

Mayors' and Other Chief Elected Officials'

Partners' Satisfaction WITH HUD's Performance



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MAYORS' AND OTHER CHIEF ELECTED OFFICIALS'
SATISFACTION WITH HUD'S PERFORMANCE

2010 DATA BINDER

PREPARED FOR

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

BY

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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.
Assistant Secretary for Policy
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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.
- **Mayors or other Chief Elected Officials (CEOs)** of communities with populations of 50,000 or more persons.

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.

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, township commission presidents, etc.

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>.

- **Directors of Public Housing Agencies (PHAs)** that own/manage 100 or more units of conventional public housing.

PHAs are local public entities created through state-enabling legislation to administer HUD's public housing and Section 8 programs.

- **Directors of Fair Housing Assistance Program (FHAP) agencies.**

FHAPs are state and local government agencies that administer laws and ordinances consistent with federal fair housing laws.

- **Directors of Fair Housing Initiatives Program (FHIP) organizations.**

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.

- **Directors of non-profit housing organizations affiliated with the Housing Partnerships Network (HPN).**

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.

- **Owners of Sections 202 and 811 multifamily housing properties.**

Section 202 provides housing with supportive services for elderly persons; Section 811 provides housing with supportive services for persons with disabilities.

- **Owners of HUD-insured (unsubsidized) multifamily housing properties.**

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.

- **Owners of HUD-assisted (subsidized) multifamily housing properties.**

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.

- **Officials of FHA-approved single family mortgage lending institutions.**

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.

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: mayors or other local chief elected officials (CEOs)⁴ or their representatives. A comparable document for the 2005 survey can be found on the HUDUSER website.⁵

The 2010 mayors' and CEOs' survey sample. The survey questionnaire was sent to all 664 mayors/CEOs of communities with populations of 50,000 or more. It requested that the mayor/CEO respond to the survey but, if that were not possible, that the respondent be someone who could answer on behalf of the mayor/CEO. In total, 514, or 80 percent of mayors/CEOs or their designated representatives participated in the survey. Fifteen percent of survey respondents were mayors or town supervisors; 3 percent were deputy mayors, chiefs of staff or mayoral assistants; 2 percent were other members of the mayor's immediate office; 43 percent were other senior local government officials; and 37 percent were other city employees or designees.

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 been asked in 2005, the 2005 results are also displayed for comparison purposes.
- **By community size categories.** In terms of population size, communities are classified as small (100,000 or fewer persons), medium (100,001 to 500,000 persons), or large (more than 500,000 persons.).

⁴ CEOs included Town Supervisors, Council Presidents, Presidents of Boards of Trustees, Chairpersons of Boards of Trustees, Chairpersons of Boards of Selectmen, First Selectmen and Township Commission Presidents. In this report, the term mayor will be used to designate any CEO.

⁵ http://www.huduser.org/portal//Publications/pdf/Mayors_Binder.pdf

- **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) mayors and other CEOs and (b) others who may have responded on behalf of the mayor/CEO.
- **By the frequency of the respondent’s 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 three years, (b) four to six years, or (c) seven or more years of interaction with HUD.
- **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 HIGHLIGHTS

Part 3 displays responses to each survey question asked of mayors/CEOs or their representatives, 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 mayors/CEOs or their representatives were satisfied with HUD's overall performance (85%), the HUD programs with which they deal (91%), and the way HUD runs those programs (79%).⁶

Satisfaction with field office performance. In 2010, 88 percent of mayors/CEOs or their representatives were satisfied with the overall performance of the HUD field office(s) with which their communities generally deal; this compares with 92 percent who were satisfied in 2005.

Satisfaction with HUD Headquarters interactions. In 2010, 82 percent of mayors/CEOs or their representatives were satisfied with their previous year's direct interactions with HUD Headquarters; this compares with 75 percent who were satisfied in 2005.

Community's relations with HUD. Just about all mayors/CEOs or their representatives described their

communities' current relations with HUD as being either "very good" (54%) or "good" (41%).

Nature of partner-HUD relationship. Most mayors/CEOs or their representatives 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.). About one of every five mayors/CEOs or their representatives, however, considered their relationship with HUD as mainly entailing regulation. Over the full range of issues covered by the 2010 partners' survey, a smaller proportion of the latter were satisfied with HUD compared to those who considered their relationship to involve mainly support or an equal amount of support and regulation.

Frequency of contact with HUD. The vast majority of mayors/CEOs or their representatives had either "very" or "somewhat" frequent contact with HUD. Roughly one of every ten of them, however, indicated little or no contact. With respect to many of the issues covered by the 2010 partners' survey, a somewhat smaller proportion of this latter group tended to be satisfied with HUD as compared to those who had more frequent contact.

Satisfaction with individual aspects of HUD-Mayor/CEO interactions. Mayors/CEOs or their representatives expressed a range of opinions about aspects of their relationship with HUD in 2010. As shown below: there were high levels of

⁶ A question regarding Mayor's/CEO's satisfaction with HUD's overall performance was not asked in 2005, so there are no comparative data. Change in satisfaction with HUD's programs between 2005 and 2010 is only statistically significant with respect to the proportion of mayors/CEOs who were very satisfied. There is no statistically significant change in mayoral/CEO satisfaction with how HUD administers its programs.

satisfaction (80 percent or higher, highlighted in teal) regarding HUD personnel as well as the quality of information received from HUD; and somewhat lower levels of satisfaction regarding HUD guidance, decision making, clarity of rules and requirements

(including with respect to the Economic Recovery Act of 2008, improving energy efficiency of HUD-supported housing programs, and foreclosure issues), and Grants.gov.

Satisfaction with Various Aspects of HUD-Mayor/CEO Interactions	Percent Satisfied	
	2010	2005
Responsiveness of HUD people	87%	89%
Ability to reach HUD people	87%	89%
Competence of HUD people	84%	87%
Extent to which HUD employees have knowledge, skills and ability to do their work	83%	87%
Quality of information received from HUD	81%	88%
Quality of guidance from HUD	74%	81%
Consistency of guidance from HUD	72%	79%
Timeliness of information from HUD	70%	78%
Ease of use, usefulness, etc. of Grants.gov	62%	NA
Quality of support and technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008	62%	NA
Timeliness of decision making by HUD	61%	70%
Timeliness of HUD information and technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008	61%	NA
Quality of HUD support and technical assistance related to improving the energy efficiency of housing supported by HUD programs	59%	NA
Clarity of HUD rules and requirements	57%	63%
Quality of HUD support and technical assistance related to addressing local and regional foreclosure issues	56%	NA

Importance of consolidated plans. Mayors/CEOs or their representatives 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, but they differed with respect to how important: 36 percent said their Plan was essential; 27 percent said it was very important; and 24 percent said it was somewhat important. Only 10 percent believed it is not at all important.

Reaching out to faith-based and community organizations. Twenty-three percent of mayors/CEOs or their representatives indicated that HUD had, during the previous year, provided assistance to help them reach out to faith-based and community organizations; in 2005, 40 percent acknowledged such help from HUD. In 2010, 68 percent of mayors/CEOs or their representatives were satisfied with HUD's assistance in helping them reach out to faith-based and community organizations, compared to 78 percent in 2005.

Usefulness of training and technical assistance. Mayors/CEOs or their representatives considered some types of HUD training and technical assistance approaches to be more useful than others, as shown in the following table:

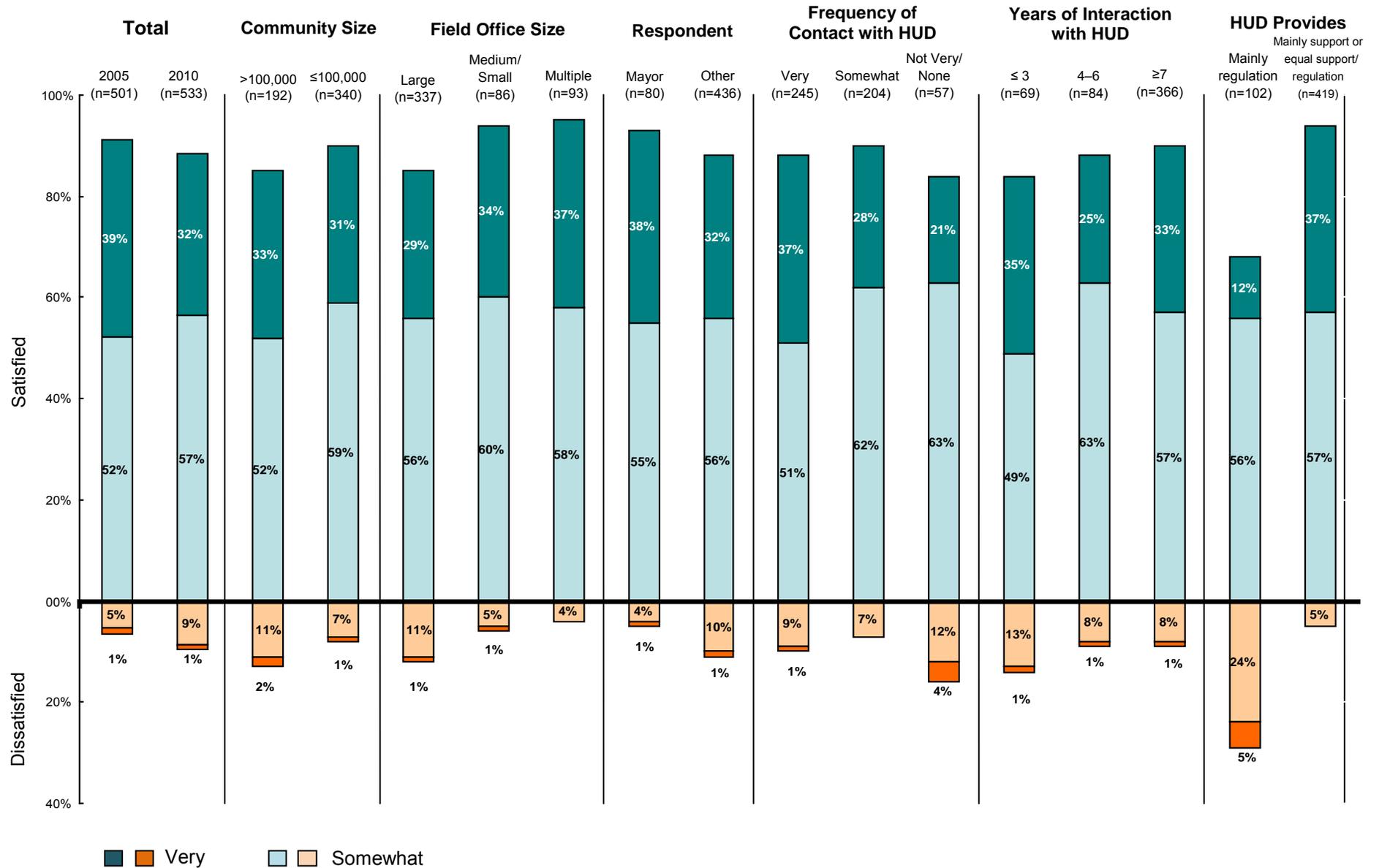
Approach	Very Useful	Somewhat Useful	Not too Useful	Not Useful At All	Have Not Used
HUD's Webpage	38%	47%	7%	1%	4%
Training programs conducted by contractors	48%	34%	4%	1%	8%
HUD-sponsored conferences	42%	35%	5%	1%	15%
HUD participation in panel discussions and training sessions set up by non-HUD groups	18%	34%	8%	1%	25%
HUD-sponsored satellite broadcasts	13%	37%	16%	2%	26%
HUD's Webcast training	11%	7%	12%	1%	37%

