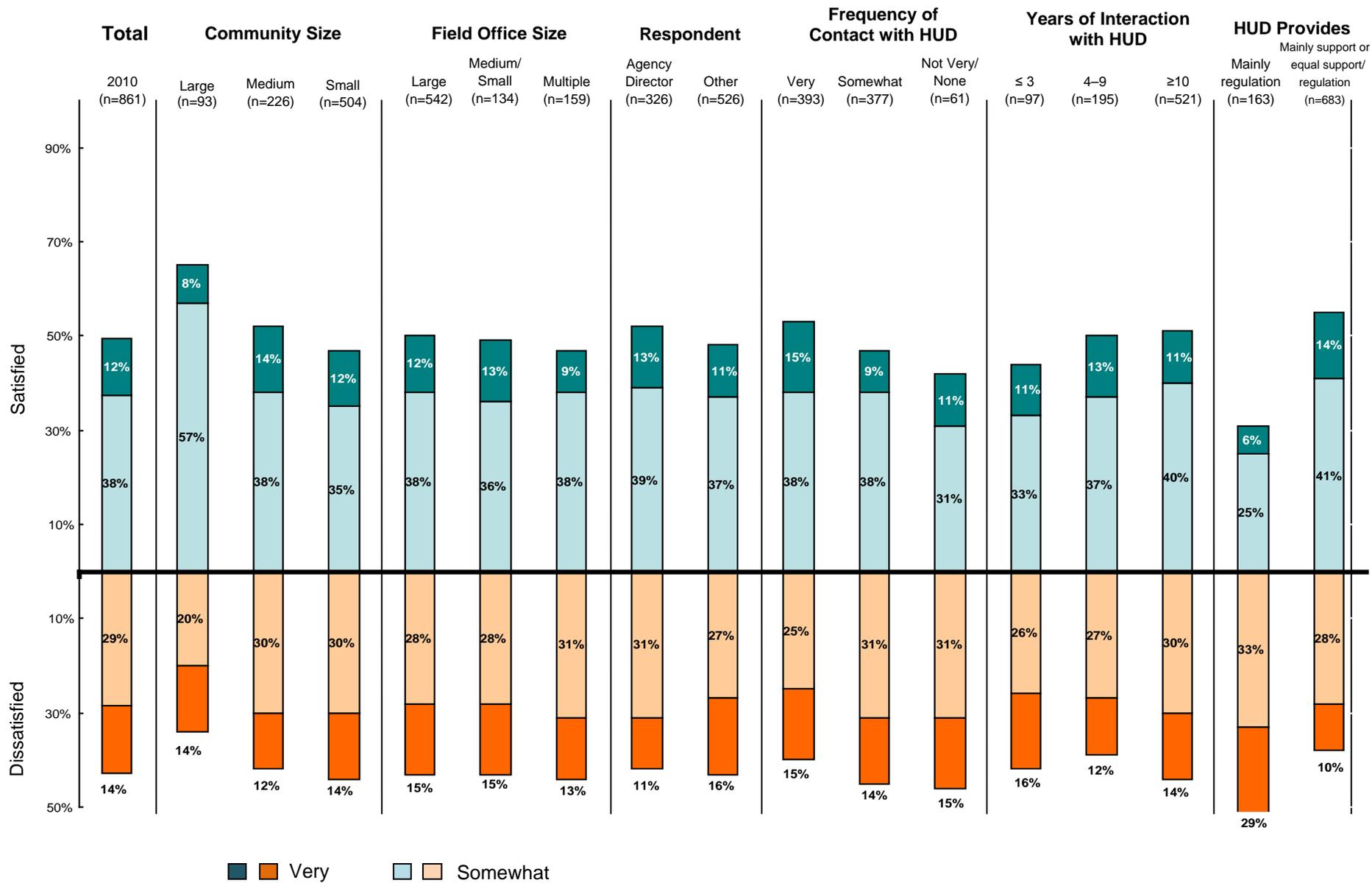
Question 10g. How satisfied or dissatisfied are you with the overall quality of the Integrated Disbursement and Information System (IDIS)?



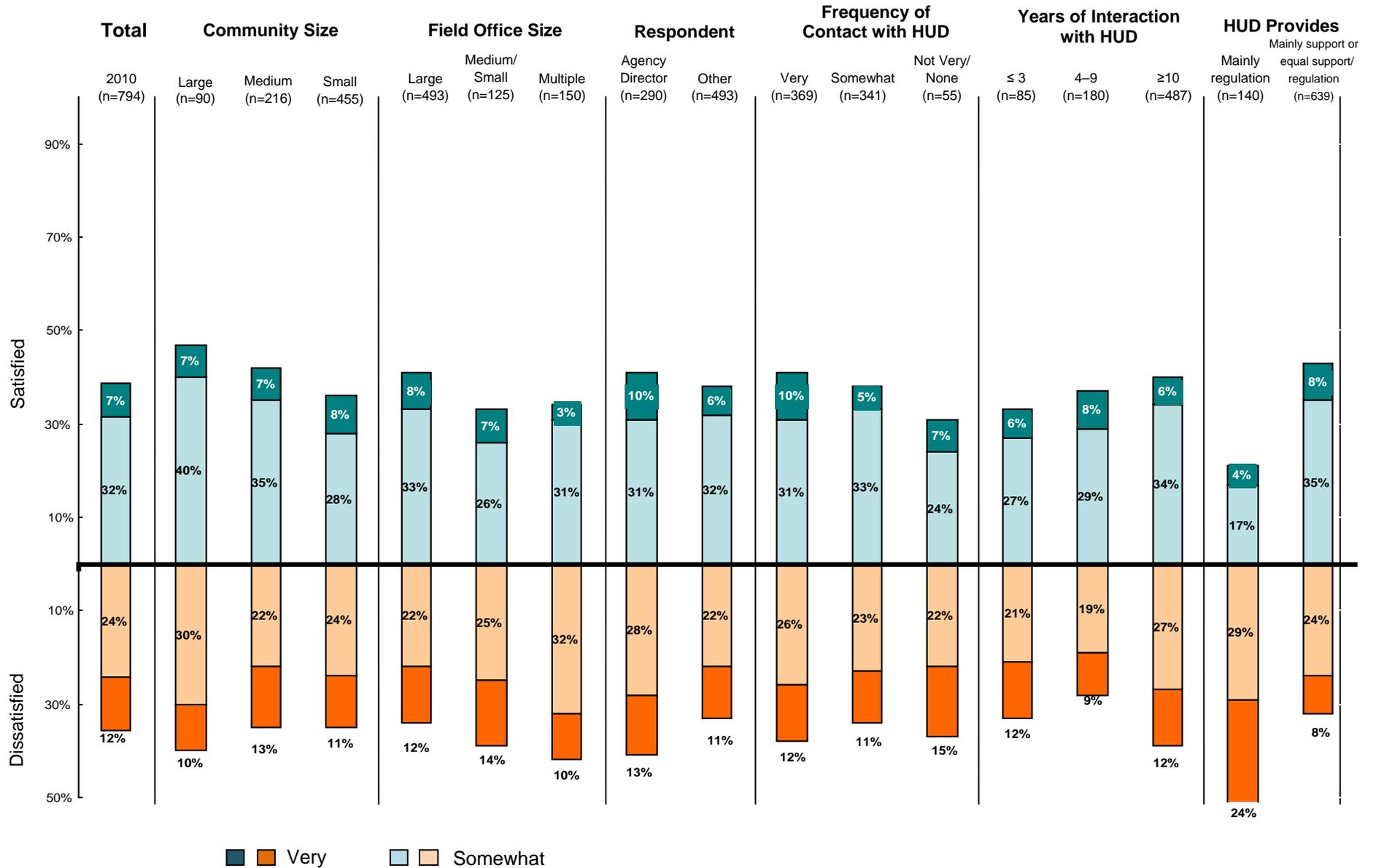
Question 10h. How satisfied or dissatisfied are you with the timeliness of HUD information and technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008?



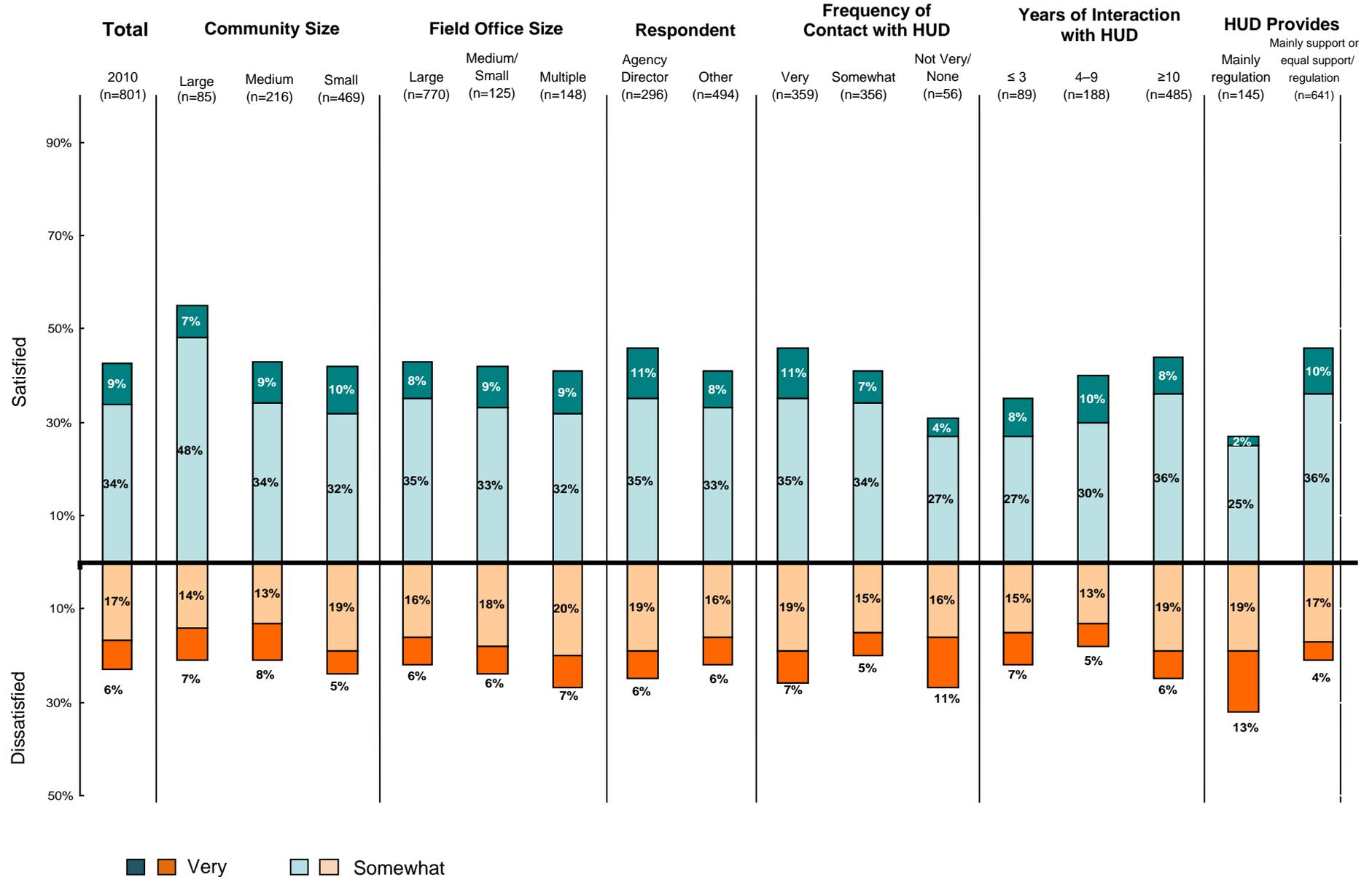
Question 10i. How satisfied or dissatisfied are you with the quality of HUD support and technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008?



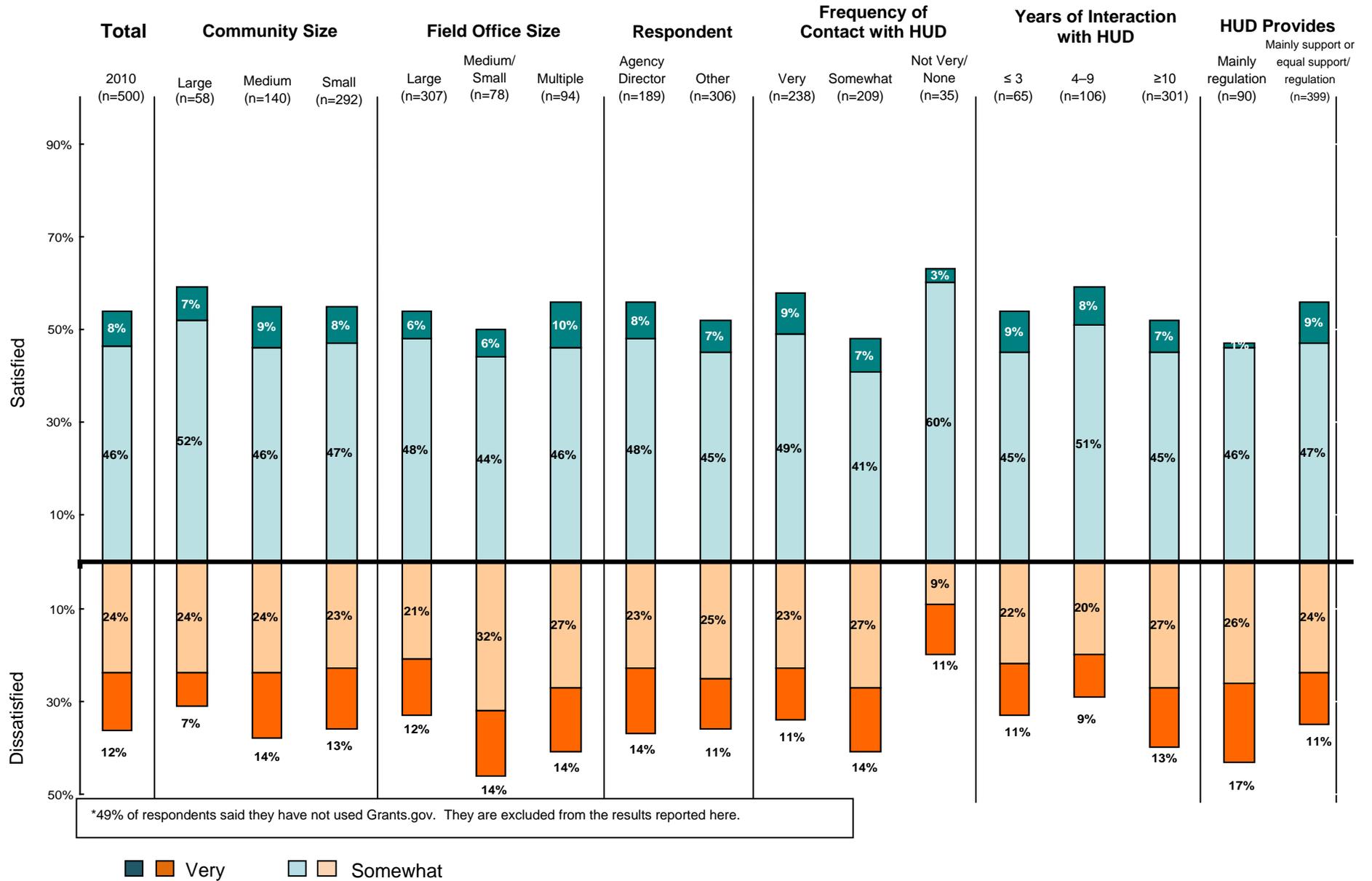
Question 10j. How satisfied or dissatisfied are you with the quality of HUD support and technical assistance related to addressing local and regional foreclosure issues?



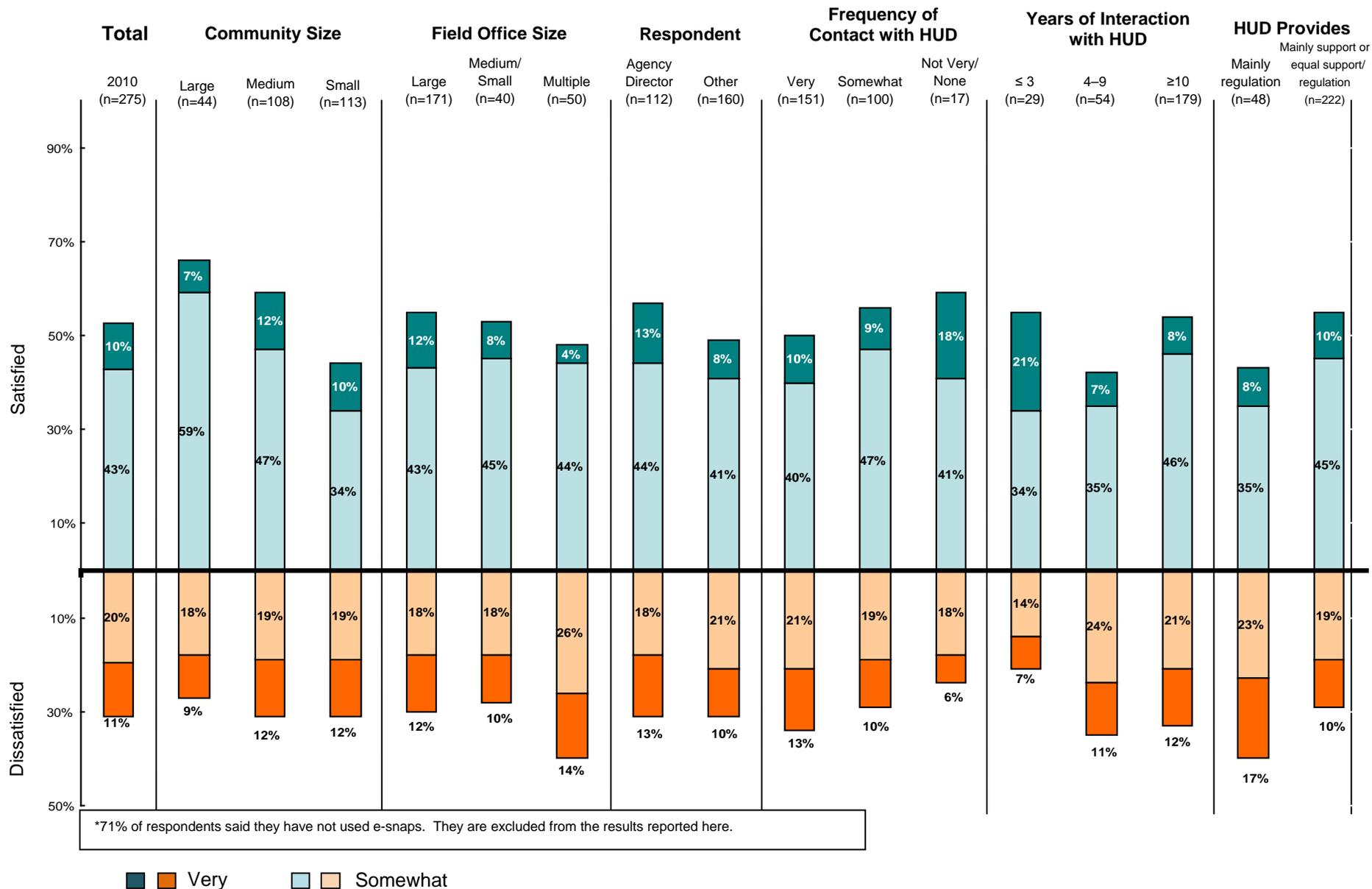
Question 10k. How satisfied or dissatisfied are you with the quality of HUD support and technical assistance related to improving the energy efficiency of housing supported by HUD programs?