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

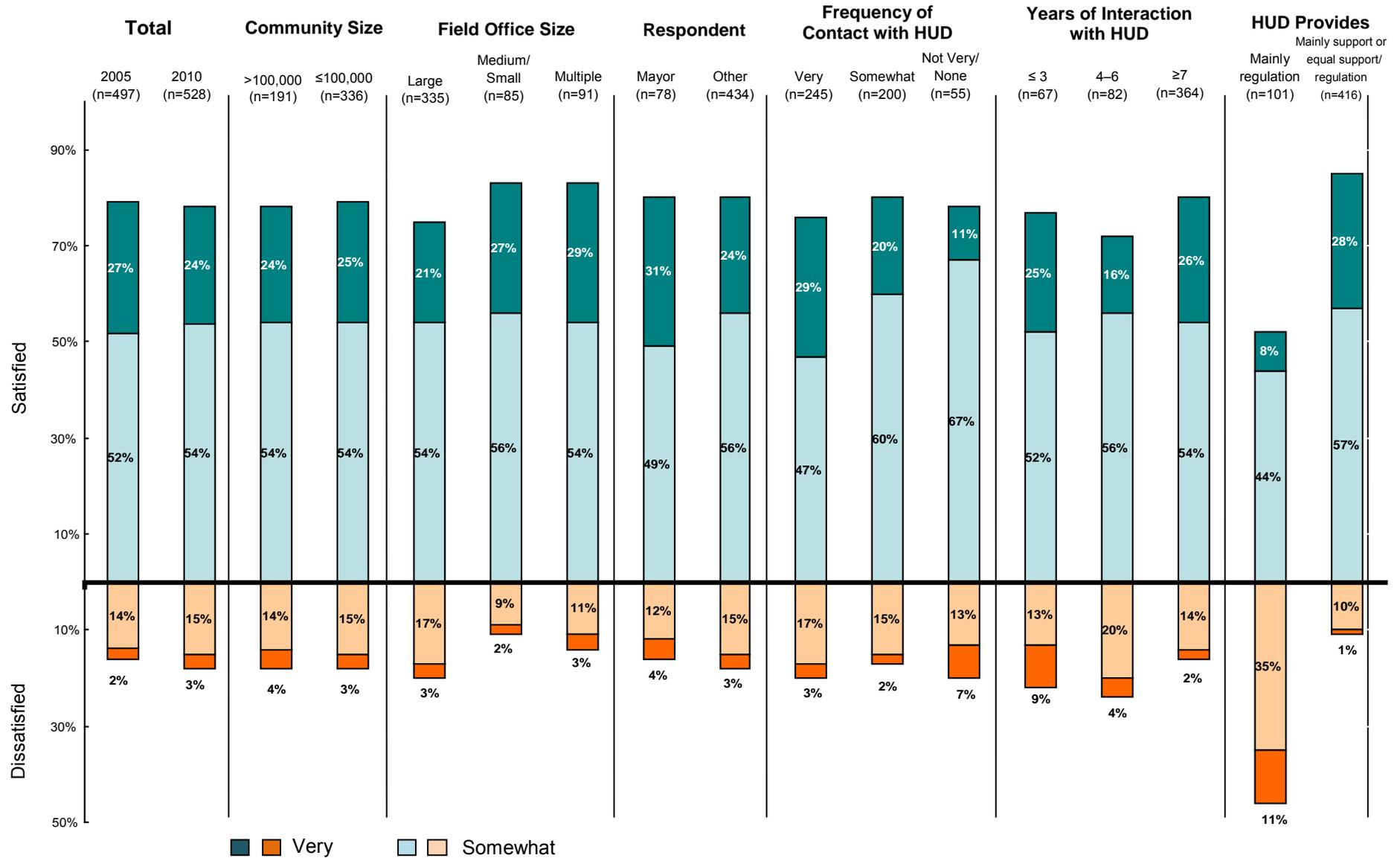
Effectiveness of communications. As tools for communicating with its partners, HUD has increasingly relied on electronic transmission of information, including notices or guidance. Mayors/CEOs or their representatives were asked about the effectiveness of various communications media: 62 percent considered e-mail to be very effective and 27 percent considered it to be somewhat effective; 36 percent considered HUD's listservs to be very effective and 36 percent considered them to be somewhat effective; and 26 percent considered HUD's website postings to be very effective and 47 percent considered them to be somewhat effective.

PART 3: BAR CHARTS OF EACH SURVEY QUESTION

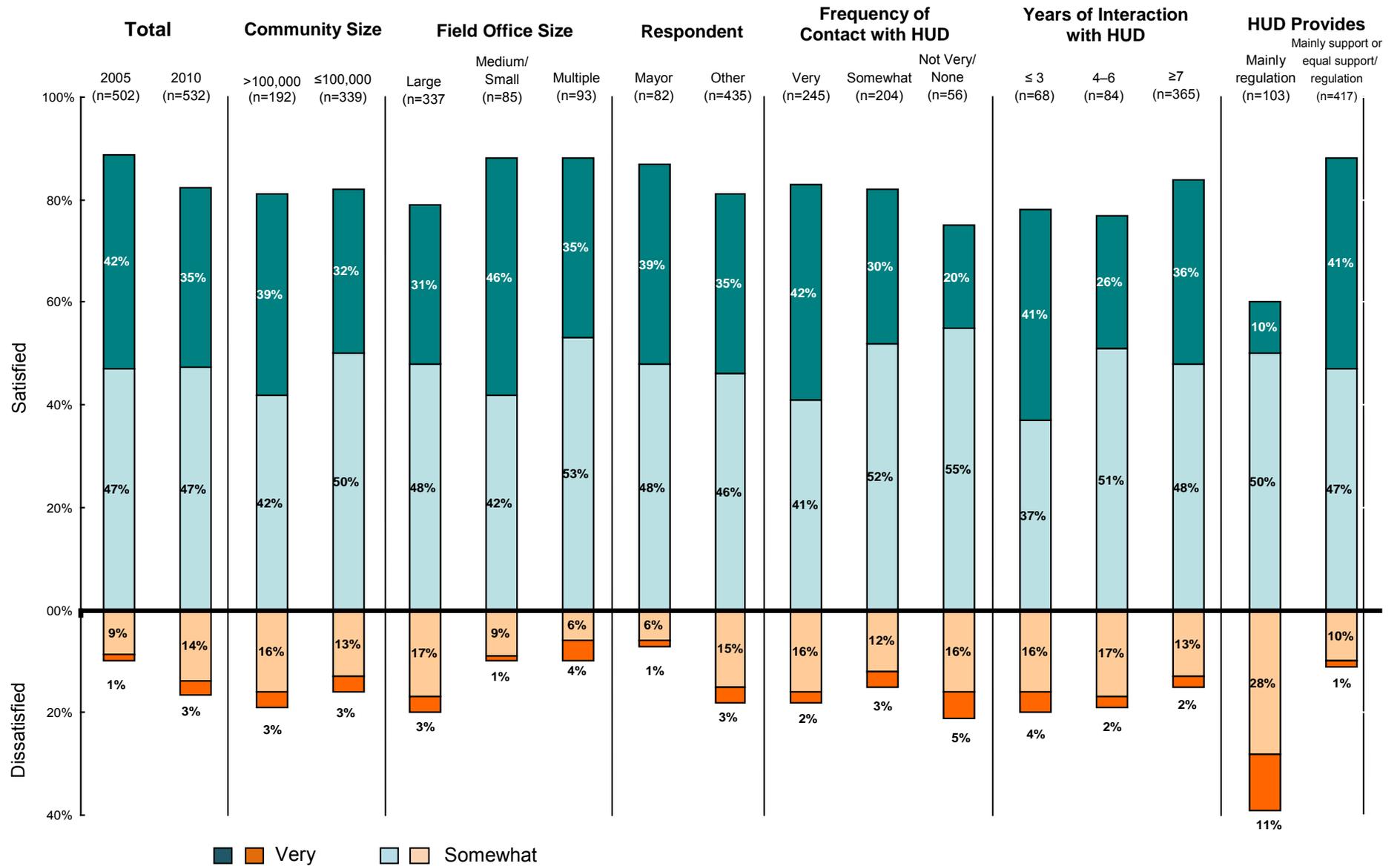
Question 4a. Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the HUD programs you currently deal with?