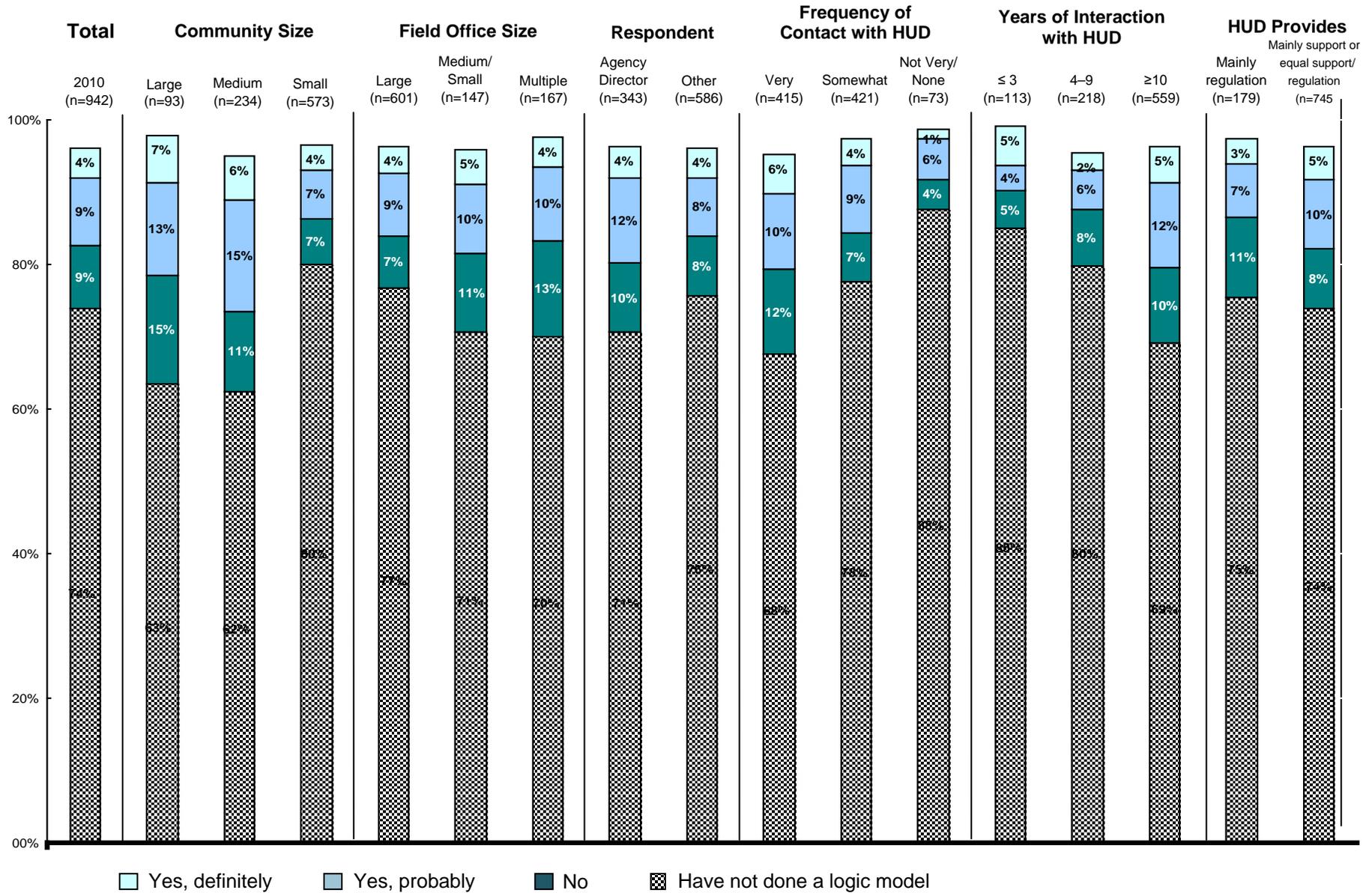
Question 11. How satisfied or dissatisfied are you with Grants.gov—considering such things as ease of use, usefulness etc.?



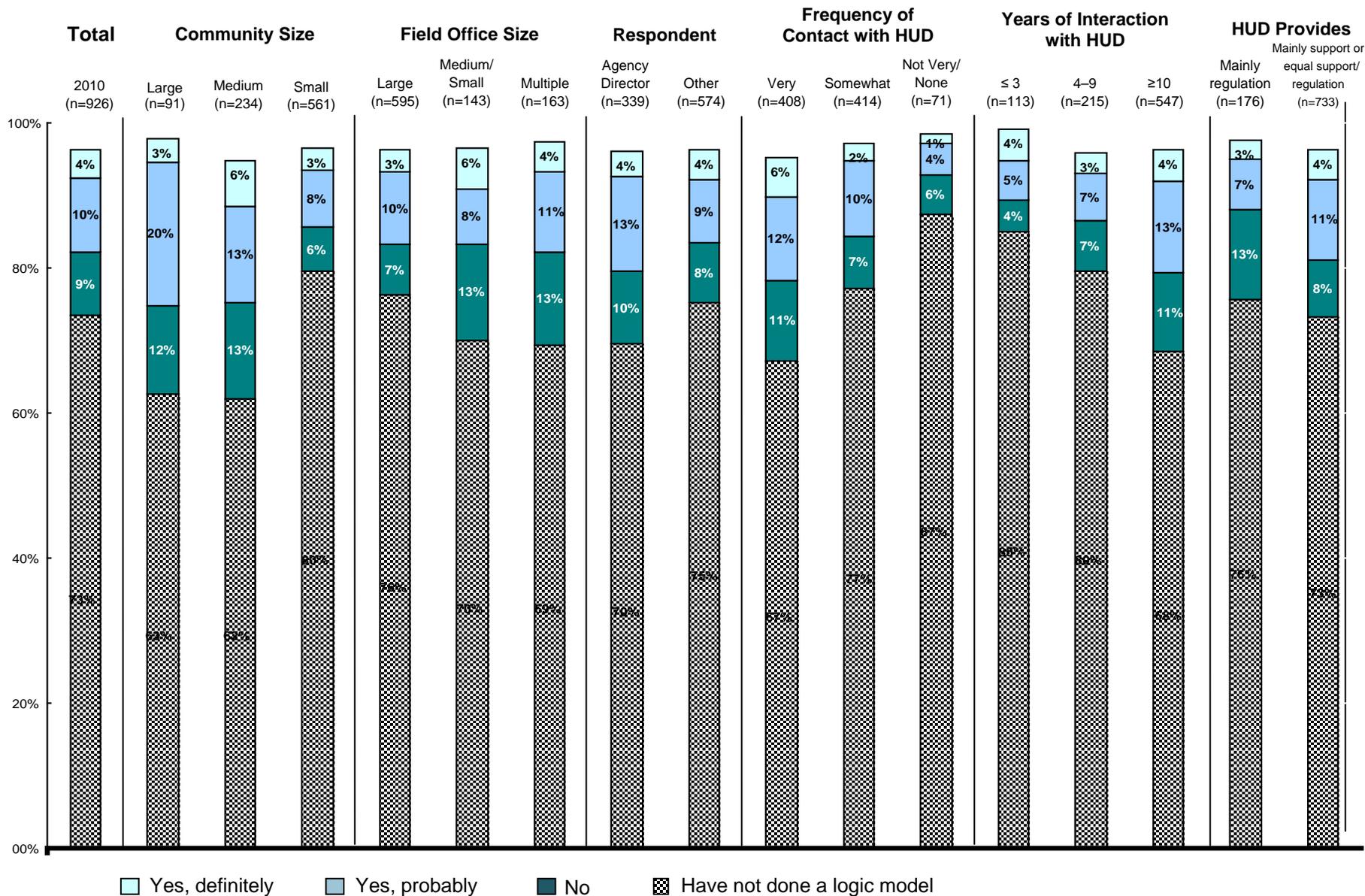
Question 12. How satisfied or dissatisfied are you with e-snaps—considering such things as clarity of instructions, ease of use, usefulness etc.?



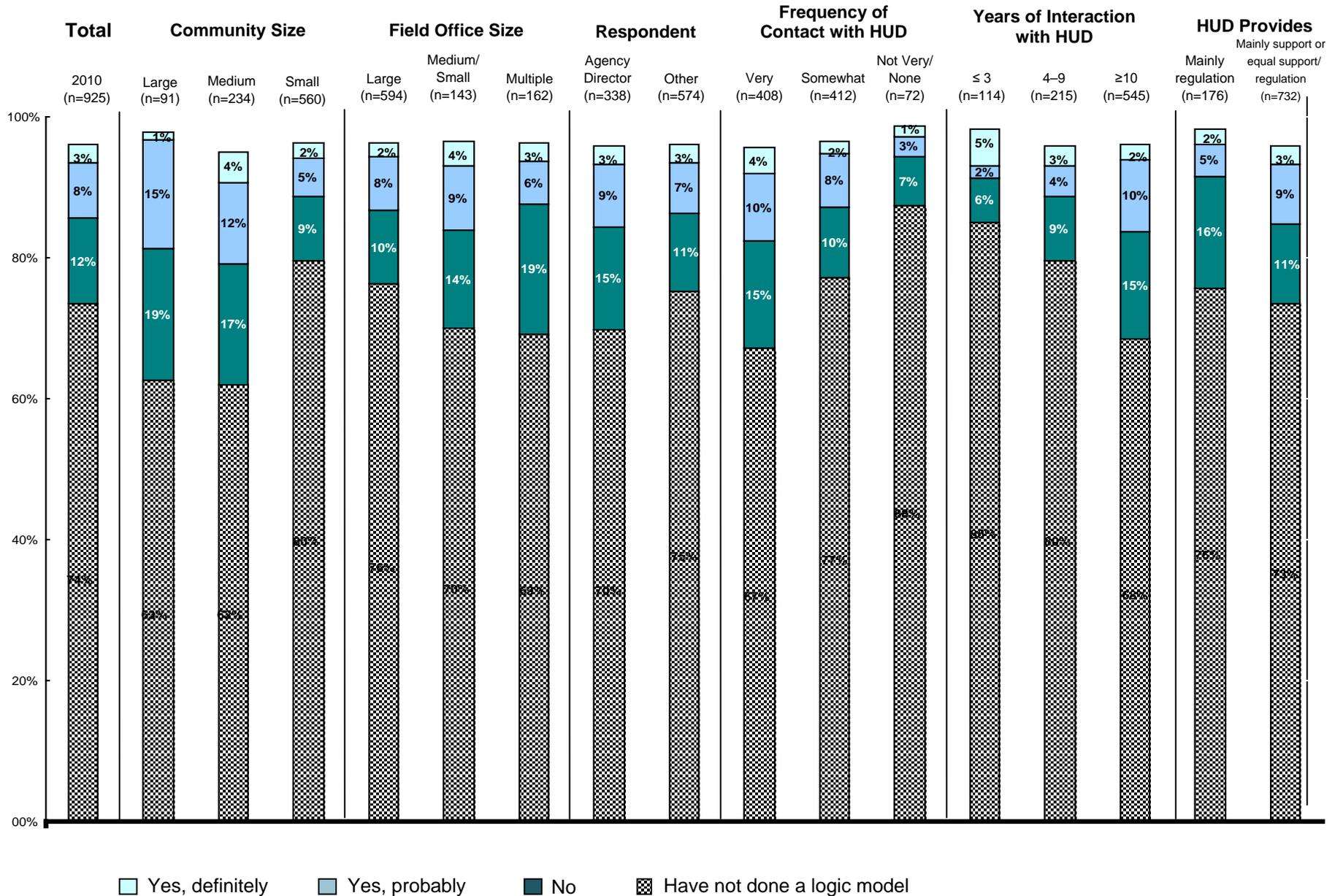
Question 13a. If your agency put together a logic model in conjunction with a HUD NOFA application, have you found that the logic model helped you to better identify performance indicators?



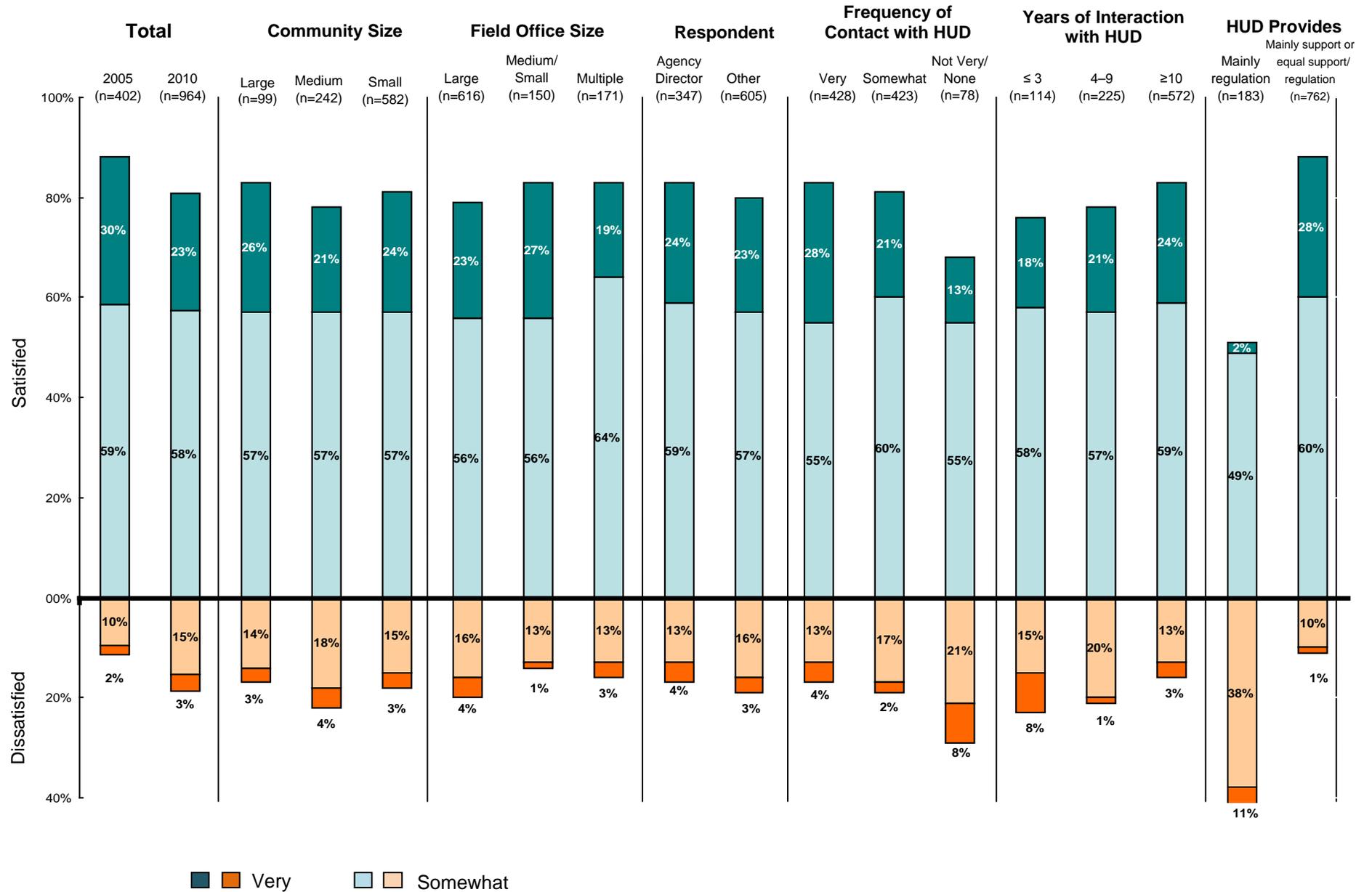
Question 13b. If your agency put together a logic model in conjunction with a HUD NOFA application, have you found that the logic model helped you to better think through activities to achieve your desired objectives?



Question 13c. If your agency put together a logic model in conjunction with a HUD NOFA application, have you found that the logic model helped you to better manage your HUD grant?



Question 14. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?



PART 4: OPEN-ENDED VERBATIM RESPONSES

This section consists of respondents' verbatim responses to the last item on the HUD Partners Survey questionnaire, which read:

We welcome and appreciate any comments you may have about HUD. Please do not identify yourself or anyone else by name.

Many partners used this opportunity to address a wide range of issues, in their own words. Often they provided examples and explanation beyond what was communicated through standardized closed-ended questions. Since there is a large volume of information provided in these comments, readers are urged to use their browsers to search for key words or phrases in order to identify topics of interest.

The responses provided below are unedited except as follows. Respondents were guaranteed confidentiality when asked to participate voluntarily in the survey. This assurance meant that neither they nor their agencies, organizations, companies or communities would be identified in reporting the survey findings to HUD or anyone else. Accordingly, survey questionnaires and datasets resulting from them do not contain respondents' names or other identifiers. In response to the open-ended question, however, some respondents provided information that could conceivably be used to identify them, either directly or by deduction. As a result, the independent survey contractor redacted such information—replacing names of persons, organizations, agencies, offices, places, or other potentially identifying material with ellipses (...).

An example of deductive identification could involve the director of the only large community development department who was working with a particular HUD field office mentioning in his or her verbatim comments those two facts. Another example would be mention of the name of a HUD employee in the context of other information provided, which might result in identification of the respondent. Even though there are circumstances where mention of proper names would not likely be traceable to a respondent, a blanket policy of redacting the names of persons, offices, organizations, businesses or communities was applied. Responses appear as follows: "... from ... office is the best but ... is rude and nonresponsive; terminate ... 's employment since ... industry has no respect for him."

While it is recognized that redaction of names and other such information limits the utility of certain respondent comments, it was determined that the risks to respondents of deductive identification were greater than the value of including such information in the report. This determination followed from the fact that a significant number of potential respondents across the partner groups conveyed to the survey contractor their worries related to possible retribution or retaliation if their identities became known.

The fact that participation and frank and honest responses on the part of some partners were contingent upon an absolute assurance of confidentiality warranted erring on the side of protecting confidentiality. In sum, confidentiality considerations and concern for survey validity overrode concern about loss of information in dictating the redaction of potentially identifying information.