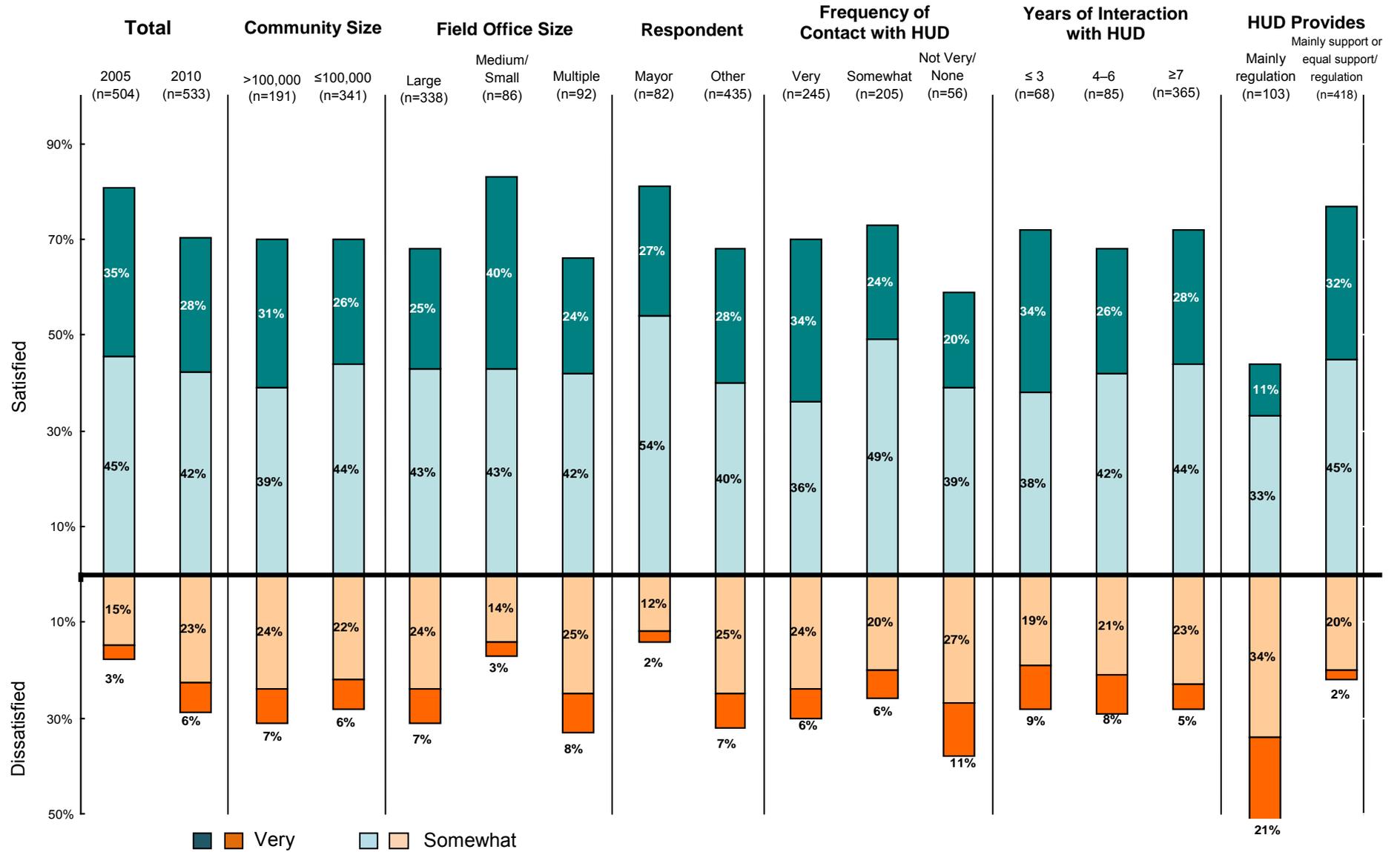
Question 4b. Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the way HUD currently runs those programs?



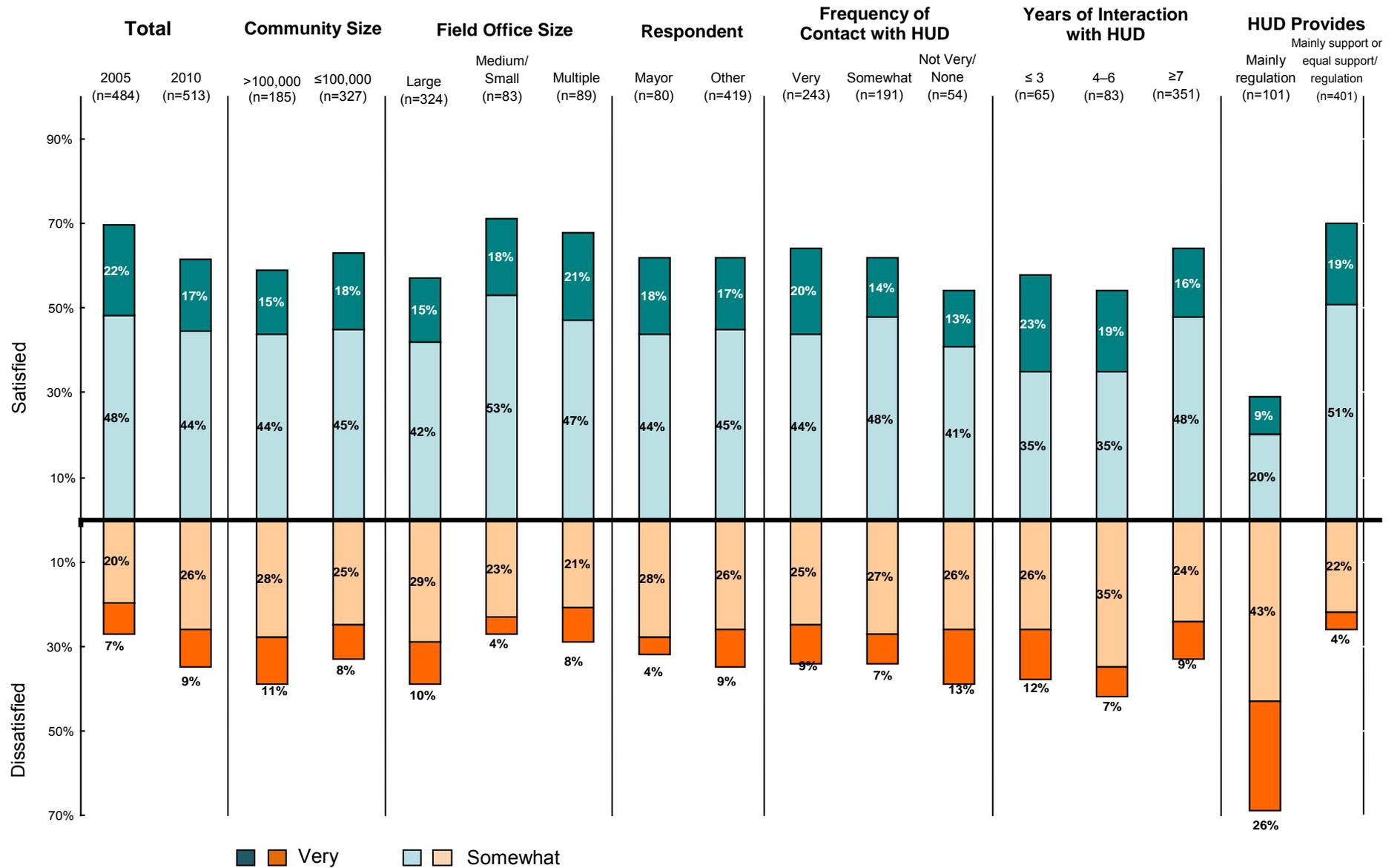
Question 5a. How satisfied or dissatisfied are you with the quality of the information you currently receive from HUD?



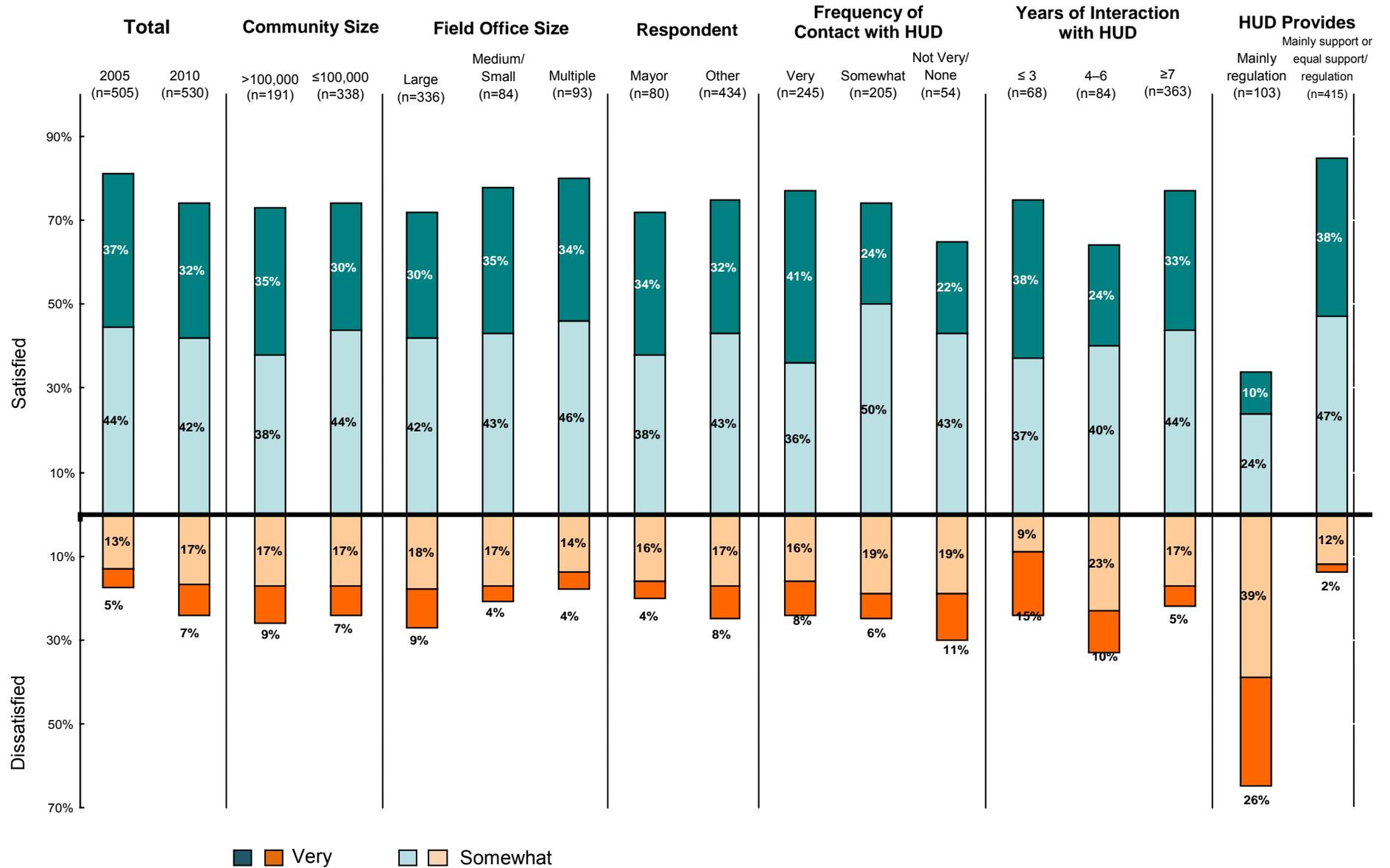
Question 5b. How satisfied or dissatisfied are you, in general, with the timeliness of the information you currently receive from HUD?