<p>HUD has a few extremely smart, competent and dedicated employees. Unfortunately, these employees have no say so in the operation of this agency. HUD refuses to interact with clients to design new programs, improve systems and debate issues. Instead, it depends on contractors. While contractors may be smart in their particular area of specialties, their programmatic knowledge is shallow. HUD seems to have lost its purpose -- it is less about developing housing and communities and more about environmental, labor, Section 3, minority and women owned businesses, LEP (limited English proficiency) and list goes on. While these are Congressional mandates, the enforcement defies common sense. This agency's successes are few if any and it has played a strong role in perpetuating many wrongs including public housing and Section 8. The agency is in dire need of leadership to reassess its purpose.</p>
<p>Logic models are the most terrifying documents in the world and should be banned.</p>
<p>There needs to be more training on regulations, operations, IDIS.</p>
<p>The Field Office offers no assistance with IDIS and many times we have to call the Help Line and leave a message which never gets returned. Each Field Office should have someone to assist you with IDIS questions. Additionally, we get emails from our HUD Field Office requesting information which generally requires some time and effort wanting the information within a few hours indicating HQs requested the info. It seems that more lead time should be given to provide the requested information. We have to stop everything we are doing to respond to the emails. Monitoring should be MORE consistent with each Rep.</p>
<p>We've had two major problems with HUD: 1. The inability to get help with IDIS despite numerous calls and emails from us and our field office. We are unable to spend ANY 2009 money other than administrative due to a "programmer's error." 2. The regulations are almost impossible to understand for new employees or for new programs</p>
<p>Our relationship with our HUD Field Office has been exemplary. This Department faced incredible challenges due to political and staff changes. As a direct result of the leadership and support staff of the ... field office we have garnered the support to create a "new" department/program that Through their continued support we hope to become a model for our state/nation.</p>
<p>The staff at HUD Headquarters for CDBG regulations need to be more cognizant of the administrative burden for communities that have fewer staff members than larger cities. Any time we hear streamline it generally means the addition of a requirement and nothing removed. Also, instead of chastising everyone at a meeting, tell us what we are doing right - then go after the Grantees that are not reporting correctly. Some of us are busting our tails in the trenches to provide services to our community. We work well with the field staff but concerned about a slip back into no advice "read the regs" and the "gotcha" monitorings - not only with field staff but the I.G. Offices.</p>
<p>The new IDIS system is better.</p>
<p>The frustration felt with direction received for implementing the new funding available is not because of field office representatives unwillingness to help. It is due to rules being determined after money is released making it difficult to meet timelines and effectively implement. Many regulations such as time restraints are not reasonable therefore making relationships with local HUD staff strained since it is not their fault, but they have to take the complaints.</p>
<p>... who has contracted with HUD for CDBG/HOME training is very difficult to work with and offer no trainings necessary to train new staff.</p>

<p>Difficult questions or complex questions always require input from Washington DC which slows down response time tremendously. Local HUD reps don't always feel free to issue opinions or to stand behind them. Local reps should be allowed to issue reliable opinions. Also, HUD is reluctant to answer questions in writing. Written opinions are a valuable compliance tool with subrecipients. Different HUD groups don't always communicate. This can cause implementation issues. A good example is NSP/CDBG not allowing dishwashers or microwaves as eligible costs; yet FAA won't OK a mortgage on houses without these appliances. Local HUD rep's: do make them available and cultivate relationships with entitlement staff.</p>
<p>... HUD office is great!</p>
<p>All three of the HUD Field Offices that we interact with have experienced helpful staff!</p>
<p>Overall everything is great regarding our support from regions. The problem is with ARRA funding reporting. We just received grant approval and now they require a "quarter report."</p>
<p>The ... Office, its Program Manager, and our CPD Rep., have been very hands-on, accessible, and helpful when it comes to providing guidance and direction. I particularly like the responsiveness to our needs and questions.</p>
<p>The updates to IDIS are appreciated, but it still needs some major improvements to bring it up to date.</p>
<p>HUD staff are both knowledgeable and responsive. The computer programs leave much to be desired.</p>
<p>Our representative ... have been outstanding with our city. Our city is a direct recipient of CDBG funds. Our previous community representative ... was also very helpful.</p>
<p>Would like HUD to offer more training courses (not online training), especially on the CDBG program.</p>
<p>A lot of our dissatisfaction is a result of the following: 1. Inconsistency among HUD CPD Representatives, 2. Lack of knowledge or ability to answer CDBG related questions, 3. lack of continuous communication - a) our agency has missed important HUD trainings when NOT notified by CPD representative, 4. hearing "I don't know" or not hearing anything at all</p>
<p>Training and conferences do not tend to be timely with our reporting timelines. For example, implementing new IDIS changes in the middle of CAPER Time. Having CAPER and ConPlan Trainings after our cycle. Locations of trainings and conferences need to be within some other jurisdictions, not just in The smaller cities can accommodate 200 to 500 people at one time. Web trainings have been useful.</p>
<p>Our success with the headquarters is more professional and reliable than our local field office. We continue to get new inexperienced CPD Reps and get wrong or misleading info. This is a real problem on larger jobs and projects. When we try to intervene or get supervisors to clarify there is little interest. Maybe more concerned with personal promotions than city goals and projects. Headquarters is always straight forward and helpful.</p>
<p>Don't like IDIS. Must be better way.</p>
<p>City staff used to receive all relevant data (proposed regs, regs, guidelines, notices, information) from HUD. Now it's very disjointed - sometimes we receive info from Field Office, sometimes from D.C.; trying to keep track of changes using HUD website is impossible, at least the way the website (doesn't) work now. Discontinue the obsolete HUD practice of sending info to elected official (mayor) - sent it to the contact person or the grant applications. The "new" IDIS is scarcely better than the old IDIS: was to be a "PC" based system with straightforward structure and commands. All that happened was replacing old quirks with new quirks.</p>

<p>I am thoroughly satisfied with Field Office staff in all aspects of my contact with them. My dissatisfaction relates to NSP and CDBG-R roll-out, e.g. changing policies, unclear guidelines, delayed access to RAMPS, which were problems at the Federal level, perhaps not even HUD's fault. Also lack of IDIS training opportunities are problematic. The CPMP tool has no clear guidelines for managing data to comply with myriad tables, or for interpreting elements included in CPMP.</p>
<p>Implementation of ARRA has been a bust. Days to go to report and HUD is still sending instructions for reporting</p>
<p>I think HUD, just like my department, is under-resourced and so it is very difficult for the staff to carry out all of HUD's functions in a timely and complete way. They have been struggling, just as we have, to complete tasks related to ARRA funding per deadlines. Two 'in general' points: 1. The administrative percentages on all HUD grants except CDBG are too low. Admin rules should be simplified and streamlined - make consistent overall primarily with CDBG. 2. The ... field office staff has done an excellent job of supporting and regulating grantees given limited resources and competing priorities.</p>
<p>Poor timing on the transition of IDIS during the time when CAPERs were due. Unacceptable to start a new IDIS interface without training classes for people to learn from one on one or in a group setting. The reporting has been duplicated and overkill with IDIS, 3 labor reports, other written reports - too many different but similar reporting requirements. More notice for HUD trainings would be appreciated. We get errors in the new IDIS system; please make sure all the bugs get worked out. Not always responsive customer support.</p>
<p>Recent experience with NSP fund application process, including criteria not well thought out by HUD, was frustrating. Newly crafted IDIS system was implemented with no training offered, and "instructions" that were not clear in directing how you set up activities and get started. Yet, these same instructions were very detailed about "fields" on the screens. Not enough instruction on "how to" set up and get started, very disappointing, wastes a lot of my time, and it is frustrating.</p>
<p>Website: Could be more effective by improving search engine. Better guidelines/instructions on stimulus programs. A better customer service management tool is needed. Samples on the website would be helpful to see what other jurisdictions are doing (CAPER, action plan, priorities, rehab programs, etc.)</p>
<p>Our local CPD office (...) was headed for years by He has retired; we now have an interim who is also doing great. We are a I don't find other depts. (multi-family, etc.) so helpful - too much bureaucracy and rule-making. We went through a 4-day, 4-HUD staff fair housing audit (we've never had a single complaint!!) with zero follow-up. We spent hours of staff time for nothing! E-reporting helps. For cities w. certified housing elements, the CON PLAN is superfluous!</p>
<p>Thank you for extending the opportunity to submit in my comments regarding HUD's performance. For background purposes let me say that I have been a CDBG Program practitioner for 30-plus years working for a county entitlement grantee. In that time I have done three and five year Consolidated Plans, Annual Action Plans, performance reports, Section 108 loan, etc. My personal thoughts about HUD and its programs is that they are all good and vitally needed. The problem is HUD has become this massive organization that seems to exhibit extreme difficulties in managing itself. HUD needs a serious "make-over"! HUD needs to remember that it came into existing because Categorical Programs it replaced, were not working and local government agencies' frustrations had reached the ears of Congress. With all the HUD reporting requirements now in place, and HUD's difficulty with IDIS, the CPMP Tool, and stimulus funds, HUD is overwhelming not only its staff, but all grantees. Since its inception, the CDBG Program has limited Admin./Planning expenditures to 20% of the annual grant amount. This has not changed in the 30-years I have been a practitioner. But cost-of-living has gone up, salaries/benefits have go up, and annual CDBG grants have fluctuated up and down with disregard for salary/benefit increases impacting the grantee's ability to implement. Although this is not solely HUD's responsibility, there should be some "out-of-the-box" thinking by HUD to help alleviate the problem. The Consolidated Plan Management Process (CPMP) Tool, the Consolidated Plan, the Annual Action Plan, the Consolidated Annual Performance Evaluation</p>

<p>Report, IDIS reporting, the 1.5 competency grading, performance measures; all are attempts by HUD to improve the process and validate its existence. Unfortunately, the individual components do not communicate with each other, thereby, requiring more staff time from the grantee to make things work. The CPMP Tool is a great concept that HUD has not embraced 100%; therefore, HUD can provide no TA support to grantees. The Consolidated Plan, Annual Action Plan, and Consolidated Annual Performance Evaluation Report need to be redesigned to solicit concise data and informational narratives. Currently there is information in these documents that no one, including HUD cares to see. Let's streamline and get rid of the unwanted! HERA and ARRA, two good ideas with lots of funding to do good, but also with lots of inappropriate regulations and a priority for transparency that hinders implementation. Programs within HERA and ARRA should be designed to be flexible so grantees can adjust to changes in the environment in which these programs are supposed to affect. HUD needs to provide grantees with the ability to make adjustments as needed. HUD needs to provide quicker TA service. In addition to asking grantees to expedite the amendment process, HUD needs to expedite its process for getting the funding out to the grantee. I've said enough. Bottom line is I think HUD needs a top to bottom overhaul before it goes the way of the Categorical Programs and the dinosaurs.</p>
<p>Besides the complexity of HUD regulations, the reporting systems are the other worst elements of the programs. HUD reps should be more willing to provide written responses in a timely manner to requests for guidance or interpretation of regulations. The budget process is the most frustrating. Extremely difficult to plan accordingly when the budget process is not determined in a timely manner. In addition, the budgeting process has resulted in a down-sizing of our program. We are only able to support 86% of our baseline units.</p>
<p>With the new stimulus funded programs I've noticed it's harder and harder to get a response from anyone at HUD. I have sent 3 to 4 emails in the past month to my rep and I still have not received a response. Before the stimulus they were very responsive. I have my stimulus grant agreements executed, but no guidance and did not even receive an approval of my application. I just received the grant agreement in the mail. My rep never interprets the regulations, but rather gives me the parts of the regulations to read. It is very frustrating.</p>
<p>The HUD website is difficult to use. It is difficult to remember where to find the info you need. I bookmark, but it still doesn't help. If you search for something, you often end up with papers instead of going directly to the related page. And IDIS ... ugggh!</p>
<p>#6g+h+i: our long time local rep recently retired and we have just been assign a new rep with the last month. ... has already been more responsive, but we have not yet had enough interaction to really assess competency. Our last rep did NOT have a good reputation for competency! Also for IOE. 6K: The timing of the IDIS roll out was AWFUL for us - right during critical reporting and CAPER prep and submittal crunch time and the errors in the reporting system created havoc! 10G: Although the "new" IDIS is buggy and problematic right now, we are looking forward to the technical improvements and ease of use in the future ... finally! Let's hope primary problems are solved quickly. Lots of demands on a reduced workforce through ARRA - which has not resulted in HUD staff response! ... and we had a great relationship with him, which we are also happy with</p>
<p>HUD ... is great but overworked and not trained (those folks who only did SHP or homeless programs and then transferred to doing all programs). Main issue right now is NOT HUD but the unrealistic time frames imposed by Congress for HERA and ARRA.</p>
<p>The programs/regulations don't change to reflect current conditions/needs. To address we need more flexibility. Staff is typically helpful/knowledgeable regs. Just too stiff.</p>
<p>The reporting for the HERA and ARRA programs is cumbersome. They are requiring new systems to be used as well as an increase in the frequency of the reporting. It is difficult when you are trying to get new programs up and running quickly - such as HPRP - to also learn new systems, such as DRGR, e-snaps, RAMPS, etc.</p>

Difficult transition from old IDIS system to new IDIS system - training not provided, no new manual. Too many reporting requirements; shorten requirements to report grantee accomplishments; less monetary reporting; simplify reporting.
The ARRA - 2009 Federal reporting IDIS and RAMPS handled badly - no training, and little guidance provided!
HUD is better than the state of ... HCD especially HOME through HCD.
There needs to be more training provided for someone preparing an Action Plan and Consolidated Plan and associated Reports. I am sure there have been others that have been thrown into the CDBG or other programs and did not have any real assistance/training provided by HUD in this instance. Also, need training on the new IDIS program. Both for existing staff, and new staff that have no experience w/CDBG or IDIS.
Please make everything less complicated. Please provide more hands on training for IDIS.
Stimulus programs are the problem. Insufficient timeframes and training. Washington uses threats if not meet impossible deadlines.
1. HUD should work to attract bright and talented new reps and teach them to be a part of supporting communities (as many of the older reps do). 2. HUD seems to have some employees with very broad responsibilities (e.g. CPD reps) and some with very narrow responsibilities (e.g. environmental or relocation). CPD reps (esp. newer ones) seem to have difficulty with knowing all programs in detail. 3. More consistency among Region offices would be good. 4. Like the new IDIS. 5. Please abandon the CPMP tool. The plan it creates is not user-friendly and it's hard to see how some of the tables benefit anyone.
HUD has been a driving force in providing funding that assist low to moderate income families with their needs (i.e. housing, education, childcare, etc.) Please continue to fund these valuable programs that help to stimulate cities throughout our country.
1. CPMP Tool - 5 yrs of Plans and reports was a good idea. Program was hard to use and Housing Needs Table is impossible to use. Actually all supporting spreadsheets were awful. 2. Attrition of HUD staff is having impact. Knowledge is not as good and new people can be overly regulatory. New folks not as bureaucratic as some lower level old guard though. 3. Need to screen for good, relevant, and useful questions for satellite trainings and webcasts. 4. HUD DIG people don't know programs. Why do they have bonus incentives?? 5. ... has been very rude to our staff.
1. Need better IDIS training for states. The web-based system is an improvement however it is still difficult to figure out how to close out a project (especially inputting beneficiary data.) 2. The consolidated plan is not a useful document and it seems to be getting bigger and bigger. 3. Region ... staff is great and very responsive.
Pro - Individual HUD reps in ... office very helpful and knowledgeable. Con: IDIS, CPMP tool are very difficult and unwieldy. More time is spent on this than helping Low-Moderate Income persons. Timeframe for CDBG-R plan turnaround was downright unbelievable. One month to RFP, to review project, and take to County Commissioners 2 times flew in the face of transparency and proper review consideration. It also made all other projects delayed. Plus still no guidance on "Buy American."
Training on the new IDIS is needed. It is much easier to use but hands-on training would be helpful.
Better educated HUD staff and more HUD staff are needed. Worked better when there were "Specialists" in areas of Acq./Relo, Env., Davis-Bacon, etc. We are never monitored which makes me nervous since there is not a state-wide CDBG organization keeping grantees informed of regulation changes, interpretations, etc.

Our relationship with HUD and its personnel tends to divide into two groups: Our regional office and HUD HQ in DC. We find HUD personnel in the Regional Office have varied capabilities that range from excellent to poor but they tend to want to be helpful, usually, and certainly have a much better idea of the challenges and constraints we face in using HUD resources at the local level to benefit at risk citizens and neighborhoods. HUD HQ is another matter. We believe the competence level is very low, very unresponsive, and there is very little appreciation of what the absolute flood of regulations, requirements, and reporting, etc. does to unnecessarily burden our agencies in a time of constrained resources. Examples -- On ARRA and CDBG-R funding, we still do not know what HUD wants in terms of contract/agreement language but we have to get the funding out within 120 days including HUD program and funding contract requirements. We asked for a specific template of HUD language we could use to add into construction bid documents or contracts so we are covering HUD requirements and were told there was none and to come up with that language on our own. There are now three -- count three -- separate reporting avenues we now have to master and use (IDIS, RAMPS, and FederalReporting.Gov) where one very simple reporting form would do. The long form for reporting for FederalReporting.Gov has really only two slots for actual reporting (jobs created or retained and narrative characteristics regarding those jobs) and the rest of this confusing form is varied reference and other numbers. In the midst of substantial new pressures for ARRA, CDBG-R, NSP, etc. we are told HUD is now embarked on new rule making that will further burden us with more regulations and requirements most notably regarding, we are told, FHEO. We need relief! Not more requirements and regulations. AT THE MINIMUM IF MORE REGULATIONS AND REQUIREMENTS ARE ADDED, HUD MUST PROVIDE ADDED NEW FUNDS TO PAY FOR THOSE REGULATIONS AND REQUIREMENTS AND PROVIDE STAFF AND CONTRACTOR RESOURCES IN THE FIELD TO CARRY THEM OUT. NO MORE UNFUNDED MANDATES PLEASE. The mandatory inflexible nature of the Five Year Consolidated Plan for many communities makes the plan irrelevant and a waste of local resources. Many communities have Land Use Plans and Comprehensive Plans and Capital Improvement Plans that guide local communities. A HUD Consolidated Plan should be made voluntary for where those local plans are already in place. The CDBG Program is far and away one of the most needed, important, valuable and justified Federal HUD Community Development and Housing Programs that has been in place since 1975. It needs to remain as a HUD priority and to be properly funded at levels above where it is now. On Section 8, SOMETHING HAS TO BE DONE ABOUT PORTABILITY AND PIC/50058 reporting. PIC/50058 requirements and data mandates have expanded, expanded, expanded, with no end in sight. To maintain the required percentage for PIC reporting is swallowing an enormous amount of staff time that could be spent in far more productive and client service pursuits. The perfect storm, if you will, is the morass of problems that come from the combination of portability and PIC reporting where agency staff are at the mercy of other housing agencies in how they operate. Portability is in general a waste as it is currently run. The amount of work needed regarding billing, reporting, different standards and forms, obtaining payments that are correct, etc., etc. between agencies to comply with portability is enormous.

We've enjoyed working with HUD over the years. We couldn't be happier with our HUD rep and CPD ... We consider it a great partnership!

Systems need to be simplified and streamlined! ConPlan, IDIS, AAP, CAPER etc. are all burdensome and time consuming

Field rep for our town is very unhelpful. I avoid working with the field rep unless it is absolutely necessary. CPMP forms do not ensure regulatory compliance. CPMP forms are duplicative w/ IDIS reporting. Reporting requirements are very time consuming. Regulatory requirements are confusing. Very little in person training is offered by HUD.

The excessiveness of regulations stifles the ability of grantees to achieve the over-reaching goal of the funding programs -- helping people! The number of regulations you need to check before making a seemingly small decision is ridiculous. I'm sure they are in place because there is always someone looking to take advantage of "the system" but the amount of administrative hours wasted on trying to meet all of the HUD guidelines is wasteful and disappointing.
More tech support needed for on-line programs ... i.e. IDIS, Ramps, etc.
The regulatory framework for many long standing HUD programs is out of date and should be reformed. Congress will need to perform some of these updates. After 35 years, CDBG has the same requirements. A lot has changed in 35 years! It would free up HUD staff to perform useful functions rather than wasting time enforcing regulations that no longer serve any purpose.
My HUD field rep (...) is excellent!
If they are not already doing it, the government needs to revisit its formula for calculating CDBG grants for entitlement cities. Timeliness has been a bit of a problem at HUD, but this is due to decreased staff at the field office, which is something out of their control. They were able to add staff recently, so this should help decrease the amount of time spent waiting for a reply to a question. I know it is wishful thinking, but could government regulations be written more clearly? Sometimes compliance is determined by your technical representative's interpretation of the regulation.
The field office often provides little or no interpretive regulatory guidance. We are often referred to a guidebook or a website with no real explanation of the guideline. Answers are not often specific. At times, the tone of responses from a particular CPD representative can be abrupt and rude.
HUD - ... staff are fantastic to work with! Confusion is between opinions and interpretations from Wash DC staff -vs.- ... staff. Time frames are ridiculous to try and meet. Regulations are confusing and at times contradictory. There is no clear or available templates for req'd form: reports, etc. Not enough good quality training
There are some excellent people @ HUD, trying their best, such as ... in ... office. Overall, my dissatisfaction with HUD is a result of not enough trained staff, and outdated computer systems.
Need for consistency in information, answers. Need for WRITTEN RESPONSES. Need for TRAINING ----> Classroom for interaction with other Participating Jurisdictions for ideas, input, networking. (Regionally more often and closer.)
The challenge in working with HUD is not in accessing the many resources, but in interpreting vague rules. HUD staff is usually available, yet unable to opine on rules and application. While HUD's ambiguousness is most likely by design, it impedes decision making and therefore expedient progress by recipients and sub-recipients.
Appreciate if HUD would offer more direct technical training and support. Also offer opportunities to receive more advanced certifications/trainings.
Outstanding relationship with CPD Representative and Field Office. Info appears to be slow in going from HDQTRS to Field Office - particularly with regard to ARRA/CDBG-R. CPMP too complex for single/small grants.
The HUD Office has understandably struggled with the speed required by the stimulus package.
HUD ... staff have been excellent to work with. ... is very open to suggestions and very supportive of both his staff as well as the PJ's. I'm always amazed when he remembers my name out of all the PJ's they work with. CPD reps have been great. We've had experience w/ several staff over 7 yrs. You get to know which rep has the expertise in specific areas and they don't mind you calling them directly for a specific question - even if they're not your assigned rep. Regional Offices have not had funds for CDBG TA for awhile!! This has been a serious deficiency and hindrance. Especially!! when other offices had money to do meet and greets / political visits only.

<p>HPRP: The Recovery \$ programs were not thought out before rolling out - Inconsistent Rules / changing (evolving?). NSP: Took too long to implement w/ unclear rules. At conferences presenters would give different answers. Make it clear that Regs are open to interpretation. Consistency. ESG: The \$ amount is so small, it hardly seems worth it. HOPWA: funding should be allocated according to CURRENT persons living w/ HIV/AIDS in an area - not cumulative. Half of New York has moved South, yet they still get the funding. That is just wrong.</p>
<p>Although, the city participates in the Community Development Block Grant (CDBG) Program through the County, we have had contact with HUD when seeking interpretation of various requirements or approval of various issues related to our application for funding - HUD was extremely difficult to communicate with. Employees were impossible to contact directly, did not return telephone calls, and took many months to provide an answer. Finally, a new supervisor or office manager eventually resolved the issue satisfactorily - Experienced is limited to the ... HUD District Office.</p>
<p>We need consistent answers to eligibility questions. As Block Grants we should have greater local flexibility. More support, less monitoring and regulation.</p>
<p>The concept of Remote Monitoring may work for HUD but certainly does not work for local governments. It results in a significant drain on local resources without a commensurate level of benefit. On-site monitorings are superior in effectiveness and much more beneficial to both HUD and local government staff. HUD staff must visit the communities they monitor to gain insight and understand and pick up early distress signals.</p>
<p>HUD Employees are outstanding. They have been for the 30 plus years I've worked with these programs ... However the performance on CDBG-R (the Stimulus) has been atrocious. Whoever was in charge of writing the regulations and the delay of getting the "stimulus" money out there must be released or reassigned. Most communities had these projects ready to go in March this delay, with the high unemployment and desperate need, to write a whole new set of regulations is the ultimate triumph of form over substance. Does the leadership in HUD have a clue as to why these programs exist? It is not to have regulations <i>ad infinitum</i> but to have impact assistance now! Just my two cents</p>
<p>The timing of the questionnaire in relation to major changes in recent months (IDIS change over, stimulus funding overload) has affected my responses in a negative way. I probably would have more "extremely satisfied" responses one year ago.</p>
<p>More training courses are needed in CPMP and IDIS.</p>
<p>Very satisfied with support and guidance received from HUD ... CPD field office. They are very responsive and helpful, as well as knowledgeable.</p>
<p>The use of any type of HUD funds, primarily CDBG, for disaster assistance is impossible to use with any efficiency. Disaster funding should not come from HUD. The amount of red tape is unbelievable!</p>
<p>HUD personnel should clarify expectations and strive for consistency in advising grant recipients.</p>
<p>Consolidated Plans not useful for small - one program entitlements. HUD is slow with stimulus instructions - too much reporting, CDBG-R, NSP. CDBG is in existence for over 30 years. HUD acts like it is new every year - sign certifications every year - too many certs. Simplify requirements. HUD should take initiative to eliminate statutory requirements (that are) unnecessary-- useless - no impact requirements. Streamline CDBG program. Eliminate Davis-Bacon. HUD run programs ignore local Con Plan. HUD should concentrate on results, not regulations. Environmental Review should provide for more exemptions for existing facilities.</p>
<p>Completing an annual Action Plan is not necessarily, because it (is) essentially the same information from the 5-year Consolidated Plan. Eliminate Annual Action Plan report. It is very difficult (to) meet or implement job creation/retention projects that meet</p>

(the) LMI Jobs national objective. Rules need to provide more flexibility as to whom a business can hire or retain.
Regulations need to be in user friendly terms and clear as to when they apply. CAPERS reporting seems to allow discretion to HUD rep. to require items not known in advance and require statistics from outside organizations. 30 days to respond to HUD letters, while other items due, is difficult to achieve. Survey due at same time as 1st CDBG-R reports, appears one hand not talking to the other. CDBG-R very frustrating, Davis Bacon ruling back and forth, method of job calculations seems suspect should be a diff. between job creation and retention. 350 user manual available 15 days before reports due. It is difficult for small cities, who receive small amounts, to deal with all the regulations, it should be simpler for small funded (than) those receiving 1 million +. CPMP Tool doesn't create reports/formats that are public friendly. Need to streamline Amendment process if the item is consistent with Consolidated Plan. HUD should provide a clear definition of Amendment vs. Substantial Amendment. Guidance from HUD Rep. doesn't feel final - always left with a need to check other sources. Request for HUD to provide more regional trainings and HUD reps to visit funded cities to understand where money goes!
We have repeatedly had difficulty obtaining interpretations and answers to questions from the HUD regional representative assigned to our community. The problem is both an inability to get a hold of anyone and the specific lack of knowledge on the part of our representative. We utilize email and phone to contact our representative and we usually follow up our requests on multiple occasions to obtain answers. We also typically include a HUD supervisor in our follow up communications. In most cases, we have never received the answer to our question and we either have to make our best guess at how to handle a situation, or contact a private consultant or different community for advice. It is unfortunate that HUD is not more responsive to questions because they are very quick to point out the importance of following all regulations in a strict and timely manner. We also experienced an extensive delay in receiving approval of our ARRA funding - we were told this was to be expedited, however it required ... weeks after our submittal. We were told verbally that our application was good and should be approved after a few weeks, but the formal approval was significantly delayed, which delayed our project.
Need an IDIS user's manual! I am pleased with the HUD field office staff except for my rep. E-SNAP does not provide adequate opportunity to explain local unique circumstances - too one-size-fits-all! Our biggest concern is w/ lead-based paint rules in housing rehab - these rules and the lack of local contractor willing to be certified to do the work has rendered our rehab effort as ineffective.
There needs to be more and better consistency in CPD Rep interpretation and implementation of regulations.
Inconsistent. Unclear. Overly regulatory. Overly bureaucratic. IDIS is antiquated.
I have found that NSP Google has been a very valuable tool. Responses from HUD Washington have been quick and have been providing superior guidance. HUD Programs continue to be overly complicated. I can't imagine administering NSP without having years of CDBG and HOME experience. Developers/nonprofits have a difficult time working their way through the tangled web, as well as local officials. Although I marked somewhat dissatisfied, I have to say - some HUD staff are extremely helpful while others provide limited guidance. At this time, I would like to say thank you to
More training would be helpful, especially for IDIS. I feel like I spend too much time on reports and paperwork when I could be using the time to actually be doing the projects better. The Consolidated Plan says the same things multiple times; this was a huge time commitment and should be simplified. Basic CDBG training should be repeated every year.
Our HUD Rep @ the field office is great. He is very helpful and prompt about calling us back. The Housing Counseling Staff @ the field office is also wonderful. The HUD website is too complicated.
I am happy to see IDIS change from DOS.

<p>All questions answered pertain to regular CDBG. I am very dissatisfied with communication from HUD regarding CDBG Disaster. The information has been miscommunicated and never timely. Cancelled trainings after invites were sent out and grantees had made travel plans. Training is about a year later than helpful.</p>
<p>My dissatisfaction with the consistency of guidance and clarity of rules and requirements is not a reflection on the regional HUD office. It is due primarily to the lack of guidance and changing guidance on ARRA and similar funding.</p>
<p>HUD has implemented too many programs in a short period of time. All have different rules, regs, and information systems.</p>
<p>There is no automatic notification system to make grantees aware of new regulations, etc. - No one has time to continually check website for news, updates. Some information required on reports is already available in other HUD reporting systems. HUD Reps should be able to access. At least for this agency, IDIS system was changed without notice (poor communication) - Now that is changed - training? (Cart before the horse). Small grantees are subject to same reporting requirements as large counterparts. Many areas are not applicable.</p>
<p>We have received very little guidance/TA from HUD since beginning an Entitlement community. We have contacted various HUD employees with specific CDBG questions that have never been answered despite numerous attempts. We have also repeatedly requested meetings with HUD staff; however, we have never even received a response, nor have we had the opportunity to meet with anyone to review our current progress and ask pertinent questions. As a ..., it has been extremely frustrating to attempt to follow all of HUD's regulations with almost no solicited or unsolicited guidance from HUD staff. We have had to rely almost exclusively on NCDA for information and regulatory interpretation due to HUD's unresponsiveness. These concerns have been voiced during at least 2 HUD events in the past year; however, no noticeable changes have occurred. The word 'tool' is a stretch for the CPMP; it has been much more of a hindrance than a help.</p>
<p>Guidance, support and customer service provided by our field office has improved greatly over the last two to three years.</p>
<p>CDBG and CDBG-R have been handled well. Good guidance and communication typical of HUD and HUD field office. NSP1 has been confusing from Day 1. Inconsistent interpretations, harsh rules, etc. Congress and HUD have been out of sync on this and remain so. Probably a no win situation for HUD, but if the rules are not relaxed further, needy neighborhoods will not be assisted in the final analysis.</p>
<p>Field Office staff is always helpful, knowledgeable and accessible. If she doesn't know an answer, she is always able to find someone able to help.</p>
<p>... Field office employees have over the years worked hard and have succeeded in developing a very "user friendly" atmosphere. The CPD reps are extremely down to earth accommodating and extremely knowledgeable. HUD Washington is extremely frustrating to us. They are not responsive and it seems like the rules always change and the reporting requirements coming from Washington are becoming intolerable.</p>
<p>The quality and consistency of assistance from HUD is excellent. Our rep is extremely knowledgeable and responsive.</p>
<p>Good job!</p>
<p>This was for CDBG Program only for State.</p>
<p>1. CAPER is too long, repetitive and not user friendly -- cannot get elected officials to read because it is so repetitive, etc. I could say in less than 10 pages what it takes me 55 pages of narrative plus reports to say. 2. Same problem as above with Consolidated Plan & Action Plan.</p>

Our field office in ... responds to our questions and assistance needs very promptly. They go out of their way to help entitlements such as our City that has only ... for the program. However, we know that they could use more staff to assist in keeping up with the various programs they oversee.
Despite some "beefs" regarding HUD programs I have always found that the HUD staff is responsive and well-meaning. There is a lot of experience in ... and Washington DC which is helpful and even Program Directors will contact you back. CDBG-R was ill thought out and poorly managed!
HUD ... office is very accessible. Over all they are very helpful. There is not always a consistent message. Also, HUD expects us to complete reports in unrealistic time frame.
I have found my regional HUD office to be very responsive, knowledgeable, and willing to assist in problem solving both Community Development and economic development scenarios. The HUD website is not too user friendly especially in trying to locate specific CFR references.
HUD needs to delay Con Plan submission date by 2 or 3 years. Extremely difficult to keep up with regular CDBG program requirements in addition to the recovery programs.
NSP-1 is a housing foreclosure program. CDBG is Community Development. We know CDBG not housing. I don't believe it was the right agency to place NSP-1 with.
We are new to housing as it relates to community development and would like to learn more about working with HUD. In the field there are negative comments re: HUD and its policies/procedures. This makes our organization hesitant to get involved.
While these survey results will provide you an indication of my satisfaction with HUD personnel (I believe they are dedicated and knowledgeable individuals), and while I find HUD's mission to be critical to the success and viability of our communities, not enough is being done to evaluate the existing statutes and regulations. I believe there are many impediments to effectively and efficiently implementing housing and community development programs contained within the statutes and regulations. I know that congressional action is necessary to make statutory changes, but many frustrations people experience with HUD may be out of HUD's control; built-in statutory inefficiencies and out-dated requirements and micro-management are manifested in regulations that force HUD to inject these inefficiencies and micro-management into HUD-grantee relationships and local programs. To begin with, revise and restructure Davis-Bacon, revise the national objective from serving low- and moderate-income to low-, moderate-, and middle-income (like NSP1), revise and restructure NEPA, eliminate the lead-based paint bureaucracy, and enable one-for-one housing to be modified to fit circumstances in each state.
1. HUD has done a fair job of program administration given its meager resources but, an extremely long period of congressional neglect, has serious eroded the agency's morale and its ability to perform its mission. 1a. This is especially apparent in the lack of staff and resource development, and in generally sub-par IT systems. 2. HUD has never had a consistently clear mandate from Congress and that becomes apparent through periodic "mood swings," e.g. at one point HUD may be a facilitator and try to assist its clients while at others auditing and compliance enforcement has the upper hand.
E-snaps has had a lot of issues (slow connectivity etc) but the concept of the software/data entry is good. Slow email response from local HUD staff - however new ... director is good. Values our feedback and communication. Good choice things have improved. HUD website is hard to get through. Google search is better than searching through HUD website. NSP program very complicated to make work.
A huge issue we find with HUD is the lack of consistency between the DC and local office to the individual staff in the local office. Issues such as monitorings and findings and how they are addressed. We as PJ's compare notes on how issues are addressed or handled and it can be very different between CPD staff.

<p>The responsiveness, competence, and quality of information received from our field office depends entirely on the rep. assigned to our community. We currently have a very responsive, helpful rep., but that hasn't always been the case. The good reps. are much better at providing support and helping figure out ways to get projects done, while the poor reps tend to be more concerned with regulating, and producing monitoring findings.</p>
<p>HUD staff needs to be much better about answering questions instead of pointing us back to regulations or steering us to other sources. HUD technical assistance tools and instructions also need to use "plain English" in order to be less confusing. Furthermore, HUD instructions and technical assistance tools should not assume that all its clients have thorough knowledge of its programs. Finally, HUD absolutely needs to take the role of a partner with its clients. It can do this by aiding us in how to implement what we want to do. In other words, "We want to do X, Y, and Z. How do we make that happen within the rules?" HUD needs to fill staff positions with people who have used their money. That way, they will be in a better position to offer assistance. Other than providing money, they are thoroughly incapable of assisting its clients in helping them do what they want to do, which is especially frustrating with such programs as CDBG which are designed for just that.</p>
<p>Comments for HUD survey: We have had a lot of trouble so far using DRGR for the NSP program. I understand the reasons why HUD used DRGR for NSP, rather than IDIS, but I don't feel those were adequate reasons. DRGR was designed specifically for Supplemental Disaster funding, and NSP simply doesn't fit DRGR! For example, there was no provision in DRGR to track program income, and NSP by its very nature will generate significant amounts of program income. That made absolutely no sense to me. In addition, we have found it very cumbersome to make adjustments between activities in DRGR, and in at least one case, the delay of waiting for the HUD field office to approve these changes also delayed a drawdown that was not impacted by the activity changes that were in process. For the most part, our interaction with HUD is positive. We've had a great relationship for years with our HUD field office, and I've also been quite impressed with the HUD Headquarters staff with whom I've interacted. I have noticed, at times, that the communication between HUD HQ and the HUD field offices isn't always good or timely. In several instances, I've received information from HUD HQ prior to our field office receiving the same info. There have always been some inconsistencies between HUD field offices, but I think that may be getting better.</p>
<p>We find managing the CDBG & HOME program is becoming so cumbersome because of enormity of both programs and federal requirements that we sometimes wonder if it is worth the effort. One of our biggest frustrations is finding the lack of support from HUD. We have discovered HUD is good at identifying what you are doing incorrectly, but fails at offering solutions to correct the situation. It appears HUD staff is often afraid of offering advice or giving direction fearing they may be incorrect themselves. There have been numerous times we have asked for interpretation of regulation only to discover that we are ignored or we are left to interpret it ourselves. This result in us hoping we have interpreted it correctly, but we really won't know until our next review. In addition, it is apparent we spend too much time and money on "HUD's process" than we spend to help citizens, businesses, and agencies that truly need help which is really discouraging.</p>
<p>Need to Revamp CPMP, Use electronic communication to eliminate repetitive responses in Con Plan. Eliminate or Revamp [illegible] measures in performance measurement systems. Allow localities to define outcomes. [illegible] additional TA for not-for-profit [illegible] building.</p>
<p>Over the past few years, HUD has transformed from an agency primarily interested in performance to one entirely dedicated to regulatory enforcement.</p>
<p>A comprehensive list of requirements that has deadlines that all the different reports are due and to what office for new grantees would be helpful in navigating the mine field known as Federal Government.</p>

<p>It appears that local HUD office does not receive much or any training dollars to assist with IDIS or to train new staff administering CDBG programs. CPD rep is a great resource but formal training on the new IDIS system would be appreciated. HUD should consider reviewing the reporting requirements for small communities. Same goes for fair housing requirements. By the time we spend money on things outside our programs it doesn't leave much funding for the actual programs. CDBG is not a one size fits all program especially when some communities receive millions of dollars and others receive a couple hundred thousand.</p>
<p>Applying the new IDIS system at a time when grantees are trying to manage stimulus funding has definitely induced stress to the workplace. There is not enough time in the day to meet all requirements, and try to figure out how to draw money, close out project, print reports for the CAPER etc. in the new IDIS.</p>
<p>The CPD Director is knowledgeable and responsive; however, the CPD rep with whom we must interact is completely incompetent.</p>
<p>The ... HUD Office really means it when they say "we are here to help."</p>
<p>I've dealt with HUD for 25 years - first 15 in the ... Field Office, now with ... My impression is that as the really knowledgeable folks who helped create CDBG, HOME, etc retired, the level of expertise has drastically declined. Folks are reluctant to give written answers and when they do it's mostly repeating regs or providing citations. In the good old days there were numerous CPD policy memoranda that helped explain the regs. The HUD website is confusing and sections are way out of date. Sometimes it's hard to reach HUD employees when they are "teleworking." Why should they be out of the loop when working from home?</p>
<p>We have a good relationship with the field office and can get great help. The National trainers are not pragmatic. They teach theory when we need practical useable help to implement and interpret rules, regs and creative alternatives. The logic models and CPMP tool do not work fully or properly work.</p>
<p>The overall assistance, support and guidance from the HUD Field Office has been very helpful. They are very good with providing feedback when possible. The biggest frustration, however, has been with implementation of NSP1 and the seemingly changing rules (or lack thereof) against the backdrop of an 18-month obligation regulation that does not take into account actual events on the ground and adds tremendous stress at the state/local levels. Additionally, while gearing up for NSP1 (under tight timelines), we had to submit CDBG R and (NSP2 applications if wanted to take advantage of these funds) all at the same time. This timing was horrible, absolutely horrible.</p>
<p>I'm very displeased with the ... Office's Rep not being available to provide TA. He's NEVER in the office to provide assistance when needed and often fails to respond to e-mail requests for info or advice. Very inaccessible!!</p>
<p>IDIS is antiquated.</p>
<p>Lack of timely assistance; it's very difficult to find or receive information or help; many unanswered e-mails. Lack of help with re-engineered IDIS; 4 days warning that we would be switching; problems with drawdowns - told that it was a "crap shoot" whether or not the city would receive its CDBG draw request. Many problems!! Getting info on Reporting Requirements or getting questions answered concerning CDBG-R has been a nightmare! HUD seems very chaotic, and staff seems overworked or unresponsive.</p>
<p>Because the new NSP Program, HUD was not consistent with their interpretations, nor timely with their responses. It was very apparent the HUD headquarters was not communicating on the Regional level re: the NSP Program. Contractors a lot of times are not familiar with HUD Program, thus misinterpreting information. HUD Regional Conferences have not been held in over 10 years. This is a good way for states to Network. HUD List-Serve; we were not aware of this. HUD is bad about getting information out to their consultants. Get rid of the Consolidated Plan. An Annual Action Plan takes care of that. CPMP tools do not work for states. IDIS - do not receive guidance on questionable items, contractor not familiar with HUD programs.</p>