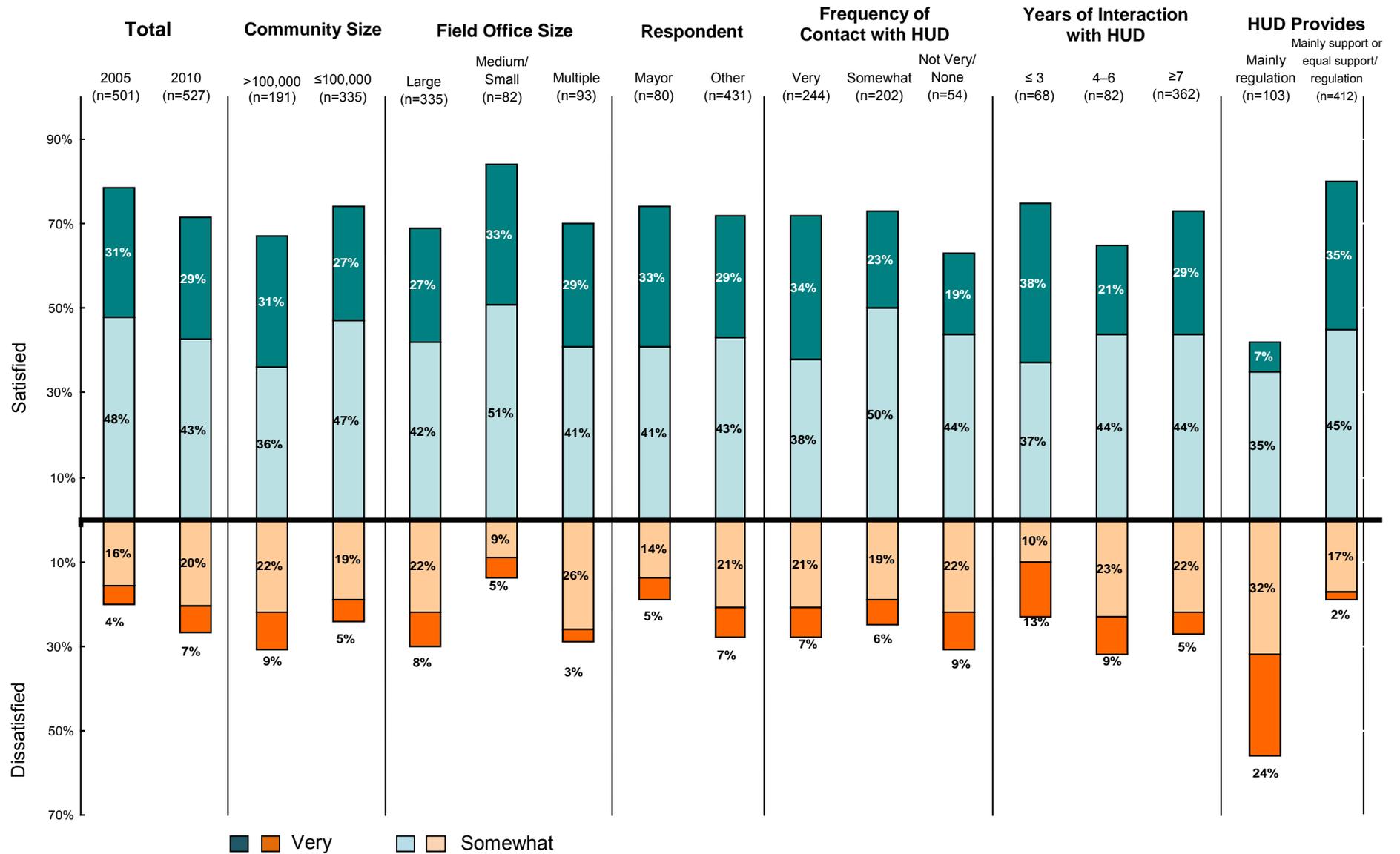
Question 5c. How satisfied or dissatisfied are you, in general, with the timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)?



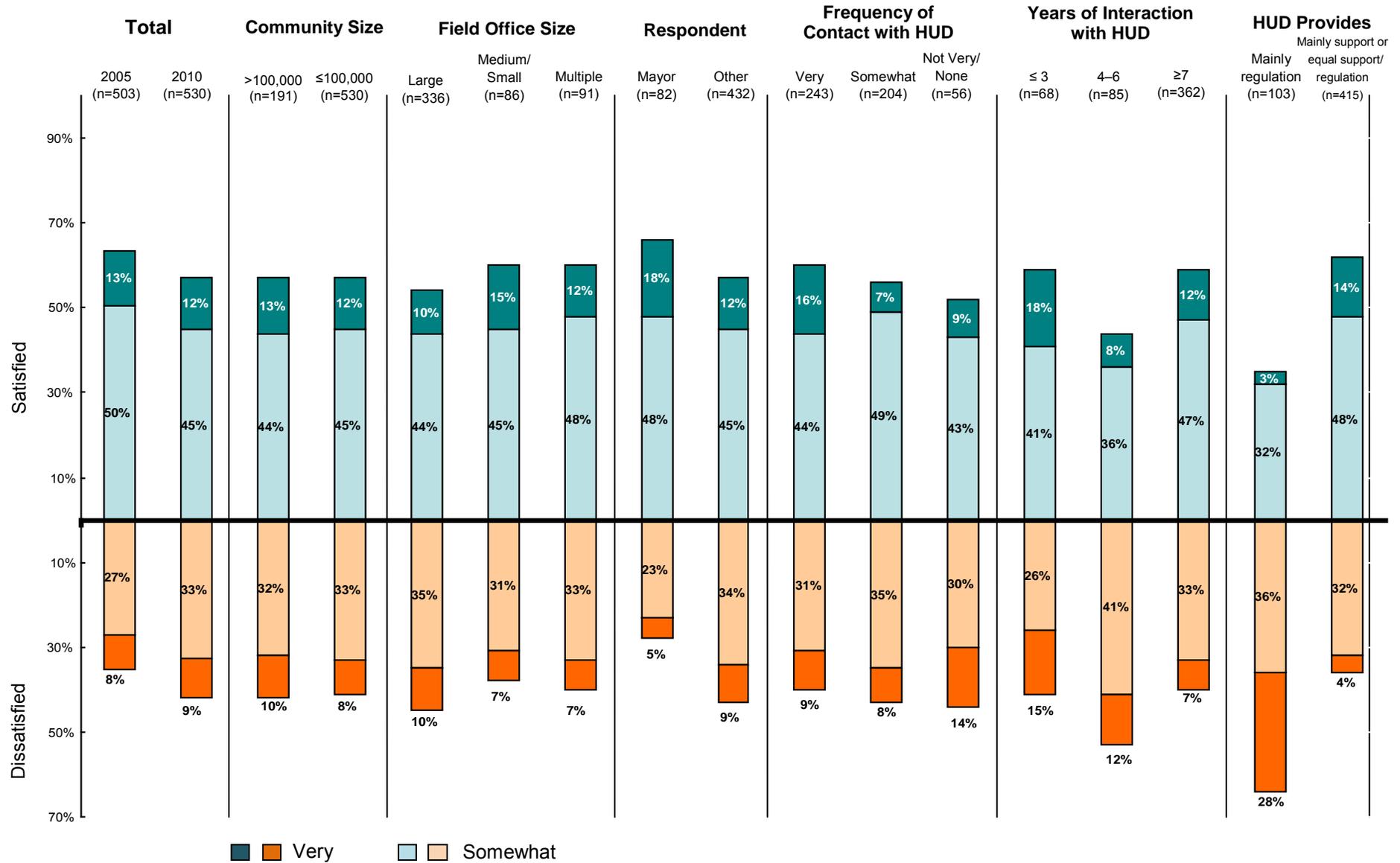
Question 5d. How satisfied or dissatisfied are you, in general, with the quality of guidance you currently get from HUD?



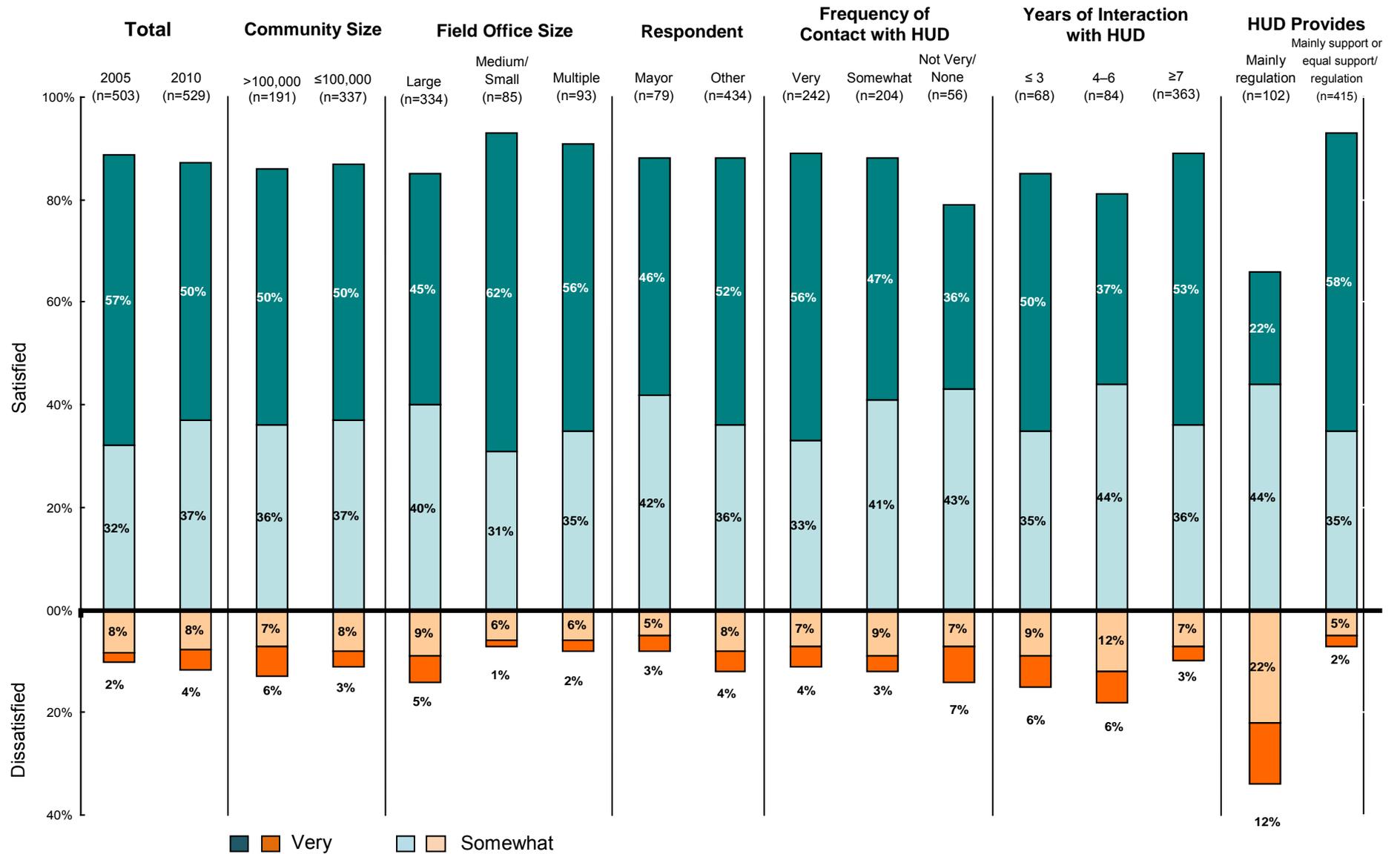
Question 5e. How satisfied or dissatisfied are you, in general, with the consistency of guidance you currently get from HUD?