<p>There continues to be inconsistency in implementation of program oversight, monitoring and technical assistance because HUD field office staff do not have the opportunity to participate in trainings and discussions on a national level with headquarters staff and HUD recipients. The information on CDBG NSP1 is an exception and program implementation is much stronger because of this. Please continue to invest in training HUD staff.</p>
<p>HUD's timing for rolling out the new IDIS was terrible. They should also have provided grantee training on it before implementation. No Guidance is being provided on the new Con Plan - is it to be submitted on line, or paper? Required changes to Con Plan would also be helpful in a timely manner since the plans are mostly due this Fiscal Year.</p>
<p>Grants.gov very hard to navigate. IDIS is very acceptable now. CDBG and HOME rules and regs should be updated to reflect today's needs and economy!</p>
<p>The Field Office is a waste of time to deal with for guidance. The staff have never been able to provide any insightful guidance regarding problems. The best you get is someone reading back to you the regulation. The Field Office staff is focused on "gotcha" violations rather than helping grantees to avoid violations. Monitorings are focused in nit-picky rule compliance rather than whether the program is accomplishing its intended goals. Further, the Field Office is not timely in its reviews of CAPERS, CPLANS and RROF. CAPER -- we do not receive our review letter back from the Field Office until 18-24 months after it is submitted. Any issues identified are usually long since stale or if an issue is in need of correction, it has gone on for another year or two without notices that it was problematic. CPLANS/RROF -- the review of the plan approve and the release of funds approved is not completed until we are 25% or more into the FY. This creates problems with remaining timely with drawdowns as we are monitored for timeliness compliance at the beginning of May, meaning we have less than 6 months to be able to spend the funds before the deadline. The IDIS system is overly burdensome and complex. We have no trust in the reports generated by IDIS as the numbers fluctuate radically, even though there has been no or little activity in the program between the printing of reports. Other information we post in IDIS either does not get inputted or is inputted incorrectly. The information in IDIS is just not trustworthy. The e-mail notifications and webinars are helpful. However, the basic problem is that there are too many rules and rule changes for anyone to keep up with, particularly when multiple Federal funding sources are used in a project.</p>
<p>You are asking this during a very extraordinary time when staff are being pressed with inflexible timelines and ever diminishing resources. I believe everybody is doing the best they can in very challenging times.</p>
<p>I think HUD needs to provide training on a regular basis. I was trained by the person that had the job before me and when I did have questions I felt like ... expected me to just know the answers. No one could help me with the little questions and when I had larger issues I felt like they expected me to already know what to do, and why didn't I know. They really need to educate everyone so that all work is done correctly. I sometimes feel lost and have nowhere to turn without being made to feel like I should know better.</p>
<p>I would love to see an increase in funding to assist homeowners w/ repairs that they cannot afford. The economy is plunging at a fast pace and bringing middle class down with it, ultimately making our poor, even poorer.</p>
<p>Too many rules and regulations, publications, guidelines, instruction manuals, etc. I have several binders full of this information. The HUD programs need to be simplified. Too much time and money is spent on reading and researching that should be spent on the projects.</p>

<p>Let me clarify - when I have responded as "somewhat dissatisfied" I am referring to HUD Headquarters in Washington. Specifically, the decision makers not the workers. A problem I have with HUD - Washington's webcasts and webinars and some of their trainings is the presenters read to the attendees. We can read ourselves - what we need is clarifications, etc of what the subject is. Lastly, and probably most important is no two (or more) field offices answer the same question the same. There needs to be more consistency.</p>
<p>We understand that the hierarchy is responsible for some areas of dissatisfaction. It's more the systems than personnel. There is a great deal of concern about rushing to push numbers.</p>
<p>The annual reporting requirements, for both the Annual Plan and CAPER, seem excessive. It would make more sense to report on CDBG and the other Federal HUD funding instead of every housing, economic development and community development plan or strategy for the community. Isn't there an easier way or process to do ERRs? Those need to be revamped or redone. They are completely too time consuming for a small community.</p>
<p>1. On E-snaps, there are problems attaching the Certificate of Consistency form when you can easily attach all other required documents. 2. Assistance from all HUD personnel really depends upon who you need to talk to.</p>
<p>(Local) We request more training - opportunities! We need ongoing technical assistance.</p>
<p>HUD's program changes work best when grantees are involved in the demo or piloting of the changes. Use this process more. We usually know about things HUD is working on before staff in the field offices. The ... based non-profits get the info before the field offices. Field office staff is always reactive, not proactive. We usually only go to them as a last resort. Staff in the field offices interpret program regs differently. We have heard/seen interpretations that vary greatly from field office to field office. There doesn't seem to be a standard level of consistency between how field reps handle different grantees. Almost like different grantees are held to different standards. We submit numerous requests to HUD, and aside from an annual letter (that comes across as standardized and fill in the blank) on our CAPER, we really get very little reaction from HUD on all the data. Sometimes we wonder if HUD ever really reads the reports. With staff retirements in the HUD HQ, there seems very little institutional knowledge on some of the things that HUD has tried/piloted over the years. ... Over the years I have been very fortunate to work with many caring and knowledgeable HUD staff in both my field office, and others, and most especially in HUDHQ. Both PIH and CPD staff try to get us answers when we come across unique situations, and help us work through situations. I hope this will continue.</p>
<p>... office staff is knowledgeable, competent and helpful, and are interested in assisting local recipients in solving problems and achieving goals. HUD website needs to be reorganized - especially its so-called search engine. I have better luck using Google to locate information on HUD's website. HUD's search engine is useless.</p>
<p>We feel our ... CPD Office is being responsive and professional. Most are competent and able to assist when called upon in a friendly and timely manner.</p>
<p>CPMP is a great tool, but lacks updating and maintenance to keep it current and integrated with IDIS. User support is not responsive. IDIS is cumbersome and requires extensive, redundant data entry. Reports are very glitchy to run and system errors prevent retrieval of needed reports. E-Snaps - Dropdown menus offer limited response choices.</p>
<p>The IDIS Help Line needs to respond in a timely manner!</p>

<p>Field staff are great. Many rules/regs are written based on market conditions in DC or in ways which are practically impossible to implement on a timely basis (ex: NSP, HPRP). Generally, rules/regs are very hard to understand and no one is available to teach/train beyond "basically CDBG." Very disappointed in resources (or lack thereof) to understand how to administer these programs (including IDIS, Action Plans, Section 3, etc.) Webcasts / online conference calls / trainings are great - please continue. Homeownership center could be a better partner, but things are improving. Overall, it seems HUD HQ/DC does not interact well with field offices. Field offices are sometimes unprepared or do not have enough info or guidance from HQ which means we do not receive clear guidance or instructions. More HUD staff should be former program managers from entitlements: they need to understand practical implementation.</p>
<p>The HUD Field Office does well with the information they get, but unfortunately, the central office often is late getting timely guidance to them. Lately things seem to be getting better.</p>
<p>Training in [illegible] and the reengineered IDIS would be appreciated.</p>
<p>We understand the complexity of all the new programs thru HERA and ARRA; however the time lines for putting together applications, local program and the subsequent implementation has been extremely unreasonable. These are intricate programs that seem to change (from the regulation and implementation standpoint) on a regular basis. Many of the trainings that we attended were too late in the process. Our field office has tried to stay on top of everything and we appreciate all of their hard work.</p>
<p>6g&h. When I can get to the person I need to speak with instead of leaving a message. 8c. It really depends on who we are contacting as to whether email or phone is quicker. The reportinghelp@hud.gov isn't responsive. It has been a week this time since I sent a message and not even an acknowledgement it was received by anyone. Previously, in February 2009, I needed assistance with IDIS and never received a response. Fortunately, I was able to get the answer to my problem from another community. 10. Trying to work with some of the electronic programs is difficult because every community's computer networks are not set up the same. We are not provided with any parameters for setup, i.e. CPMP tool (I can't use the CPMP tool that was installed with previous year CAPERs and Annual Action Plans). 10h. Program guidelines (NSP) are changed after programs are implemented and notification is not always distributed just posted on websites.</p>
<p>Technical support for IDIS has been quite limited - recently. There used to always (95% of the time) be someone who would answer the call. Now ... the caller has to leave a voice mail message and wait 2-3 days to get a response. This is not adequate support. Support needs to be same day (at worst). Thank you.</p>
<p>Help Desk is slow getting back to us. At times they do not return calls at all.</p>
<p>Survey fails to take into consideration satisfaction/dissatisfaction with various regional offices - some are outstanding while others leave a lot to be desired. ... Field Office, for example, is excellent and would rate a 'Very Satisfied' in all categories. Survey doesn't address specifics - much too general in both questions and choices of answers to be of any value.</p>
<p>The ... HUD CPD Team is very helpful and responsive.</p>
<p>The HUD reps who have direct supervision over individual communities are horrible. The supervisors are wonderful!!! It would be great if HUD hired educated, knowledgeable and efficient reps who understood the rules and regs. This would make our jobs so much easier. Our current and last two reps were (and is) difficult to work with (very friendly though!!)</p>
<p>Some of the dissatisfaction with the local HUD field office is a result of too few personnel and the impact of the stimulus funding onslaught. There really is not enough staff to deal effectively with questions in a timely manner.</p>

<p>The implementation of the Neighborhood Stabilization Program (NSP) was extremely frustrating because all decisions and guidance come from Headquarters and the field offices were not adequately kept in the loop. In addition, the Office of the Inspector General has been entirely too involved in the set up of the NSP so as to engender mistrust by recipients of the agency as a whole. Finally the work of the Office of the Inspector General in its review of recipients has been making mountains out of mole hills and an inordinate waste of time for recipient agencies.</p>
<p>-- need CDBG training opportunities not HOME. -- IDIS, CPMP, and Consolidated Planning training also. HUD used to be very proactive with training -- 10 to 15 years ago. HOME seems to have all the training -- CDBG which is a much more comprehensive program has not had much in the last 10 years. Entitlements are on their own most of the time. Website is helpful but does not take the place of face to face training.</p>
<p>Over the years I have worked with the ... HUD Office, I have grown to appreciate their support and their desire to make these programs "work" for our communities. As I listen to my colleagues from other parts of the country talk about their HUD field offices, I realize that we are very lucky! I believe one major problem is that HUD offices across the country are not consistent in their requirements, monitoring, etc. The staff in ... requires that we carry out our programs based on the regulations -- I'm not sure other offices hold their grantees to this obvious standard. We appreciate the efforts of the ... Field Office staff to help us understand the need to carry out these programs properly.</p>
<p>Our ... office representative does an excellent job assisting in any inquiries we have.</p>
<p>The way the NSP and CDBG-R were presented and the reporting is awful -- To bring the IDIS on-line system and all the ARRA @ the same time is ridiculous -- The IDIS on-line should have been tested (by users) and all bugs worked out before release -- Some of the problems seem so obvious -- The CPD representatives and staff have been wonderful to work with. They have been pleasant and patient during a difficult time.</p>
<p>... is a separate entitlement jurisdiction under CDBG, but opted to remain with the ... CDBG Consortium. ... Office of Community Development (OCD) administers our entitlement, and works with HUD on our behalf. Likewise, ... is part of the ... HOME Consortium and OCD staff administer our portion of the entitlement, again working with HUD on our behalf.</p>
<p>We have been extremely satisfied with our ... Field Office. Any dissatisfaction is with the hasty roll-out of the ARRA programs: NSP, CDBG-R, HPRP, ETCBG. The process is not well thought out. Seemed that roll-out was premature.</p>
<p>I think HUD field reps tend to impose their personal opinions when they monitor entitlements. They don't follow regs but if they think something should be done a certain way they make life miserable for the entitlement. HUD requires us to use the IDIS but then never offers training. I've been using the system for 5 years and I still have no idea what reports help w/ what and how to complete some of the fields. There isn't enough training offered on the</p>
<p>After years of neglect, HUD is finally getting the leadership and funding it needs to tackle enormous urban and social problems like poverty and homelessness. We have a talented and committed local office and have found recent visits by HUD national leaders to be very inspiring. We love the new communication among Cabinet officials and new initiatives like Sustainable Communities. The funding silos are wretched -- we can and must do better.</p>
<p>I would like to compliment the HUD ... field office. ... is an excellent director. He is always so helpful. He helps us accomplish our goals and follow the program regulations without complicating issues. ... is an excellent representative. She is always very responsive, helpful, and knowledgeable. We are extremely pleased in dealing with our field office and staff members. The new IDIS is wonderful and so much easier to use than the old IDIS.</p>

The paperwork required for HUD programs is duplicative and too time-consuming. Consolidated Plan, Annual Plan and CAPER should be more user and reader friendly. Format is confusing and in many cases the requested information doesn't apply to our agency. Public has trouble understanding those documents. Representatives should stop parroting regs and statute when questions are asked and give true technical assistance. HUD is known for lack of helpfulness and true technical assistance. They prefer to slap your hand after mistakes are made rather than helping thru "grey areas" up front.
Recently had / have need for Help Desk help. Very poor grade for assistance received -- "F"
Need IDIS training! Need IDIS training! Not enough of it!!
... Office is excellent to deal with timing of report however needs to be look at. Being an early entitlement (Jan) and funds not being available to almost May, puts us in a 5 month delay on the program.
Our current HUD field rep is the best I've had in over 15 years of working with HUD. She explains the rules, guides us, yet appreciates the work we do "on the street." Our former rep never wanted to go out in the community to see the work we do or challenges we face -- she just wanted to look at our files. That was an awful experience. What a refreshing difference!
I was very satisfied with past field rep, who was responsive and had many years of field experience. The office switched reps last year, and I am now very dissatisfied in our dealings with the field office. The rep seems to have very little knowledge to apply, and works from home frequently. We do not get responses in a timely manner, and need to correspond several times before she seems to understand what should be routine questions. That said, our previous rep, ... was wonderful. We also had very positive experiences with other staff in the past. The new environmental officer is very helpful. The website should be reviewed and re-engineered. Information is difficult to locate (even, in my experience, by seasoned field reps).
I would prefer each office to have an expert in certain fields e.g. economic development -- job creation -- how to set up a program to utilize CDBG funds -- especially in this economy. And I want this assistance "now."
Negative comments about Grants.gov are its poor technical assistance and inability to resolve a simple issue regarding an incorrect e-mail address.
Staff really are not that knowledgeable about either programs or the issues that arise from implementation. Many responses to questions illustrate lack of understanding of the question or the answer. Too much history of being required to contact HQ on everything that field staff are reluctant to help or answer questions w/out discussing/clearing with HQ. This is micro management. Most staff do not have practical knowledge of program implementation. Advice is too theoretical!
It would be helpful to have information pertinent to any statutory changes or program changes in a timely fashion. Technical assistance has also proven helpful and would ask that HUD reconsider instituting the technical assistance provisions for Grantees. Providing direction and being willing to put it in writing. In light of the wide-scope and impact of the program, I believe HUD staff does a good job.
Overall, I would rank HUD on a scale of 1 to 5 as a 3.5. In the past 6 months, they have been very useful, helpful and open to questions. Before that, not so much. Would love to see more trainings provided by HUD TA contractors, especially in the ... area.
1. Please consider aligning the due date of Consolidated Plans with the release of the 2010 Census so that our goals and objectives are consistent with community need. 2. Please consider providing IDIS training for the Entitlements that have new staff.
All my experiences with HUD has been excellent. HUD is truly a Profession run department from the top down.
IDIS is "way" better and user-friendly.

<p>Regional HUD staff have been very good to work with. The Department of Fair Housing has been harder to work with or to get straight/clear answers. When they are called for questions etc., you get the feeling that they assume you've already done something wrong. Leadership and overall attitude needs adjustment and/or change.</p>
<p>The new IDIS is great!! Environmental officers need to be looking at same issues--i.e.--they must all enforce the regs the same. They do it differently between regions. Denver region requires more detail than is necessary for the types of environmentals we do.</p>
<p>In general, we have always had a very good relationship with our HUD Field Office and associated GTR's. They are easy to access and typically respond quickly to questions and issues that arise during program implementation.</p>
<p>The staff of the ... Field Office is extremely helpful. We believe we have a great working relationship and never hesitate to seek their guidance.</p>
<p>The HUD individuals I deal with are personable and professional and do the best they can while working for an overly-bureaucratic agency. There's not enough training and the rules/regs seem to change all the time (2008 and 2009 stimulus grants). We drown in reports and paperwork. Hold us accountable but streamline what we need to do. We have too many different reporting programs (EZPERMS, Teapots, IDIS, DRGR). It's ridiculous! I love my Regional Field Ofc Director and staff. They are fabulous in spite of the agency hurdles!</p>
<p>Would prefer more training be made available for CDBG at an implementation level. HUD relies on manuals that are not written with knowledge of implementation. CDBG will be experiencing a turnover of pioneers of the CDBG program. To make it (CDBG) more effective, HUD needs to report ALL that it does and support the program with technical assistance. Additionally, HUD staff need a "work" together attitude not a "gotcha" attitude. A great representative with a helpful attitude, who knows their job and knows it well and who has interest in furthering the tenants of the programs, can make the difference between success. HUD needs to work on creating more of those type HUD staff.</p>
<p>HUD ... Office has not answered our monitoring reports in over 13 months.</p>
<p>We feel the turnover rate of staff since the opening of the ... Field Office has contributed to inconsistencies in assistance received from CPD staff. Part of this is may be related to the general newness of the operations in the ... Field Office and the existing workload of the CPD staff and may actually work itself out as the office realizes more tenure and experience. We feel that we have not always received timely feedback or information from CPD staff regarding our required reports such as the Annual Action Plan, Consolidated Annual Performance and Evaluation Report, and other information such as the release of area median income limits and it appears that many of times this may be the result of work flow pressure on the ... office's staff resources. More directly and on occasion, we have received unreasonable turn-around times in response to our submissions. The provision of effective and timely communication from ... CPD staff would enable us to more effectively implement local programs within the statutory requirements and better meet the needs of our program beneficiaries. As such, we are often forced to think more creatively to address the needs of our community. We would ask CPD staff to recognize this reality and help us by providing specialized technical expertise to assist us to move in a more creative programming direction. For example, ... However, we felt that the spirit within which this project was envisioned was significantly hampered by CPD's response to what we had proposed and were trying to make happen for the community. ... and we are in need of specialized training at the regional level. Some of the training that would be very beneficial if offered in our general area includes Basically CDBG, Building HOME, and basic IDIS training. Continued reductions in our available administrative funds have severely affected our ability to attend training out of the region where most recent HUD-sponsored training has recently occurred or is currently scheduled.</p>
<p>We are extremely satisfied with our assigned CPD representative and financial analyst. They provide accurate and timely support and guidance. Overall, we are pleased with our partnership with HUD.</p>

More training is needed on a routine basis for CDBG and HOME programs, Fair Housing, Civil Rights, Labor, Financial Management, IDIS, Environmental Assessments, Consolidated Planning, Analysis of Impediments. Please include training on the re-engineered IDIS, too many issues that remain unresolved.

1. Generally happy with HUD HQ, ..., and Legal Dept. VERY POOR QUALITY grant monitors in ... Field Office. 2. HATE the CPMP mess. Web-based IDIS is a vast improvement. Webcasts tend to either be too general or push too fast through critical rules and reporting. 3. The nonprofits have moved to very sophisticated client-based Outcomes models while HUD is still dinking with process measures and poorly structured logic models. We're "losing touch" with our subrecipients and clients. 4. How many more websites do we have to learn and interact with? HUD.gov, HUDCLIPS, Grants.gov, e-Snaps, IDIS, DARS, Federal Reporting.com, hre.gov ... plus various state sites for our State CDBG Disaster, ESG and other funds. 5. MORE TRAINING BUDGETS! (Some of us are relatively new to certain programs.) Our staff turns over! To say a Director has to be on the job 1-5 years before being eligible to learn Program Regs is absurd! Sets us up to fail. 6. My Department needs mentoring, program reviews (under "amnesty"), and someone to call with questions who will ANSWER rather than refer us back to the regs.

Excellent assistance when under the ... umbrella. Correspondence with Environmental Office and other HUD programs regarding monitoring or assistance very useful. HUD ... has "gotcha" attitude. More interest in finding fault than helping serve by getting programs implemented. "Search the Regs" or "You have your Regulation Citation" passes for Technical Assistance.

HUD is showing improvement with the new strategic stakeholders meetings and implementation that is currently taking place. I look forward to the actual outcome (i.e. Ideas in Action). It would be great to have national training for IDIS system. Unfortunate that after years of awaiting the system change that there is no budgeted training for the main database of all performance activity! Add this to the current national training schedule and give the regional IDIS rep more options/responsibility to support users. The department is viable and needed; this is a moment in time to assess for betterment of all stakeholders served, including grantees as HUD partners.

The ...'s request for a ruling and approvals took over ten months to resolve. Phone calls and emails to the local HUD office often went unanswered or were responded to with conflicting information. In recent months, assignments have changed at the local HUD office and response has been timely and helpful. It is difficult to impossible to understand the IDIS instructions and get reports from IDIS site. It is easier to just keep clicking around and eventually you can stumble onto where you want to go get what you need.

It is shameful that the CDBG and CDBG-R programs and officials express greater interest in spending money and generating reports than ensuring high quality, efficient benefits are delivered. Shame on us all for participating, perpetuating, and promoting such schemes! Dang, it just ain't right!

HUD has not allocated sufficient funds to field offices to provide adequate training (i.e., environmental review, Davis Bacon, etc.) More training needed! New IDIS program came online with little to no training classes. Relied solely on webcasts or online assistance. ... Field Office is awesome! They make every effort to keep grantees informed.

... Field Office staff is very inexperienced. Our department has ..., so when we ask a question we need a prompt accurate answer. In the past, our CPD rep. told us to check the website! They really can't answer questions. Currently regarding Shelter Plus Care - I was told to read the regulation! I had and it wasn't clear on the issue, that is why I asked. ... in the ... feel that we are on our own! We were better served by the ... Office. The ... Field Office had a meeting to discuss issues; some entitlements didn't go since they thought field office would retaliate! No trust!

<p>Fantastic working relationship w/ our Field Office, most reps are very professional, responsive and knowledgeable. Field Office is not adequately staffed -- effects all grantees. Most of my dissatisfaction is from Headquarters not the Field Office. We would have a greater impact on the community if paperwork was reduced through the creation of a template for the ConPlan, Action Plan and CAPER. Income limits should be revisited so that assistance could go to the working class poor, those that are working for a better life and do not qualify for free food, housing or health care. Rolling out the new IDIS at the end of our program year wasn't such a good plan. Creating and maintaining viable communities is an ever changing, continual commitment.</p>
<p>* Guidance provided through "trainings" should mirror the monitoring efforts of CPD staff. * CDBG program should establish income verification standards to be applied consistently by all HUD CPD staff. * CDBG program standards (non-profit management, etc...) should be uniform with all HUD contractors and CPD staff. * Trainings provided by HUD contractors and HUD should incorporate "realistic" issues faced by city and county staff. This is often left out of consideration.</p>
<p>Regarding questions by city staff to the HUD field representative, the timeliness and pertinence of responses has been lacking.</p>
<p>I feel HUD has done a great job in a short amount of time with implementing the ARRA programs, but it's been frustrating to deal with the demands for information and the wait for program rules and guidance. Our region office has been incredibly supportive and helpful throughout this process and are very knowledgeable about all the programs. Our frustration is more with headquarters and not the region. It would be nice if after a grant has been submitted through grants.gov that we received a confirmation -- it may take several days to get an email and by that time the deadline has passed so if there is a problem, you can't apply for the funds.</p>
<p>[on front] I don't and didn't have time for this with all the reporting required during the same timeframe. Notes on the back will be your best measurement tool ... [on back] Environmental training has been good. Needed: Training on monitoring - financial and on-site ... I am very satisfied with the attitude of my HUD field rep, however she is new and does not have experience and knowledge for many of the questions. When I need direction, she often has to seek for it, but at least she does that and gets back to me. WE NEED TRAINING - overall CDBG. It has been very irritating w/ the ARRA information handling -- all the webinars providing information that is almost useless in the trenches, but which is great if you only need to know the politics or the money flow. The actual training on form completion is seriously lacking and the reporting completion came out very last minute and left questions unanswered. The IDIS system changeover has been horrible. In all areas, we need TRAINING - we waste a lot of time seeking for answers in manuals and on-line. The help desk is abrupt and doesn't listen so gives pat answers that don't work, without working through the issue with the caller -- when you get them to listen, the problem can't be resolved by them and they defer to a programmer that never calls and it all remains unresolved. We need TRAINING on the CPMP reporting -- not the online video or written instructions -- live people!</p>
<p>... . HUD should deal directly with HA's instead of using regional agencies to disburse funding.</p>
<p>HUD Central HQ staff regularly attend our national association (NACCED/NACo) meetings and annual conference. The staff is extremely helpful and qualified to answer our questions and to address issues that impact program implementation. My experience over 30 years with regional staff is less positive. Responses from our area office are sometimes slow and inaccurate, not helpful to those "on the ground." Recent webcasts and guidance related to ARRA has been excellent and timely. HUD staff is more responsive to ARRA issues than others.</p>
<p>HUD needs to engage in rule-making that simplifies income eligibility limits and definitions for CDBG and HOME. That is, eliminate references to Section 8 definitions and use only percents referenced to the median family income. Use the same income level terminology (e.g. CDBG's 80% is "moderate" while HOME's is "low." These should be the same.) Eliminate the cumbersome waiver requirement under 570.206(g) and the out-dated reference to the HAP. HUD needs to facilitate the use of CDBG and HOME together for revitalization activities: both are needed in order to bring back neighborhoods.</p>

<p>Enjoy working w/ HUD-... is our rep. He is a class act, responsive and professional. Great knowledge base but is taking the time to clarify the swirling world of regulations that we face right now. Has to be one of the top reps in the system. Same with ... in Environmental. Criticism of CPMP Tool is that it is difficult to tie to the reg 24 CFR 91. ... Just follow the order of the reg, it is so much easier. We modified the Tool to do this and it works much better. HUD needs to really work toward helping Congress change the statutes on fund allocation. They are so out of touch with reality.</p>
<p>The staff I deal with at this office are exceptional. Always willing to help and very knowledgeable. If they "don't know," they'll find out. Problems are the way funds are allocated. Small areas are already hindered and the funding amounts are so low. Then administration and reporting is the same as large-staffed, highly funded cities.</p>
<p>I would like to see more training in Financial mgmt. and [illegible].</p>
<p>I appreciate all of the efforts made by HUD staff in doing their respective jobs. My dissatisfaction is particularly based on each "arm" of HUD and their lack of communication between each other or full understanding how each new regulation, however simple it may seem to them, compounds a project for those entities actually implementing programs and utilizing funds. The time it takes to spend \$1 in federal money just to put in smoke detectors or replace a roof is tremendous. Getting concurrence and background information on environmental issues (even when none are present), contractor info such as verifying HUD's website each time a job is awarded to see if they are listed, and then reporting all of this back to HUD makes simple jobs almost overwhelming. Common sense and good judgment has been replaced with tremendous paperwork and protecting your rear end! That being said, I will keep plugging along and enjoy seeing the help to needy households these federal programs bring. CPMP stinks!</p>
<p>Overall, the city's CPD rep in ... is very, very responsive. ...</p>
<p>We have experienced long delays in getting responses to questions about HODAG and EDI projects. But CPD staff, including 108 staff, have generally been very responsive and helpful. The CPMP tool does not provide information to our citizenry in a meaningful way. IDIS help staff are not responsive to requests for help. HUD Recovery Reporting staff, on the other hand, have been immediately responsive -- though not always having answers. On the survey design, a "mostly" satisfied option would have been more accurate in many cases than "very" or "somewhat."</p>
<p>HUD should revise its accounting rules and Program Year rules so that IDIS reporting and draws is consistent with CAPER requirements. IDIS is "FIFO" and the CAPER should report by Program Year and not Federal Funding year. It is almost impossible to reconcile accounts with this dual system currently required.</p>
<p>... Staff are excellent people to deal with. But program regulations are cumbersome and subject to broad interpretation. Monitoring and recording requirements are excessive, overburdening and expensive with admin costs. Administration caps are unrealistic and need to be raised dramatically to allow staff to run programs effectively. Stop trying to re-invent the wheel and raise current entitlement amounts to existing programs -- not add stimulus program.</p>
<p>HUD staff have been very helpful to me and other staff here. We all feel they are partners in the work we do. Thanks.</p>

Local office is great. Issues arise when things are outside local office control or when bogged down by cumbersome regulations. CBG is much better to work with. It trusts the jurisdiction to do what's best for its community. HOME is burdened w/ cumbersome regulations and is much harder to use effectively. ... trainings are generally great. Some HUD-led trainings (OBRA, Shelter and Care) have been awful; wastes of precious time. I did not answer #10 h-k as it pertained to HERA/NSP which our jurisdiction did not receive. Had you asked about the timeliness of ARRA and CDBG-R I should have responded "somewhat dissatisfied." 2009 has been a difficult year due to everything being clogged up by ARRA. Our regular CDBG \$ was very late, CDBG-R was later and we had to wrangle for approval of an eligible project. Multiple catch-22 regulations -- like shovel ready and 100% American made steel and mfg goods (those who were shovel ready had already gone out to bid and did not comply w/ the American made requirement). Finally, the intent behind the special reporting is good, but there really is nothing different in what we're reporting - soft #s and projections. Thanks.

The biggest issue experienced when working with HUD has been the timing of desperately-needed clarity. A simple outcome can sometimes be achieved at the local level, but rarely without extensive research which can require a great deal of time, effort and determination on the part of the jurisdiction. In part, the greatest effort is in deciphering the language and then being able to apply it to the particular case in point. Acronyms are too easily created and become too easily assumed we understand. Acronyms also create a need to assign a name that creates confusion unless more time is spent in learning its meaning. Reporting the same data in several formats can stop. Being threatened via a deluge of emails and links prior to answers on much needed questions can also stop. The focus can be spent on clarity (i.e., FAQ's answered before the deadline). The FAQ's should rarely be answered with another link or another non-answer.

If we were rating NSP1 separately, the ratings would be consistently lower. The guidance from HUD was not clear, consistent, or timely.

HUD staff have been relatively helpful, however, if questions are asked many times the answer is you figure it out and I'll be sure to look at this on my monitoring visit. This makes for more of an adversarial relationship instead of a partnership to improve our community. Maybe it is because I am relatively new at this position, and there are not enough HUD staff to go around. The Consolidated Plan process should be streamlined, especially for smaller communities.

It would be appreciated if there was a single source of information for rules and regulations. The cross-cutting tools section (web) is good. However we use the monitoring checklists as one method to learn the requirements; that seems a bit after the fact. The HOME portion of the HUD website is much easier to use than the CDBG section. It seems more intuitive and straightforward. IDIS is slowly improving. There were a number of difficulties encountered during the rollout. With all the retirements of HUD Field Staff, there has been a huge "brain drain." Newer staff are catching on and we appreciate their work but we do miss the knowledge and experience of the now retired senior staff.

1. For the most part, the HUD-... office is knowledgeable and helpful. 2. Not much technical assistance is offered in the area of fair housing. When new programs are started like the Recovery monies, hands on training should be provided. Otherwise we eventually determine how to do the task but a lot of time is wasted in the process. 4. With regard to data collection systems like IDIS and RAMPS, think twice about what is asked for. The reporting requirements are becoming burdensome.

The timeliness of when CDBG funds are dispersed is very counterproductive (ex. Program Year began in Jan 2009, Action Plan due well before and it's October 2009 and funds have not yet been released!). Very frustrating. Additionally, all the new policy such as NSP and Recovery come in with FAST timelines but little direction or regulation explanation or training, not any for Entitlements but for HUD reps.

Some states have gone live w/ the IDIS Online and HUD has provided no training -- Training IS NEEDED!! -- New Changes need training!!

<p>HUD rep is great. Timeliness of detailed instructions for HPRP and IDIS online is/was very slow in being sent out. Some jurisdictions started on the new IDIS in June without any instructions. UAT was provided but all area were not working -- limited reports. Still bugs in the new system -- right before CAPER is due -- bad timing/planning to go "Live" by HUD. IDIS online does seem to be easier to use and will be better once all the bugs are worked out. All of the different reporting systems and on-line registrations are confusing. Would like to see a checklist and instructions for each (i.e. -- CCR, ESNAPS, Grants.Gov, RAMPS, ORCA, E-verify).</p>
<p>The new changes to IDIS have promise. The changes have only been in place briefly so my opinion of IDIS may improve over time. Many HUD reporting requirements seem redundant and for small grants to subs the amount of paperwork makes the assistance not worth it. The CAPER process is a dinosaur and needs to be revised.</p>
<p>My HUD CPD provides excellent service. She responds to my email questions within 24 hours. We have an excellent working relationship. NOTE -- ARRA funds -- It has taken HUD a long time to "ramp up" for projects. Rules seemed to be fluid -- timelines were set and seems like we have a short time to meet requirements. As a result, some of regular work gets "backseat."</p>
<p>"Income limits" table should be revised to adjust it to our economic reality.</p>
<p>The experience has been EXCELLENT! They answer promptly and guide you in a very responsible and professional way.</p>
<p>We recommend that the HMIS system be managed and run by HUD at a National level. This way we can guaranty accountability and establish a uniform data gathering process. In some cases the nonprofit organizations named to run this system lack the experience and/or resources to manage it properly.</p>
<p>From the various changes and new programs that have taken place recently and more important HUD as other Federal Agencies that are moving to automate reporting and document submission, I believe that it is imperative (to have) on hands training sessions to obtain the require skills to work with Web pages and new programs and applications. We recall back in 1994 when IDIS was coming up, that a 5 days intensive training was offer for all IDIS users BEFORE going live. This year HUD shutdown IDIS in the worse time of the year when grantees where working with the CAPER, without prior training or guides helpful to understand the new change in IDIS.</p>
<p>More trainings in our Field Office at</p>
<p>Local field office staff is good. Much frustration over recent changes in expectation relating to ARRA and HERA funding. Regulatory changes are making it very difficult to maintain service levels without increase in staffing, yet additional administrative funding is not sufficient. HUD grants through the State have added provisions that made the money difficult to use quickly. Direct grants to entitlements are much more efficient. Prior to ARRA/HERA funding, department would have received higher marks.</p>
<p>I came from the ... program administered by DOC and the State's Employment Development Dept (...). I think there's some opportunities for improvement for HUD in how it issues information to funding recipients. DOC and ... EDD has various numbered documents where info. is issued (DOC's Technical Assistance Guidance [TAG] and TEGs) that could be modeled by HUD. EDD has a website w/ particularly well organized Information Notices and Directives where it's easier to look for than on HUD's web site.</p>
<p>Please note that we had internal technical issues in viewing the webcasts (live and saved versions), which is why we have not used. The posting of frequently asked questions has been helpful for HPRP, NSP, and CDBG-R. We would like more flexibility to use internet postings for our public noticing requirements rather than in the We probably have greater focused readership on the website than readers that would look to the noticing section of the newspaper.</p>
<p>We believe that HUD is doing the best that they can given the current situation, the resources available, and the demands upon HUD.</p>

<p>HUD contacts at the ... office are very responsive, but are not always given enough information and resources to properly do their jobs. They also likely have more work assignments than they can properly handle.</p>
<p>After the retirement of ... office, there has been a drastic change to the approach in addressing issues. For example: Staff may interpret a "gray" regulation regarding a specific activity. More than often the first response is "No." We find we need to challenge their first decision with extensive support before they agree that the activity, as designed is doable. It certainly has taken a lot more time to get answers and the answers are generally answered with another question. We rarely receive a definite Yes or No answer, even on simple requests. It usually begins with "It all depends ..." It has been a very frustrating experience over the past year.</p>
<p>Enjoy working with HUD staff.</p>
<p>Our branch of government was recently assigned a new program representative. While we understand the importance of administering HUD funded programs according to regulations/guidelines and being compliant, working with the new program representative has been frustrating. Staff usually comes away after meeting with the program representative wondering if the representative knows what they are talking about and doubtful that we are being given correct information and guidance. Often the information and interpretation of regulation(s) from assigned HUD consultants who work with us and the program representative is contradictory. Or, in meeting with HUD staff from Washington, D.C. it was determined that our local representative gave us guidance that was not consistent with what we were told by Washington officials. Or, the representative is self contradictory. It then takes several meetings with the representative to get clarification on what the issue/concern is, what we are expected to do and how we are expected to do it. In speaking with staff from other governments it seems the representative does not monitor and impose requirements equally. It is our commitment and desire to be compliant with regulations and be a model for others, but we can accomplish that quicker with a representative who is unbiased and better informed.</p>
<p>Roll out of new IDIS has been challenging. HUD personnel have been very responsive, considering number of new programs they are dealing with -- we appreciate their efforts. Has been some conflicting info with some of the new programs. Why did HUD have to change their web page at this time? ... employees always responsive, helpful, and professional.</p>
<p>Generally very satisfied with ... Field office. Most of my current HUD frustration is due to poor guidance/decision making by HUD HQ on NSP. Also, HUD HQ very slow in processing Section 108 requests.</p>
<p>Overall, I am very satisfied with the service and quality of expertise of our field office. The staff is professional, supportive, and instructive. Technical assistance is readily available and very accessible.</p>
<p>No clear guidance given on the HUD recovery grants. Local Office could not assist with various reporting formats in a timely manner. HUD did not send out instructions in a timely manner. HUD assumed that the staff familiar with IDIS is the same staff that handles Environmental review. HUD is not timely in providing access to various systems.</p>
<p>TA for stimulus and recovery grants not timely. NSP 1 Regulations are not practical (discount requirement, 18 month obligation vs 4 yr spend out). Excessive reporting requirements. Too few hsg. counseling dollars vs. foreclosure and economic conditions.</p>
<p>Would like more consistency with local office communications and support; the quality/content of the answers seems to be solely dependent upon individual. Consider local rep by program (i.e. HOME, CDBG) rather than by area.</p>
<p>Our field office staff is very helpful and responsive. The problem with NSP in particular is that the rules continue to be a bit unclear and different staff from different areas interpret the rules and regulations differently. HUD needs to provide NSP training to its own staff so that the rules and regulations are consistent across the country.</p>

<p>HUD property disposition of foreclosed homes and its ... office charged with this task is not moving property quickly through the system. This exacerbates the deterioration of our housing stock and further helps to keep housing values and building stock deteriorate!</p>
<p>All ... grantees are well represented by ... Field Office. The 18 month commitment (obligation) deadline for the NSP grant is too short and unworkable. HUD has done a disservice to grantees. There is too big of a discrepancy between field office and HUD I.G. regarding regulatory interpretation.</p>
<p>There should be more funding for CDBG Technical Assistance.</p>
<p>One superb effort of ... field office -- CPD staff is the quarterly meeting of all regional CD directors. Great networking and problem solving opportunity. One helpful item would be to require field offices to give us their "chain of command" -- who do we call to review decision/info. Thanks!</p>
<p>The field offices are not as helpful as they could be. They are overbearing when it comes to regulations. They could provide more guidance if they weren't trying to be auditors all the time. As a city, we are always on the defensive with our field office and we don't want to contact them to help us plan projects for fear that they would seek out other problems. In general, our uncooperative, unclear relationship with HUD has resulted in delayed program implementation and an inordinate amount of red tape and excess/unnecessary "C4A" paperwork.</p>
<p>The HUD field office we deal with is under staffed. There is no sense of partnership with the PJ's. There is a sense of "I gotcha" when dealing with the HUD field office. If we had a choice I would like our department supervised out of Washington, where we receive prompt responses. The local HUD office needs to understand that most request are time sensitive, they need to become more like business and treat the PJ's like a business partner.</p>
<p>I find it very, very frustrating that HUD is very concerned that we seek input, from our stakeholders, especially meaningful input, about how we use funds and run programs, yet HUD never has sought our meaningful input as essential stakeholders and key informants (before now) about running these programs and using HUD tools. For example, we are the users of IDIS and we were not consulted during the overhaul process, which would have been valuable information. Because we were not consulted many errors were made that could have been avoided.</p>
<p>CPD HUD Office has improved in the last 2 year in regards to technical assistance and support. Regular webcasts, improved IDIS, and increased trainings have been helpful. In addition, a more community minded and less regulatory perspective is helpful.</p>
<p>In recent years HUD has become distant and uninvolved in how we implement our programs. New programs rolled out on fast track with regulations/rules/management systems being changed--goal posts constantly being moved. IG office being used to threaten well-meaning folks who are doing their best to implement programs with little help from HUD staff, with constantly shifting guidance, etc. HUD Staff have developed a "gotcha" mentality. HUD Washington is trying to roll-out programs via e-mail and local office is providing no meaningful support.</p>
<p>I think regular communication between HUD and grantees is imperative. In most cases you don't hear from them until they need something. The level of technical support needed by grantees to rush model programs requires a commitment from HUD beyond paper pushing.</p>