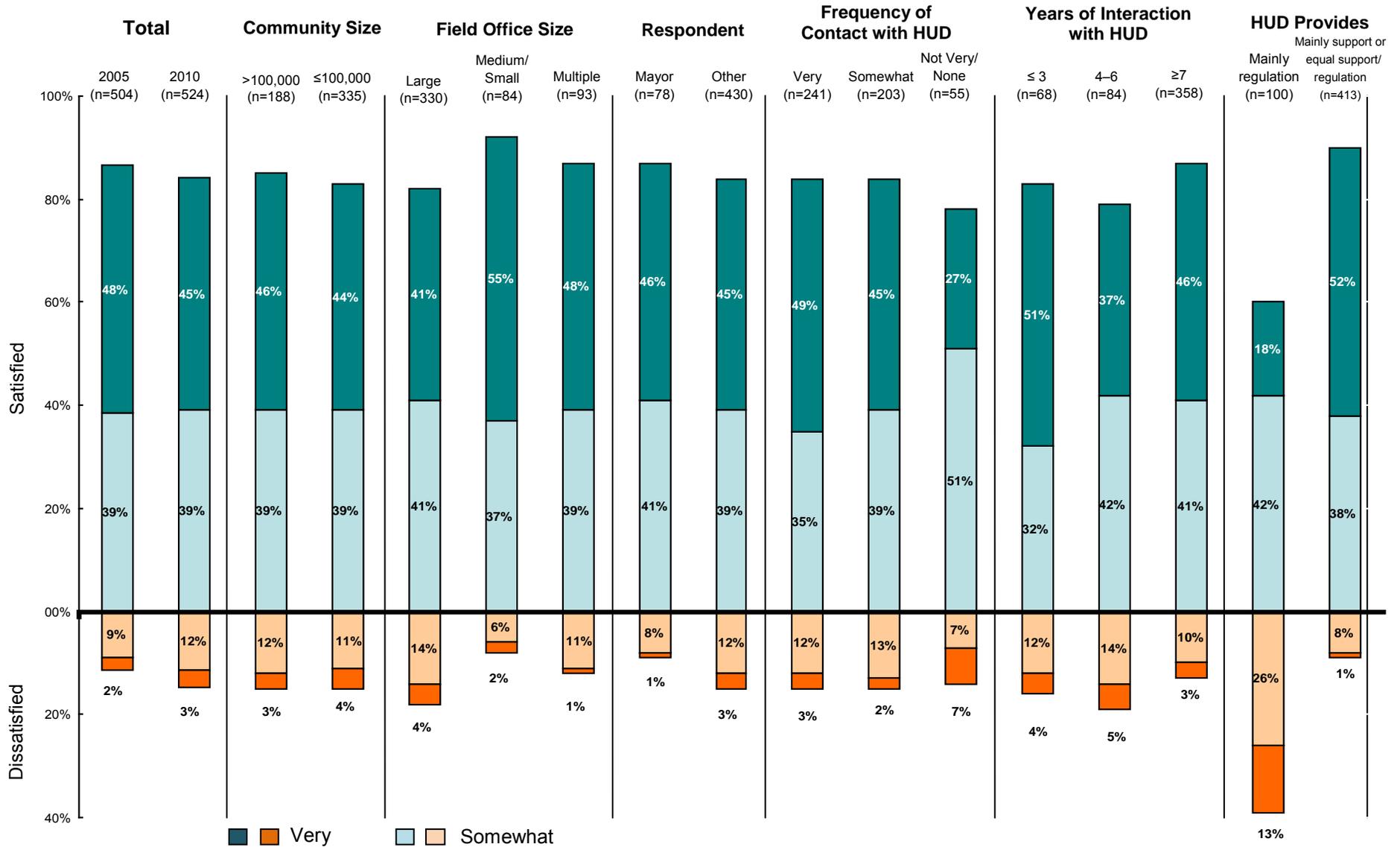
Question 5f. How satisfied or dissatisfied are you, in general, with the clarity of HUD rules and requirements that apply to your agency?



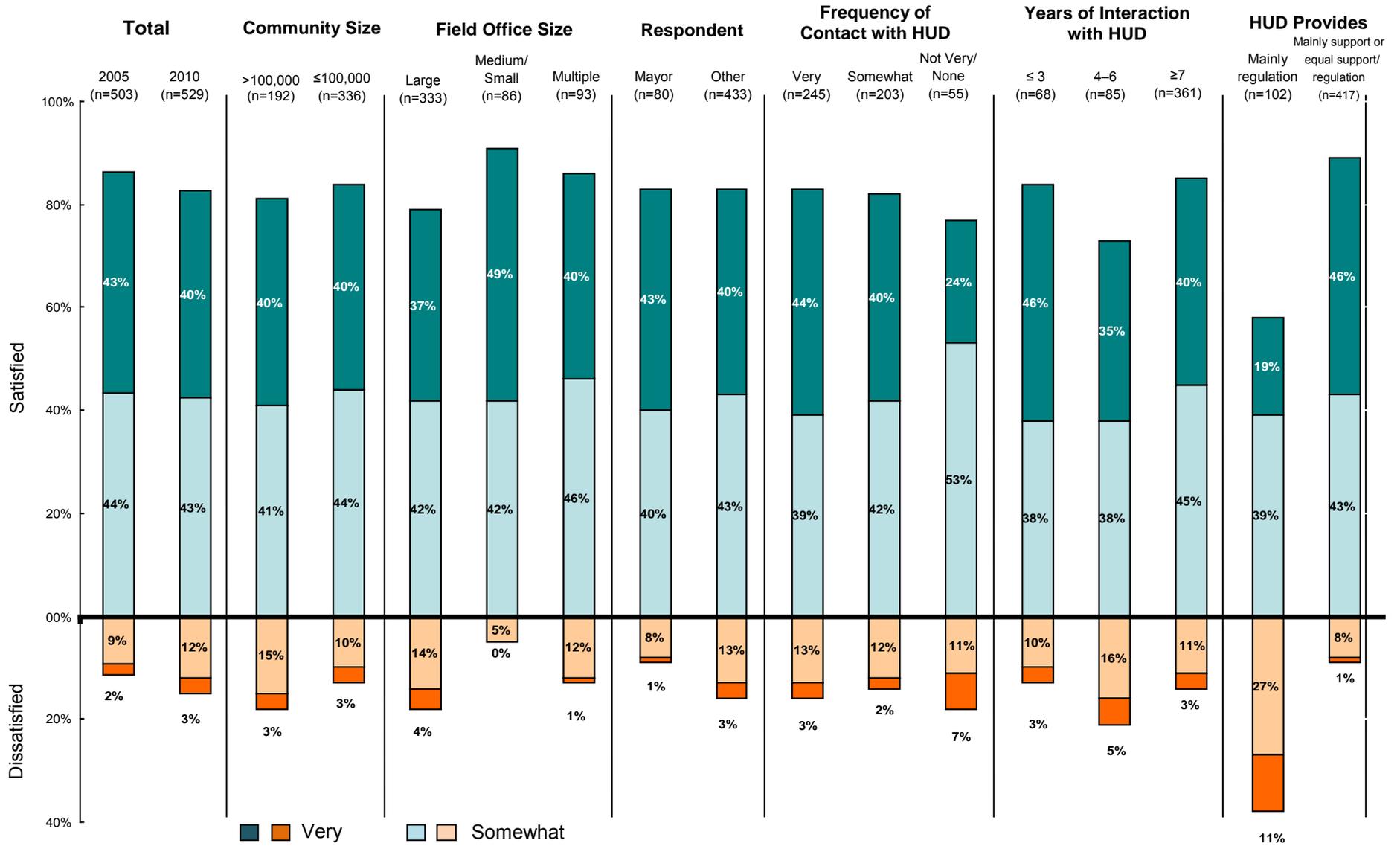
Question 5g. How satisfied or dissatisfied are you, in general, with the responsiveness of the people with whom you currently deal at HUD?