<p>It would be nice to have out-of-office training on the new online IDIS system. It is difficult to practice during the day without interruptions. I'd also like to participate in training as it pertains to CDBG on Acquisition/Relocation and Section 3 Compliance. The CPMP Tool is good when using the narrative portion. Filling out the needs tables is very confusing. The Project Worksheets are difficult to fill out from year to year. For example, if you have a project that is funded for several years, each year it will have a different HUD activity number and the description of the project may vary a little from year-to-year. Maybe clarification on how to do these would be helpful.</p>
<p>CP Notices are the most problematic. It's difficult to know if a Notice is still in effect or if there's been an update to replace a Notice, which most often has already expired. It's very difficult to make program decisions when you're not absolutely confident you're referring to the most recent guidance.</p>
<p>Responses will be skewed this year compared to other program years due to the ARRA.</p>
<p>Overall, the HUD ... office is excellent. Staff is very knowledgeable and understanding. It would be helpful if HUD would embrace technology and change current regulations so email is allowed and used more often as a requirement. Public notice should be allowed via email and webpages as opposed to newspapers which are too costly. IDIS is antiquated and rolling out the new IDIS online system with no training and at the same time as a CAPER is due was poorly planned. Our local HUD rep is very good and responsive. He also makes himself available to meet with us as necessary. The NSP program and lack of instruction and unreasonable timelines are really taking a toll on a city with a very small staff.</p>
<p>I am new to CDBG. I have attended a few HUD sponsored trainings and found them to be very informative. My HUD representative is very knowledgeable and is quick to answer my questions and give me guidance.</p>
<p>CPMP and CAPER should not be a technical document but a community friendly narrative. Technical reporting should be electronic (e.g., Section 8 reporting). IDIS needs to be replaced to a more user friendly system (e.g. Windows) to encourage timely data and reporting. This survey response is for the City (i.e., staff and Mayor).</p>
<p>My "somewhat dissatisfied" grading for IDIS is mainly from my experience with the legacy IDIS system. The new online IDIS is much easier to use. The jurisdictions in ... maintain close contact with the ... office and have a good history of support from that office.</p>
<p>Frequent changes in staff -- provides for different interpretations; i.e. One year a program is ok -- new rep says it's not. We have a public facilities project that was approved 5 years ago -- 3 reps later it is still not resolved.</p>
<p>As often as I felt we were all "winging it" this year, HUD staff kept the info coming as fast as it could be developed. My HUD rep is great and her efforts to maintain grantees! Morale during trying times was impressive and really beyond the call of duty.</p>
<p>I've found HUD staff to be responsive, accessible, and efficient in responding to all of my requests. I would like to see more trainings, specifically for CDBG, offered by HUD staff. While the contractors do an excellent job, I find that the information discussed by HUD staff is more relevant and accurate.</p>
<p>Federal guidance in the administration and especially the reporting requirements for CDBG-R funds is woefully inept and confusing. It took months to get guidance on what projects would qualify for CDBG-R. We were then given just 3 weeks to process a substantial amendment to our 08-09 Action Plan. Now we are sifting through the guidance on how to report the use of those funds, and we find the guidance both lacking and confusing.</p>

<p>Accolades must be recognized for HUD's efforts in rolling-out ARRA in such speed. Both HUD staff and grantees responded to the task with great success in light of short timeline turnaround (i.e. May 6th notice of program requirements, June 5th substantial amendment submission, etc). HUD's strong cooperation with professional groups, such as the National Community Development Association (NCDA) and National Association of Housing and Redevelopment Officials (NAHRO), has been extremely beneficial and must be continued as mutually rewarding.</p>
<p>CPMP Tool needs a rewrite for structure and continuity -- Current flow of information is awkward and not clean to public readers. Issuing new IDIS software 15 days before the CAPER was due was not a good idea. Financial Summary Report (4949) still not printable.</p>
<p>Would prefer timely disbursement of information when new policy or changes in policy is implemented. Guidance on complex situations is not always adequate to meet regulatory requirements.</p>
<p>1. We find the front-line staff at HUD (assigned as our monitor) to be ill-informed, non-responsive, and an impediment to our delivery of services to our community. Management has had to step in on numerous occasions and has provided superior customer service and TA, but this has only been because our assigned monitor is so unqualified and non-responsive. 2. New information is available on HUD website. However, in order to find it, you must wade through pages of irrelevant information. Please develop an email system to notify grantees of new info/changes etc. -- BUT, sort the email so that we receive only the notices about our programs (e.g. CDBG Entitlement, but not HOPWA).</p>
<p>We have had difficulty accessing more timely information through web-based portals provided by HUD due to compatibility issues (network, firewalls, software versions, etc.) Trainings need to be more compatible in different formats online as many cities cannot afford to send staff out of town -- even if the training is "free."</p>
<p>1. I wish that HUD had provided training and more information about the new IDIS. We were 3 days out from having to send in our CAPER reports and none of the report functions worked. 2. Please consider ending or raising the 15% PS cap. 3. The IDIS Help desk staff is GREAT! I really like our regional staff as well. 4. It takes too long to get new accounts in IDIS.</p>
<p>I believe that there are a few really good employees at HUD that are very overwhelmed by their workloads. However, there is a large percentage of HUD employees that are incompetent and/or have a "GOTCHA" kind of attitude. The money belongs to the cities and counties. HUD is only a conduit, and they need to realize that fact.</p>
<p>It's been frustrating with no information on how to deal with the CDBG-R funds relative to the CAPER. Also, no training on the new IDIS system has been given and we are experiencing issues with the data that was placed into IDIS prior to the system make-over.</p>
<p>I understand the new IDIS is a big improvement. Checklists and summary information are the most useful tools in implementing and documenting HUD funded projects and programs.</p>
<p>I understand the challenges HUD staff must be under for handling new programs, but it is also very challenging for local staff to meet HUD's deadlines when the funding is late, or the Standard Agreement is late. Seems like there should be some flexibility allowed in the end target date if there was a delay up front.</p>
<p>More consideration should be taken into account when transitioning grantees from Legacy IDIS to IDIS Online. ... grantees transition 9/10; system unavailable until 9/15; 9/17 vendor had the reporting module down for entire day. This is very frustrating to grantees who are trying to complete and submit their CAPER to HUD by 9/30/09. Extra time was spent on self-instructing yourself through the new IDIS. STRESSFUL.</p>

Reporting has become excessively fragmented and time consuming. Please consolidate reporting into a single system. Also, the Continuum of Care programs should be converted into formula grants and included within IDIS.
HUD staff seem to be overworked. Not enough staff. Replacements for retirees slow to be hired or not hired at all. Quality and timeliness of HUD work could improve with a bit more staffing!
Reporting requirements (ConPlan, CAPER, Annual Plan, IDIS, etc. can be cumbersome, especially for small entitlement cities).
1. It is difficult to provide an "average" answer. Our current CPD representative (...) is by far the most competent and high-energy rep that we've worked with. She gets HIGH marks. There are many others at HUD who are just bureaucrats, know nothing of their regulations or the outside world and some (in ...) who won't return an email or phone call. 2. CDBG and HOME have so many regulatory restrictions that it's difficult to get anything done. The reporting and compliance this year, especially for ARRA, has taken dozens of hours.
The dissatisfaction I experience with HUD stems from my interactions with HUD staff at the field office. I find that it is difficult to get assistance or any regulation interpretations from their office. I don't have an issue with the HUD programs in general. It is just difficult to receive quality guidance from field staff in a timely manner. I often feel that I understand the regulations I am asking them to interpret better than they do.
Time and effort required to comply with planning and reporting requirements is disproportionately large for amount of funding we receive (~\$2m).
The coordination between sources of information makes finding answers challenging. For example, I wanted to verify I was using the latest 201(d) amounts. The website said to call Multi-family. They said to call my rep. My rep said to call multi-family. They insisted they did not keep that info. Finally called someone who was not our rep but who provided the answer. Time consuming and frustrating!!
Although I am somewhat satisfied with HUD's overall performance, I am dissatisfied with the lack of guidance regarding the ARRA CDBG-R funding report requirements and general regulation compliance. The IDIS Online system has been an absolute nightmare for me to operate and the TAU has not been able to assist other than to say they will add whatever issue I was calling about to the huge list of other issues and pass it on to the programmers of the new system. I am concerned that I will not be able to meet important deadlines because each time I try to complete a draw, fund an activity or receipt/use program income, I encounter a glitch in the new system that in some cases causes me to LOSE funds that were available in the old system.
HUD reps to local municipalities not always knowledgeable or reasonable. HUD's interpretation of programs and regulations are not always realistic. HUD penalizes grantees for untimeliness but does not perform in a timely manner.
1. My biggest problem revolves around the unreliable nature of IDIS. The new role out has been a disaster as data is lost, reports are not yet created, etc. It makes it very hard to manage the financial side of the programs. 2. The HUD website is constantly moving information around. You may bookmark a page, but it isn't always there the next time and they don't take you to the new location. It is very hard to find things even with search engines.
We deal with HUD for 2 programs, so some questions are marked w/ 2 answers based on different experiences w/ different offices. The HUD staff we deal w/ in ... for CDBG are not nearly as good or responsive as the folks in DC - Healthy Homes for our Lead grant. Healthy Homes staff are amazingly good, but I don't feel that about the CDBG staff in ...
The delay in HUD releasing CDBG-R guidance (on May 4th) and the 4r 35 CDBG Allocation announcement (May 5th) seriously delayed our local approval process and thereby the implementation of the programs.

<p>The myriad of federal websites devoted to grants administration and electronic reporting is a bit overwhelming and seems duplicative and inefficient. Why do we need to interface w/ GRANTS.GOV, CCR, FEDERALREPORTING.GOV, FEDCONNECT and now RAMPS. Can't these functions be consolidated? I know this isn't limited to HUD, but this is ridiculous ...</p>
<p>Our CDBG program was recently monitored and I found the process did not account adequately for the various idiosyncrasies of our program compared to other programs. The various monitoring checklists used seemed to be followed to the letter and did not allow for any flexibility in program design or account for changes in the information that HUD itself now requests from grantees.</p>
<p>Considering the timeframes and complexity of the NSP program I am very impressed w/ HUD nat'l and field offices w/ this program. One of the main issues I have had w/ HUD is with regards to inquiries. When I have asked questions I always receive a response that refers me to the regulations. Often times, I have already looked @ these and need a laymen's interpretation. A citation is NOT helpful. Also, training opportunities are few and far between. When they are scheduled we do not get notification until the last minute (1-2 wks in advance)</p>
<p>Recommend improvement with Technical Assistance in order for agencies to expend funds correctly and not feel as though they are set up to fail. Annual Action Plan should only comprise of how funds are projected to be used for the current year allocation. It's a lot of work that duplicates the Consolidated 5 Year Plan. More training is suggested in ... such as CDBG Basics and CDBG Advance. Refresher courses are needed at all times. Overall trainings for Advisory boards and Council members would be good by HUD reps.</p>
<p>I am extremely appreciative that HUD set up its own help line for stimulus reporting. They were very proactive in doing so and prove that they are much more progressive than other federal agencies.</p>
<p>E-Snaps is by far one of the worst roll-outs yet! COC needs more documentation to bring it up to par w/ CDBG/HOME. Application process for COC is not explained well; we need more of a site map -- the forced logic doesn't let you see all the options. Also, whose bright idea was it to use ESNAPS for HPRP IPR @ same time as COC application is due? Site keeps crashing. Also for HPRP -- Reporting outcomes 4 times is crazy -- fedreporting.gov; IDIS, ESNAPS, and HMIS -- this is overkill. Also sometimes the field offices won't give you a concrete answer -- they refer you to the CFR verse -- which is what caused the mess up in the 1st place.</p>
<p>1. Different grant programs have different definitions, standards, income requirements, etc. -- a major regulatory streamlining and simplification is in order. HOME should merge with CD but with simple rules. 2. HUD policies, procedures, requirements are extremely burdensome for many, many years for local government. Take Section 3, for example -- totally unenforceable. 3. Public housing has failed -- newer attempts to insert other governments / non-profits into provision of housing is huge mistake -- inefficient and ineffective, with long term monitoring / liabilities. Permanent supportive housing remains underfunded/mismanaged, main reason for homelessness. 4. HUD regional office defers to national; unable to function independently. 5. HUD planning requirements are presumptive and inappropriate and pointless. Continuum of Care -- anti-poverty strategy, impediments to fair housing, "Consolidation Planning required at local level is a joke -- locally [illegible] control resources. 6. HUD technology is archaic. IDIS instrument from Dark Ages. 7. National HUD goals aren't enough!!</p>
<p>There is a huge "disconnect" between HUD HQ's and the HUD Field Offices. Conversely, the talent level from the HQ's level to the Field Office level is readily apparent as well.</p>
<p>Emails are sometimes redundant and can be overwhelming. Sending out lots of information is not always an effective way to communicate -- especially when the information does not apply to my work or merely directs me somewhere else. More training on CDBG would be helpful. Having the training on the new IDS system 2 months after it has been implemented is not very helpful or effective.</p>

Pressure and scrutiny of ARRA has made reporting too tedious and time consuming. Difference in regulatory interpretations by regional offices make unlevel playing field across country. Regional field offices need to be reminded of the need to support local staff and procedures when contacted by citizens. HUD regional offices should have funds for travel so HUD staff can attend national conferences.

HUD staff can be quite helpful, but the CDBG program is process driven, not results driven. Reporting is too complicated. Review of plans is focused on filling blanks in reports rather than on actual results. We have used CDBG dollars in very positive ways, providing real opportunity for housing for LMI persons. Yet, the program does not reward us for our activities, only asking that planning and reporting meet arcane and complicated regulations. If the money was not such a benefit to us, we would likely not participate. Concerns about timelines and responsiveness -- 12 weeks to get IDIS password! 5 months for monitoring letter! 2 weeks to mail a letter! Very paper-based process.

Our impression is that HUD employees work very hard to deliver services to its customers. However, we also feel that HUD is understaffed. This issue, coupled with voluminous regulations, contributes to a lack of ability for HUD to administer programs and provide much needed ongoing trainings. On the local level, ever increasing regulatory requirements (additional reporting requirements such as performance measurements, etc) without an increase in administrative caps poses a greater burden on the local agency's ability to administer its programs in a way that allows delivery of service to those who are the intended beneficiaries.

My experience working with the ... office is very positive. Our HUD reps are very supportive and provide helpful guidance. Although some of the regulations for our entitlement grants can be challenging to understand, ... HUD staff not only clarifies/answers question, but also suggests solutions or options. Field office staff struggle with the new reporting for HERA and ARRA along with grantees, so even though the additional programs are sometimes difficult to get answers about, it isn't because HUD isn't trying to provide them, just that no one knows in some cases. Unfortunate timing of conversion to IDIS online has made it difficult to get "basic" tasks done while trying to learn systems for the stimulus funds but I don't blame the field office staff for that.

As part of our monitoring, we must be sure that our sub-recipients and their sub-contractors are complying with Davis-Bacon and related acts. We received a half day training that was somewhat useful. A web-based or telephone conference call training session was promised -- but never materialized. Our follow-up questions phoned into the department of HUD, Region ... Office of ... are rarely if ever returned. Recently, I made 4 phone calls, over the course of a day, to three different employees of the Office of ...and to date (one week later) none of my voice mail calls have been returned. We need a contact that we can depend on, someone who is knowledgeable and who returns phone calls.

DRGR Training has been unsatisfactory to minimally satisfactory. The NSP is a nightmare, but with an expert consultant, we are plowing ahead. The decision to fund programs (HPRP, NSP) we know nothing about has put a terrible burden on local CD staff -- with very little admin to administer the programs. The Consolidated Plan requires more work than it is worth.

HUD recently introduced the new IDIS system and has not provided any training on how to use it -- also, HUD should have more CDBG "refresher" training seminars in each region so they could be easily attended at the lowest cost.

My local HUD rep is very communicative in following up and getting information. HUD's website needs a makeover. Too much info and too cluttered. Better guidance on new programs (ARRA, NSP, etc) needed.

<p>HUD reps have once again gravitated toward being overly regulatory, and looking for issues, findings, violations instead of helping communities to be more productive. Local staff contradicts headquarters staff and reverses direction on previously established policies, guidelines, and approval of projects and procedures.</p>
<p>Our field office is very helpful and knowledgeable. With all the programs, funding and changes, they have responded to our inquiries and concerns in a timely manner. In addition, they have monitored us for the NSP already which is very beneficial. They stay on top of all our concerns and provide additional information when they receive it. Our department is happy to be part of ... Field Office.</p>
<p>Recently I had several contacts with the ... HOC regarding the HUD Dollar Home program and if I were evaluating that contact I would mark "very dissatisfied" as it took many attempts to find the person who could answer a question and even then the answer was not definite. Information about this program is incomplete on HUD's website.</p>
<p>1. CDBG-R: Too many reports!!! For the amount of money received. 2. NSP: Need to increase Admin or reduce reporting requirements. 3. Lead Based Paint Regulations: Really difficult to implement correctly -- training helped but demands lots of oversight. 4. CDBG: Like flexibility of program. 5. Homelessness: Permanent Supportive Housing = Excellent! Keep funding. 6. 10 Year Plan to end homelessness = Excellent! 7. Homelessness Prevention Rapid Rehousing fills a gap to get people from homeless to housing is an excellent idea. 8. Our HUD office has been really good about getting agreements out in a timely manner. 9. Our city is in Balance of State to get funds but would rather work directly w/ HUD. (Only an entitlement for CDBG) State (Balance of HUD Funds) Seems arbitrary at times and require more paperwork than HUD; state reps seem not as knowledgeable as HUD Reps.</p>
<p>HUD web site is not intuitive; very difficult to use. Too much redundancy in reporting; especially since NSP, ARRA.</p>
<p>The new IDIS online and E-SNAPS are particularly terrible. How could there be such a big (mandatory use) change without training? Webcasts / web based streaming content should be provided (on request, at least) on DVD's to grantees because not all of us have excellent bandwidth or high-end video cards in our computers to watch playback. Our county IT blocks real player (thus HUD) streaming video. Not fair to have to make staff watch at home!</p>
<p>Would like to see more training or knowledge regarding program requirements on funding by ARRA. Seems like everyone is on their toes with last minute requirements for compliance. Our Field Office is sponsoring a workshop on December 2 -- which I hope will be beneficial to grantees. Thank you!!</p>
<p>In the future, please forward these types of surveys to</p>
<p>Over the last two years, we have been very satisfied with our HUD Field Office. In the past, it was extremely difficult to get responses. ... is extremely professional, responsive, and knows her job.</p>
<p>More region-specific training should be implemented. More training as it relates to the Con Plan, Annual Plan and CAPER, CPMP. Less paperwork -- such as Section 3 (make that a requirement up front of the sub-recipient)</p>
<p>Very dissatisfied with the lack of training or guidance before implementation of the web based IDIS. Very dissatisfied with the lack of timely guidance or training in the multiple reporting requirements for ARRA, particularly for CDBG-R and HPRP.</p>

<p>Two issues I would like to discuss. (1) There is very little knowledge or interest at HUD with the Consolidated Plan. CPMP has potential but it is not supported. There is no interest by HUD in helping communities have a better Con Plan or CAPER. (2) I think HUD staff are very capable to provide support and guidance; to help communities think through problems, to strategize. But for the most part they don't. Field staff in ... have not even tried to understand NSP and help communities figure out appropriate approaches. Generally I would like to say my comments are relative to field office. Every time I interact with HQ staff or hear HQ staff at conference the interaction is excellent.</p>
<p>The past 12 months have been especially challenging for many communities. The quickness with which HUD has responded to needs has been great; however b/c of this quick response time, consideration for how cities and towns with fewer staff will comply with new regulations was not taken into effect. The HPRP grant [illegible] for instance requires 4 different reporting tools to use. Learning to use these tools and meet reporting deadlines while completing other mandatory steps (i.e. 5 YR Consolidated Plan, etc.) will be very challenging. Our HUD field office has always been great to work with and provides good technical assistance and support!</p>
<p>Except for the ARRA programs, I would have very high compliments for HUD's performance. The local staff are very experienced, committed and customer friendly. They have helped us on countless occasions. Distribution of the ARRA funds has been extremely difficult and we still do not have approval for CDBG-R or HPRP -- two programs billed as time sensitive. This is as of Sept 28th -- our fiscal year starts July 1st. It feels as if the DC office did not give the regions information in a timely manner and did not approve the grant paperwork as quickly as necessary. You should consider how centralized decision making needs to be. The more centralized, the slower municipalities can get the info and answers needed. Implementation of the new computer system should have been delayed until after HPRP and CDBG-R were underway.</p>
<p>Generally satisfied with service from Regional HUD Office staff, given the constraints within which they work -- crush of workload, understaffing, lack of resources.</p>
<p>Over 34 years, my experiences have been very good in dealing with HUD.</p>
<p>IDIS -- not very useful for managing on the local level -- should be more of an accounting program. SHP -- difficult program; micro-managed. HUD Counseling Funds -- no clear way of knowing how to improve to become more competitive. Hard to know how applications are rated.</p>
<p>The responses we get from HUD are highly variable, depending on the worker. As a whole -- but with a couple of exceptions -- the folks in the ... office are wonderful. Very responsive, knowledgeable and seem to want to help. Excellent Director!! I guess that, like all bureaucracies, there are some folks who are vestiges of the past culture and/or who are not motivated to be thoughtful in their work. This becomes very problematic when they have authority over my department's work. Those working @ HUD -- or any other regulatory agency -- should be required to have real-life field experience at a non-profit or similar. This is what we require in our organization.</p>
<p>My main issue deals with the lack of instructions HUD provides for the CDBG Program. They really need to invest in creating a "How to manage a CDBG Program." In the document it should include all the nuts and bolts and include all reporting requirements.</p>