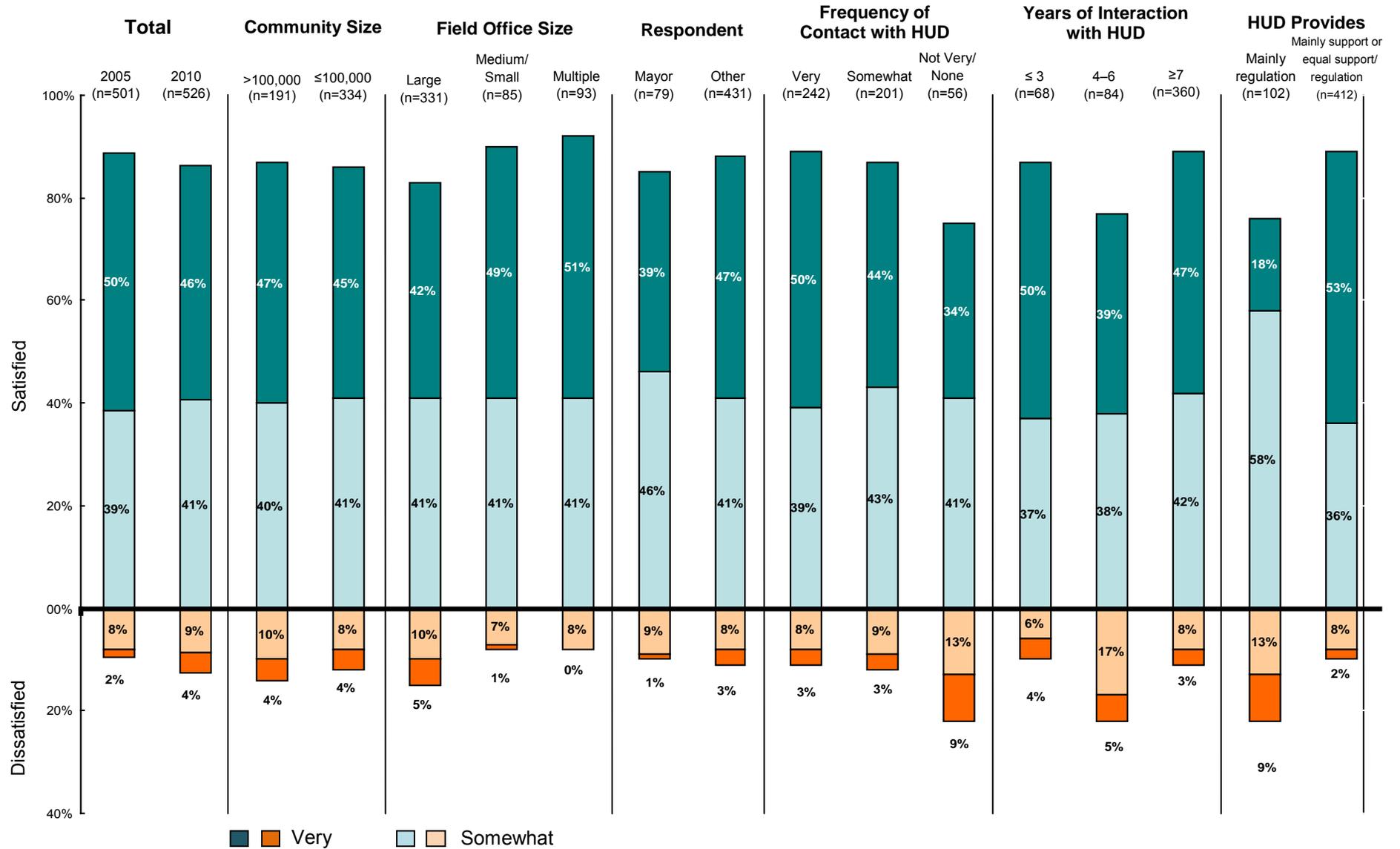
Question 5h. How satisfied or dissatisfied are you, in general, with the competence of the people with whom you currently deal at HUD?



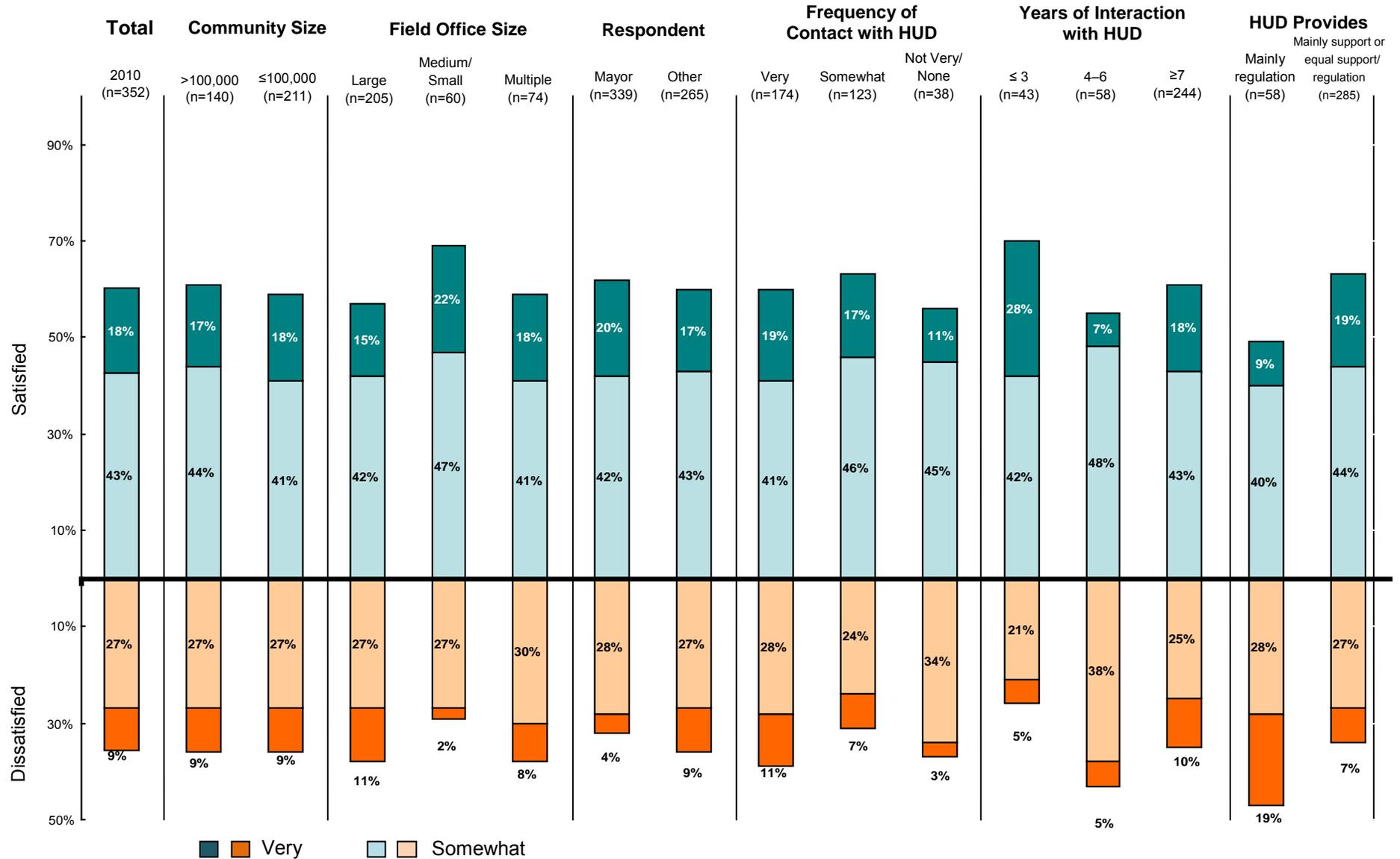
Question 5i. How satisfied or dissatisfied are you, in general, with the extent to which HUD employees have the knowledge, skills, and ability to do their work?



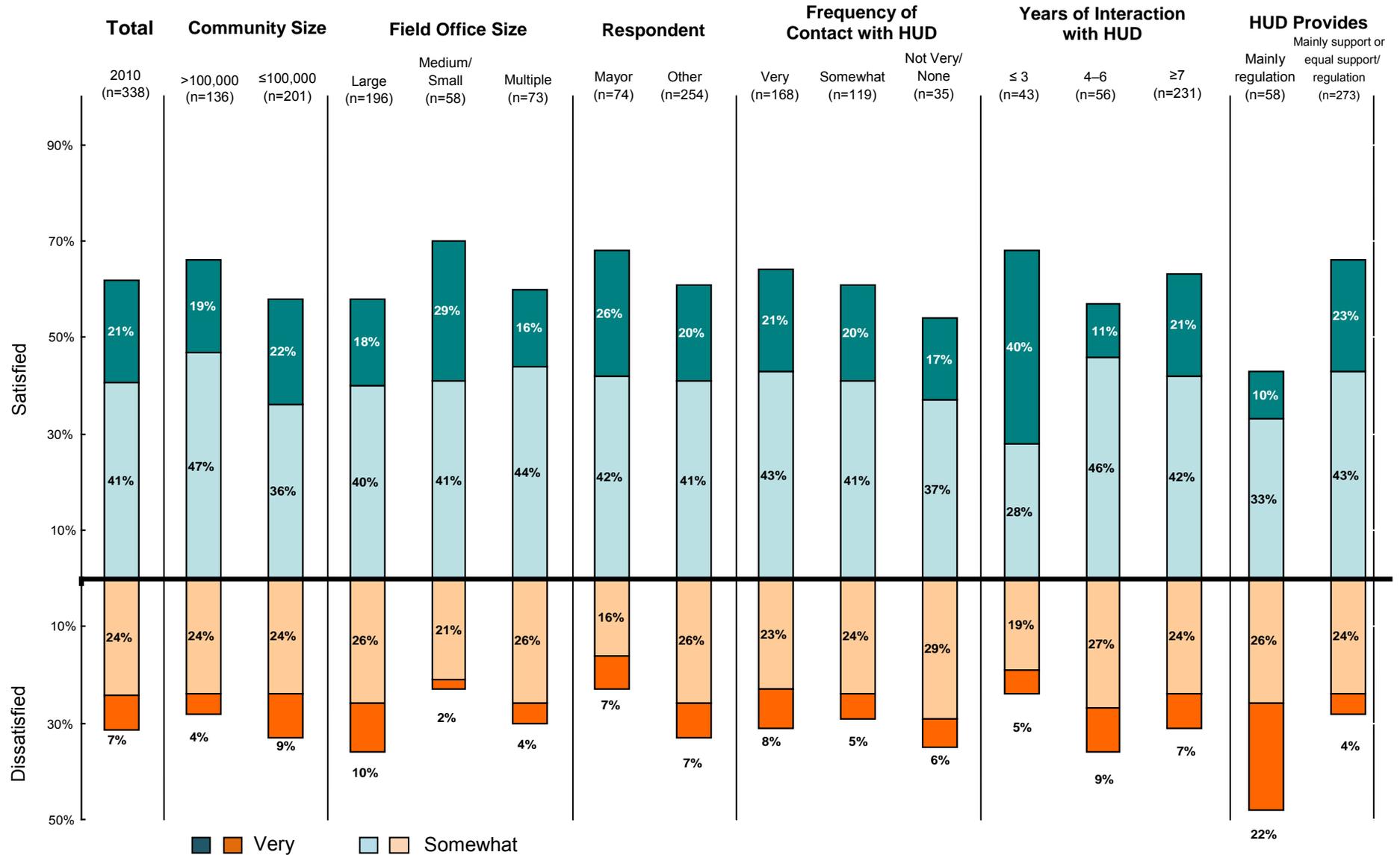
Question 5j. How satisfied or dissatisfied are you, in general, with your ability to reach the people at HUD whom you need to contact?



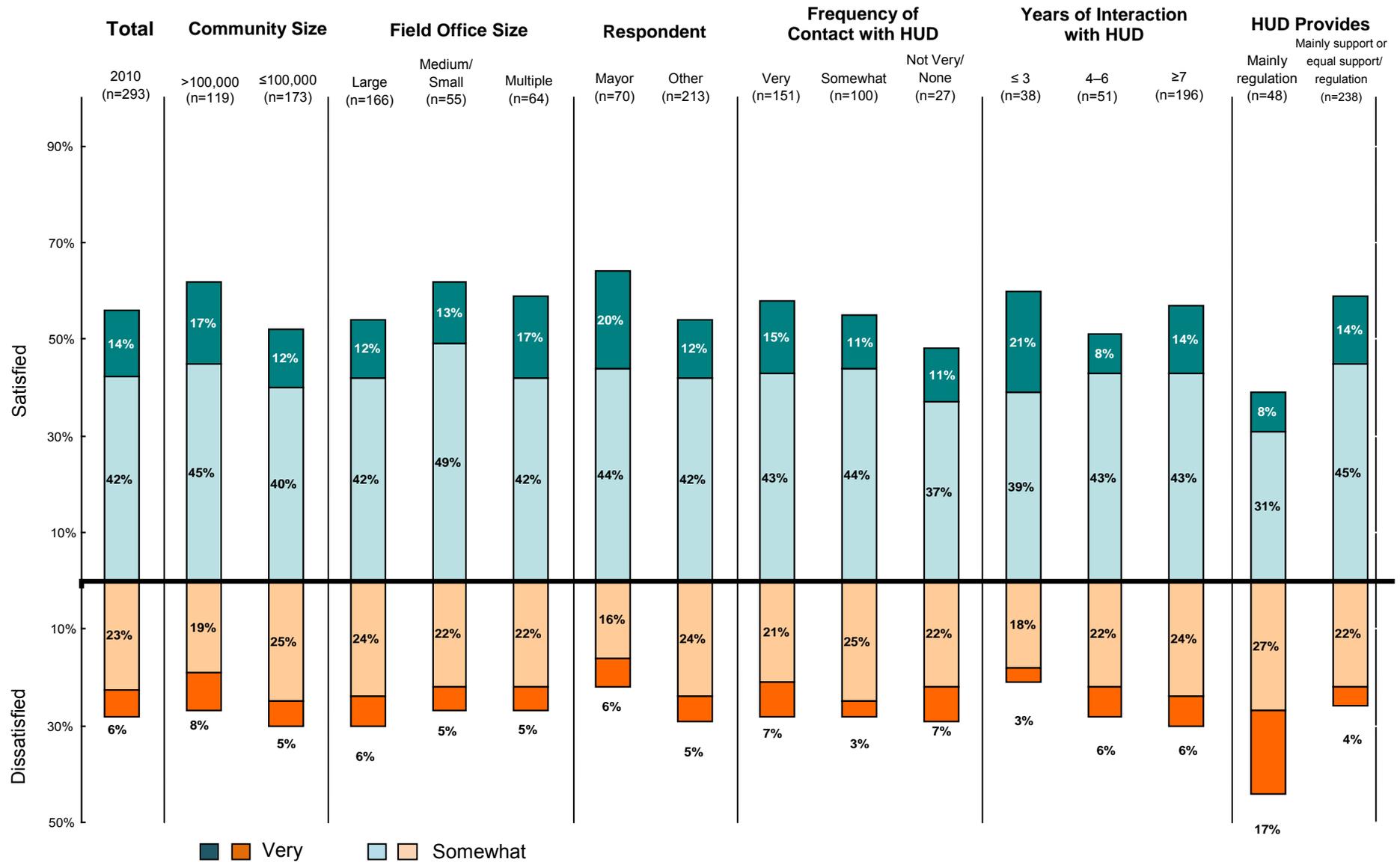
Question 5k. How satisfied or dissatisfied are you, in general, with the timeliness of HUD information & technical assistance for implementing provisions of the Housing and Economic Recovery Act of 2008—such as those related to the Neighborhood Stabilization Program, housing counseling, or the FHA mortgage insurance program?



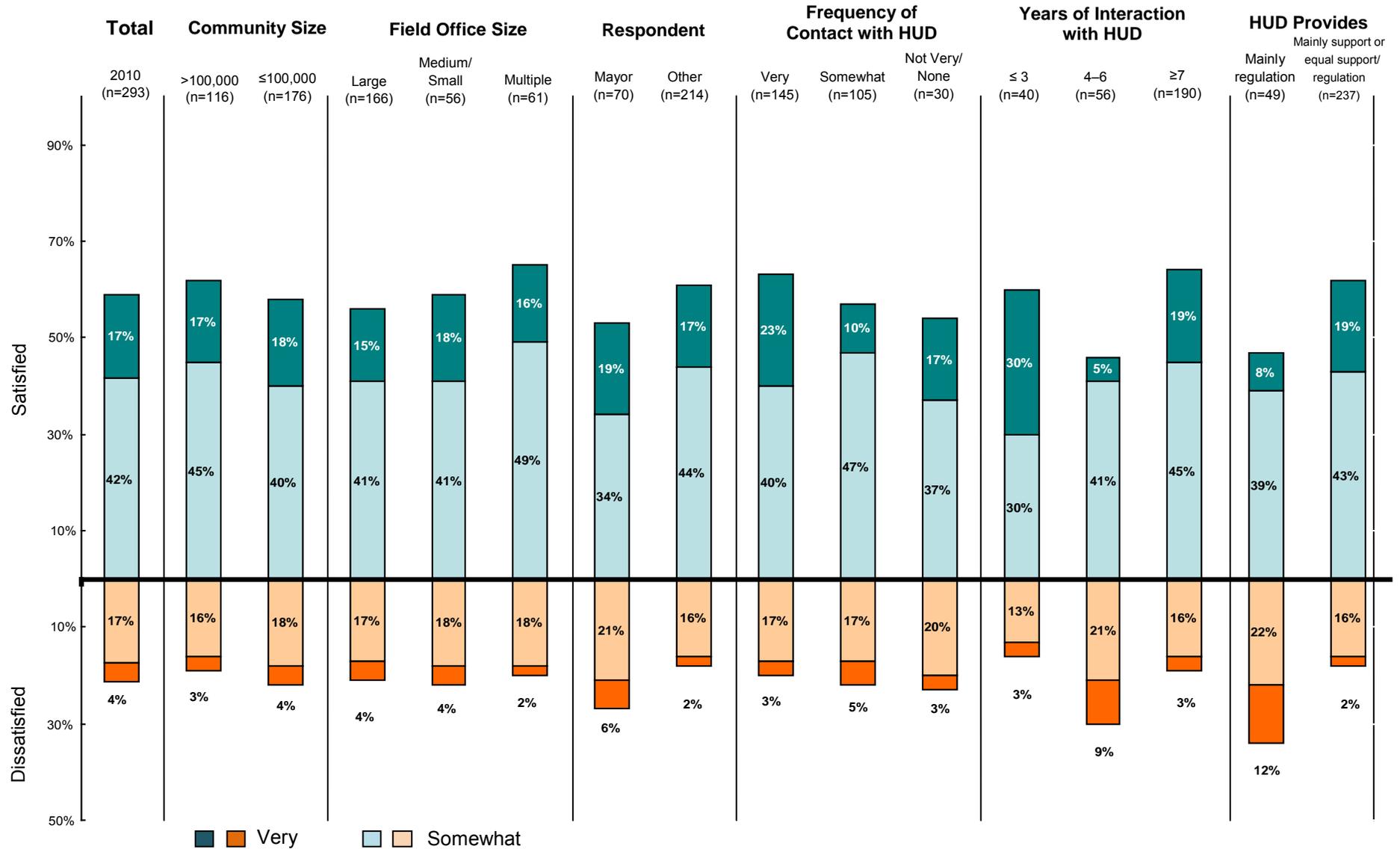
Question 51. How satisfied or dissatisfied are you, in general, with the quality of HUD support & technical assistance related to implementing provisions of the Housing and Economic Recovery Act of 2008?