<p>CPMP tables are not very useful. A lot of them are irrelevant to our activities. They don't add correctly and are hard to print. The Caper Report generated by CPMP does not flow well for use by the general public. CAPER part of CPMP yields a report with redundancy. Performance measurements are too loose and vague (in IDIS). CDBG and HOME could use more templates for contracting that incorporate federal regs and cover different types and sizes of activities. Grants.gov is a good idea, but the system doesn't work well. Someone in another state used my screen name and cancelled all our information. There are always problems and barriers when people in other city Departments apply for grants. (I am the point of contact.) Working in IDIS is difficult. The system kicks you out after 20 min. (sometimes less) and when there is a lot of data to input you can lose work easily. DRGR has some of the same flaws. Changes you make in one part of the system don't show up on screens in another part of the system. Staff in the ... CPD Office work hard to answer questions and provided the technical support we need. E-snaps 2008 instructions were very hard to use and led to mistakes. 1-5 days is too long to wait for feedback from the virtual helpdesk. System is down too often and very slow.</p>
<p>Haven't used IDIS since the change.</p>
<p>The Director of ... CPD Division is very knowledgeable and helpful. Most of the staff also. The reporting requirements need to be better explained. Training needed for new IDIS and basic CDBG and HOME.</p>
<p>The new IDIS system has many flaws and only limited guidance has been provided. The September 15, 2009 IDIS Informational System on line quick tips user guide was not released in a timely manner, it is inadequate and does not go beyond a simple outline of "QuickTips". This new system should not have been released in its present condition!</p>
<p>Will not identify field office. The compliance overhead w/ HUD grows and grows and is a huge burden. Very little of it is effective in achieving excellent performance or in rooting out serious and systemic problems. HUD monitoring and A-133 audits torture recipients w/ relatively trivial matters while nobody deals w/ structural and systemic problems. There are some good, hard-working, talented, supportive people at HUD, but the current planning, reporting and auditing techniques become an end in themselves. Furthermore, as someone who couldn't have been happier about the election of Pres. Obama, I must say that the "spin" and virtual hysteria about "transparency" and "accountability" are just gumming things up, adding to bad morale by encouraging the public's scorn for gov. employees and swatting at the flies while elephants run loose.</p>
<p>... HUD staff is very responsive; very knowledgeable and helpful.</p>
<p>The HUD website is almost randomly organized. It takes too much time and energy to find almost anything, esp. for the somewhat sophisticated user of HUD programs. So far, GRANTS.GOV and RECOVERY.GOV seem to be primarily outlets for public relations, not information. In general, these electronic tools seem to be the most important information methods available, and I hope HUD invests in them. We have just started using the new IDIS; will reserve judgment.</p>
<p>We are very dissatisfied with the process of getting IDIS authorization for one of our new employees. She has been waiting for 7 months and still doesn't have authorization. We cannot get a response from D.C., and our HUD field office doesn't have any information. Our environmental protection specialist/rep is difficult to work with: longwinded without actually providing clear answers/direction. Expectations/standards for the environmental review do not appear to be consistent across communities/jurisdictions in the same region. More opportunities for communities to get together and discuss formally or informally the projects/issues we are dealing with would be good. Also HUD needs to maintain a database of sample documents -- contracts, policies, etc. -- that they deem to be good so that we can use them to develop our own documents without starting from scratch.</p>

<p>Make IDIS more Printer friendly, more friendly with regards to ease of access to reports. Make reports, screen, vouchers, receipts, drawdowns fit the printed page without cutoff half the info after going through some crazy conversion to fit page. Needs to be able to go back screens without getting kicked out. If I get kicked out of IDIS I shouldn't have to wait to get back in. If I enter info for a draw and enter so as to generate a voucher number then my info disappears. This is not helpful. We like to print screens to place in our records.</p>
<p>I am very impressed the quality of assistance that I receive from our Field Office in I have a question, they help me until we get it figured out. GREAT STAFF.</p>
<p>The timing of the most recent IDIS update was frustrating. IDIS was updated just before the CAPER was due -- it's a result we were not able to accurately run reports and renew our IDIS Data prior to submission of the CAPER. It was August before we were notified w/ the final agreement for our ARRA funds. I had asked our HUD rep about it several times over the summer. When we finally got the Agreement he told me we could have been spending \$.</p>
<p>Our representative consistently misplaces our submissions, claims they have not been received -- on every single submission due - - very frustrating. No sense of urgency for delivering on funding and processing paperwork yet extremely urgent if they want something submitted -- then it is lost or unaccounted for. Little guidance provided -- just requests for information or submissions that are due</p>
<p>Overall, I have found HUD to be, not only helpful, but also very understanding and patient whenever problems arise with the administration of our programs.</p>
<p>Things that could be improved: 1) Trainings in the area, 2) Better and more regular communications; 3) Timeliness and accessible allocations (they are always late in arriving to the grantees), 4) More practical reporting system.</p>
<p>1) The transition to IDIS on-line was poorly timed and poorly executed. We could not get reports needed for our CAPER. We received no training on the new system whatsoever. 2) We've gotten no information on when CDBG-R funds will be available to fund activities in IDIS or instructions on how to do it. No guidance on what new reporting is required, just frequent reminders that the deadlines are near.</p>
<p>The HUD-... Field Office has always been very knowledgeable and responsive to all our requests and needs. They are very effective and efficient in the administration of all their programs. Trainings are best done by HUD staff since they have an everyday stake in the operations of the programs.</p>
<p>I am very excited about the new directions that HUD CPD is going! I just am afraid of the pendulum swinging the other direction.</p>
<p>... Office has been very helpful and have been professional in every manner.</p>
<p>The new IDIS system is more user friendly, but cumbersome when downloading reports. Also, some of the reports require legal size paper, which throws off the booklet produced (CAPER). This request also came at a very bad time, considering time requirements for the CAPER and the Recovery reporting. HUD does not take into consideration "busy times" when scheduling trainings. They often coincide with reporting periods, making it difficult to attend.</p>
<p>Financial Responses on CDBG is lacking, Approval, When finance is available, errors in IDIS.</p>
<p>10g. New IDIS system is different, we are still learning how to use and obtain reports.</p>
<p>No consistency in application of program guidelines. Response from Regional and D.C. very slow if at all. NSP Regulations are a total disaster. HUD constantly changing their guidance. Training not consistent with program regulations.</p>
<p>It should be noted the HUD-... Office conducts an annual conference</p>

Overall good relationship. Timeliness and knowledge re: CDBG-R was lacking. We were always ahead of our local office re: implementation. The new IDIS system causing problems.
IDIS has been difficult to use, although improvements have been made very recently. You should ask re IDIS again in a few months. #8: Have signed up for "listservs" but not received any. Administration of the CDBG-R (Economic Stimulus) has been very bad. Last spring we were told to spend the funding as soon as possible. But we have only recently (September) been given the approval to spend. I doubt President Obama would be pleased with the delay in approval.
Simplifying, the CPMP tool should increase its effectiveness. It currently takes too long and is over redundant in requesting information from grantees. Overall, the new IDIS Online has been well received by my staff.
Highly disappointed with the availability of training. The program manager assigned to us from the local (150 miles) field office appears poorly trained and at times unprofessional as a result of the poor training and lack of oversight. The reporting requirements; CAPER; Consolidated Plan / Action Plan; IDIS are overly burdensome and costly reducing the overall effectiveness of any grant. The CPMP tool provides a false sense of completion as it does not include questions/answers that our local office wants answered.
... staff are accessible, prompt and helpful as they can be considering the inconsistent, ambiguous and overburdening requirements of CDBG-R and HPRP. Field staff must be provided more lead time and procedural guidance before implementing new programs and policy directives. More "checklists" for easy integration of multiple reporting systems must be made available, LESS duplicative reporting!!!
The ... Field Office staff have been outstanding to work with as a large number of new and expanded programs have been rolled out. Their long tenure and professionalism have been very important in providing my staff the needed resources to move through numerous applications.
Areas for improvement are consolidated plan process and IDIS. Con Plan guidance is cumbersome, overly complex, and often redundant. In short, the whole process needs to be simplified. The new IDIS is a great improvement but HUD needs to publish a how to manual to go along with it. Field Office staff have been great to work with and have been supportive of local efforts. Much of the HUD training has focused on HOME. There is a need for CDBG training on regs and best practices. Particularly given impending retirements of many local CDBG staff.
We are very lucky to have an area office staffed with intelligent and competent individuals. The complaints I have heard from my peers in other regions and other field offices aren't an issue at the ... office.
The ... Field Office consists of competent/professional staff and are led by a strong leader. We work well with the staff and have no concerns.
Overall I am pleased with working with the HUD program for CDBG and HOME. I think more training would be a plus, especially with the new IDIS. Thanks for the helpline otherwise I would have had a difficult time. Appreciate your concern.
HUD should do a better job with providing technical assistance and training for the CDBG Program and IDIS. All or most training and TA is related to HOME. Our region has a lot of new CDBG staff persons but we have not been provided training options for CDBG from HUD only NCDA and we would prefer it to come from HUD so that we are receiving the correct information.

<p>First, let me say that the HUD programs we use most, CDBG, HOME, ESG, NSP1 and CDBG-Recovery are all well intentioned programs. The CDBG is the best because it has the most flexibility at the local level. Needs of our low/mod citizens is a local situation. CDBG gives us a chance to provide a local (less bureaucratic) response to these needs. I realize that Congress instituted many of the program regulations and most of them, even my own rep and senators, do not really have a good clue as to what it takes to deliver these program services to their constituents. Second, our ... Area HUD Office does a great job of working with us. They continue to be very supportive and helpful as we apply for and implement our HUD Funded programs. The entire staff from the Area Director down are competent, responsive and supportive of our efforts and our program delivery needs.</p>
<p>The CPMP tool is very ineffective and frustrating. From the needs worksheets to the projects workbook, specific objectives, and the narrative sections, the tool is more cumbersome than helpful. The best Technical Assistance we receive is from paid consultants not HUD staff or guidance. Additionally, the changes to IDIS during one of the most stressful times for grantees was really unfortunate and disappointing. In addition to normal program requirements, reporting, and general administration we had to absorb ARRA programs (just like HUD staff) and creating such a disruption as with IDIS is back breaking. We cannot run reports easily and no staff has time for online tutorials. I do appreciate the chance to comment and appreciate HUD's mission -- we just could use more help than hindrance. Thank you.</p>
<p>In general HUD does an excellent job. As the world events move at a faster pace, I think HUD struggles to make decisions and get clear, concise information to the end user. Also, the CDBG Consolidated Plan should not be a requirement for entitlements receiving less than \$500,000 each year. Things happen in small communities quicker than you can amend the 5-year Plan.</p>
<p>It is very difficult to complete surveys because of several reasons: 1) concerned the city may be identified with repercussions if anything said is indicated negative, 2) concerned nothing will change and 3) often the right questions are not asked. This survey appears to cover all the bases. Our particular concerns would be lack of responsiveness when we need assistance, but HUD "expects" immediate responses to any concerns or questions they have. The program manager has been particularly rude and disrespectful to the city and to his own staff. I have found the reps (both program and financial) are trying, but they appear to be extremely overloaded and therefore not as effective as they should be.</p>
<p>The ... HUD office personnel are outstanding!</p>
<p>As we are committed to the concepts of community/economic development, we contend that HUD is an essential partner in the ongoing efforts to enhance the lives of the low/mod income citizens that we are obligated to serve.</p>
<p>Questions are often referred to field office.</p>
<p>The staff at the ... office are a pleasure to work with. All are extremely helpful and friendly although tough when they have to be. I appreciate that and all their help.</p>
<p>I don't like that when reporting rules change, I have to enforce them retroactively. I also dislike being invited to conferences, then later uninvited even though the topics would help me better interact with HUD.</p>
<p>Our HUD Reps go above and beyond to help us.</p>
<p>Do not appreciate additional time commitment to report recovery dollars. Instead of just IDIS -- there are now THREE levels of reporting. Also, HUD refuses to provide answers to eligibility or program questions in writing. Instead providing cryptic interpretations and guidance.</p>

The HUD Rep monitoring our performance has little or no experience implementing CDBG and HOME federal housing rehab programs. The Rep's lack of regulatory knowledge in this area is difficult for us. Our CDBG and HOME monitoring visits have resulted in many findings, all of which we cleared. It is a complete waste of my staff's time to respond to bias, incorrect and distorted monitoring findings. The HUD Rep appears to us -- as not approving of our city's plans, although they clearly fall within regulatory compliance. The HUD Rep therefore appears very biased and "out to get us." Reviews are compared to a witch hunt rather than an honest review of performance. Field Reps in Labor, URA, IDIS are very helpful and knowledgeable. Since our HUD Rep in CDBG and HOME is unsupportive we feel little confidence in getting unbiased guidance. We prefer to use other resources than talk to the rep.

Main concerns center around all the new reporting requirement for Recovery Act Funds and new IDIS without any training. I am a member of listserv and read more than 30 emails per day about problems people are having with new IDIS and all the newly created reporting that no training has been provided for.

The CPMP tool looks too complicated to even try it. There has never been any HUD training on it that I have been offered. The same problem is with grants.gov. I can't seem to navigate it very easily. Training would help.

I'm concerned that HUD is returning to the days of "Gotcha" instead of the helpful mode it operated in for a few years. While there may be a rare instance of localities trying to take federal funds for ineligible activities, everyone I know from many jurisdictions is doing their very best to put HUD funds to the best possible, eligible use. Treating us all like criminals until we prove ourselves innocent is no way to run a railroad or federal programs. HUD needs to be more understanding that we are trying to do our best, and are open to recommendations that will improve our processes, but don't label every miss-step as a "finding."

HUD CDBG regulations tend to be very ambiguous and confusing -- making it difficult to interpret and implement them in a practical manner on a day to day basis. Communications are mostly written in legalese and add to the confusion -- it seems most things could be streamlined and made clearer. HUD staff at our field office is friendly and helpful but it is not always timely to try to get in touch with them to clarify things -- it would be nice to have access to clear information and not have to wade through tons of paper/links etc. to find things. Information is also not distributed in a timely manner (CDBG-R) and we are expected to report on things we don't know the all the program rules for.

The HUD ... office has been very responsive and cooperative to our questions about proposed projects, regulations, reporting etc. They are very knowledgeable in all areas of the CDBG and HOME Program.

SURVEY QUESTIONNAIRE



HUD Survey of Community Development Departments

This brief, confidential survey solicits your opinion—as a spokesperson for your agency—of the service being provided to you by the U.S. Department of Housing and Urban Development (HUD). Please answer the questions by placing an “x” in the box of the response that comes closest to describing your experiences with HUD. If you deal with more than one HUD program, office, or employee, please take all of your experiences into consideration when answering the questions.

Your responses will remain strictly confidential. The information you provide will be combined with all other answers and neither you nor your agency will be identified in reporting the survey findings to HUD or anyone else. The survey is being conducted by Silber & Associates, an independent, non-partisan research organization.

Please complete the questionnaire this week and return it in the enclosed envelope. If you need assistance, you may telephone Silber & Associates toll-free at 1-888-SILBER-1 (888-745-2371) or e-mail support@SAsurveys.com.

1. How **frequent** have your **agency's contacts** been **with HUD** during the past twelve months?

Very frequent (PLEASE GO TO Question 2)
 Somewhat frequent (PLEASE GO TO Question 2)
 Not very frequent (PLEASE GO TO Question 2)
 None at all
 Don't know

Yes (CONTINUE)
 No
 Don't Know

On behalf of your agency, are you in a position to assess and comment on the performance of HUD's organization and programs?

PLEASE FORWARD TO APPROPRIATE PERSON, OR RETURN QUESTIONNAIRE IF THERE IS NO SUCH PERSON

2. During the past twelve months has your agency had contact with:	Yes	No	Don't Know
a. HUD personnel in HUD's Washington DC Headquarters office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. HUD personnel in one or more of HUD's field offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. HUD personnel in a specialized HUD Center or Hub (such as the Real Estate Assessment Center, Section 8 Financial Management Center, Troubled Agency Recovery Center (TARC), Multifamily Property Disposition Center, HUD Homeownership Centers, FHA Resource Center, HUD Center for Faith-Based and Community Initiatives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. A contractor working for HUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. HUD has several **different responsibilities**. On one hand, it provides various forms of **support** (for example, funding, technical assistance, information) and, on the other, it has a **regulatory** responsibility (that is, it makes rules, assures compliance with those rules, makes assessments). In your agency's relationship with HUD, would you say HUD is mainly providing support to you, mainly regulating you, or doing both about equally?

Mainly providing support
 Mainly regulating
 About equally providing support and regulating
 Neither/something other
 Don't know

4. Thinking first about **HUD programs** with which you currently deal and then about **how HUD runs those programs**, how satisfied or dissatisfied are you, in general, with:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	It depends	Don't know
a. The HUD programs you currently deal with	<input type="checkbox"/>					
b. The way HUD currently runs those programs	<input type="checkbox"/>					

9. How important or unimportant is your community's five-year **Consolidated Plan** when it comes to deciding which low-income housing or community development activities to pursue? Check "Have not developed" if you haven't developed a Con Plan.

	Essential	Very important but not essential	Somewhat important	Not at all important	Don't know	Have not developed Consolidated Plan
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Please indicate your level of satisfaction with each of the following as it relates to your agency. Check "Not applicable" if the situation does not apply to your agency.

How satisfied or dissatisfied are you with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The overall quality of the Consolidated Plan Management Process (CPMP) tool , HUD's computer tool for preparing your Consolidated Plan	<input type="checkbox"/>					
b. The ease of use of the CPMP	<input type="checkbox"/>					
c. The technical support available from HUD for using the CPMP	<input type="checkbox"/>					
d. The guidance provided by HUD for developing your Consolidated Annual Performance Report (CAPER)	<input type="checkbox"/>					
e. The ability of HUD field office personnel to consistently and reliably interpret regulations that pertain to your community development grants and programs	<input type="checkbox"/>					
f. The quality of HUD's monitoring (including by phone) of your Agency's program activities and performance	<input type="checkbox"/>					
g. The overall quality of the Integrated Disbursement and Information System (IDIS) —considering such things as clarity of instructions, ease of use, usefulness, etc.	<input type="checkbox"/>					
h. The timeliness of HUD information & technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008 —such as those related to the Neighborhood Stabilization Program, housing counseling, or the FHA mortgage insurance program	<input type="checkbox"/>					
i. The quality of HUD support & technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008 (see h above)	<input type="checkbox"/>					
j. The quality of HUD support & technical assistance related to addressing local and regional foreclosure issues	<input type="checkbox"/>					
k. The quality of HUD support & technical assistance related to improving the energy efficiency of housing supported by HUD programs	<input type="checkbox"/>					

11. **Grants.gov (formerly eGrants)** is intended to be a simple, unified electronic storefront for interactions between grant applicants and Federal agencies—providing information about grant opportunities and facilitating grant applications. How satisfied or dissatisfied are you with Grants.gov—considering such things as ease of use, usefulness etc.? Check "Have not used" if you haven't used Grants.gov.

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know	Have not used Grants.gov
	<input type="checkbox"/>					

12. In 2008, HUD initiated **e-snaps**, an online application process for the Continuum of Care (CoC) grant competition. How satisfied or dissatisfied are you with e-snaps—considering such things as clarity of instructions, ease of use, usefulness etc.? Check "Have not used" if you haven't used e-snaps.

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know	Have not used e-snaps
	<input type="checkbox"/>					

13. If your agency put together a **logic model** in conjunction with a HUD NOFA application, have you found that the logic model helped you to...?

	Yes, definitely	Yes, probably	No	I Don't know	Haven't done a logic model in conjunction with HUD grant application
a. Better identify performance indicators	<input type="checkbox"/>				
b. Better think through activities to achieve your desired objectives	<input type="checkbox"/>				
c. Better manage your HUD grant	<input type="checkbox"/>				