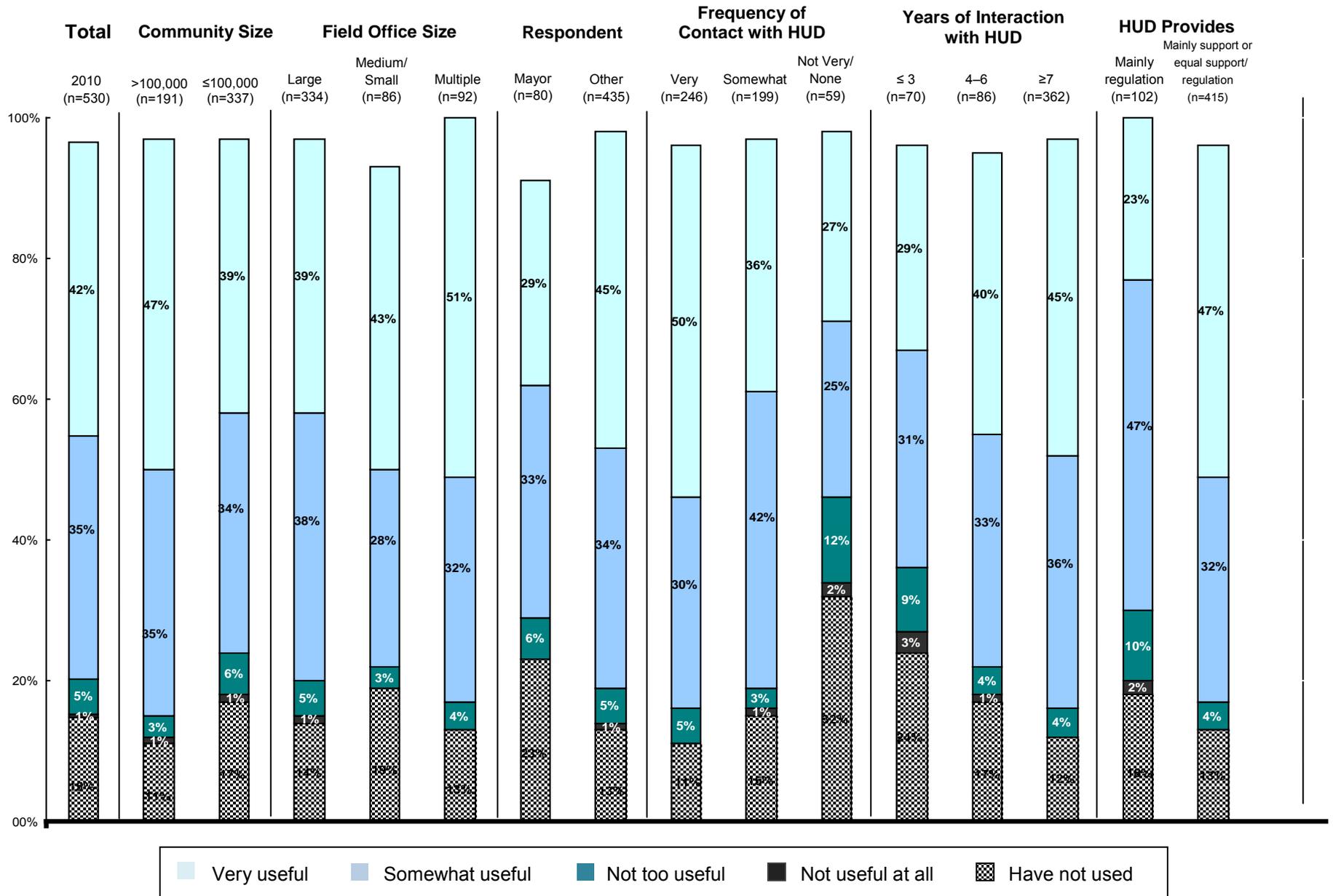
Question 5m. How satisfied or dissatisfied are you, in general, with the quality of HUD support & technical assistance related to addressing local and regional foreclosure issues?



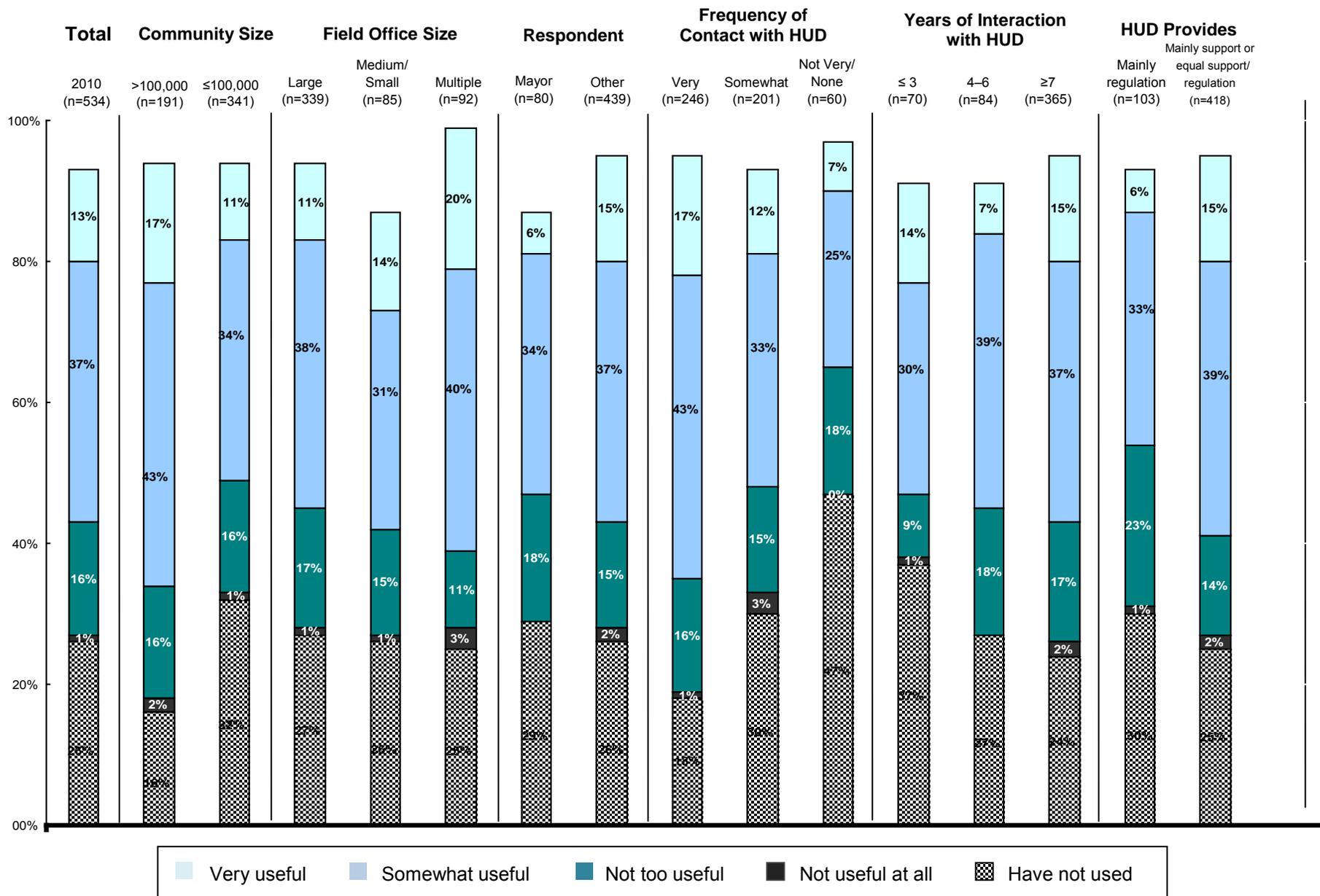
Question 5n. How satisfied or dissatisfied are you, in general, with the quality of HUD support & technical assistance related to improving the energy efficiency of housing supported by HUD programs?



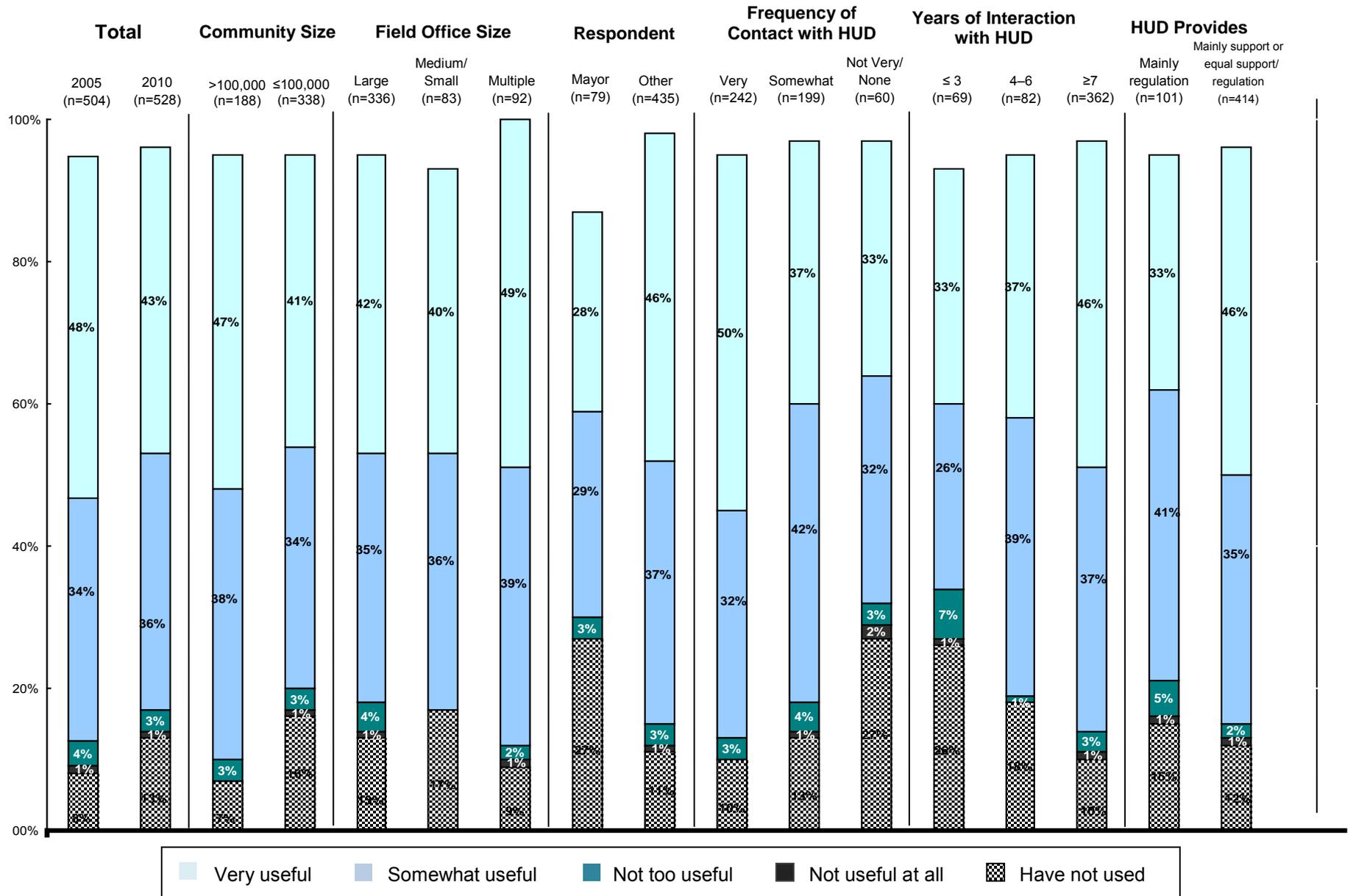
Question 6a. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored conferences?



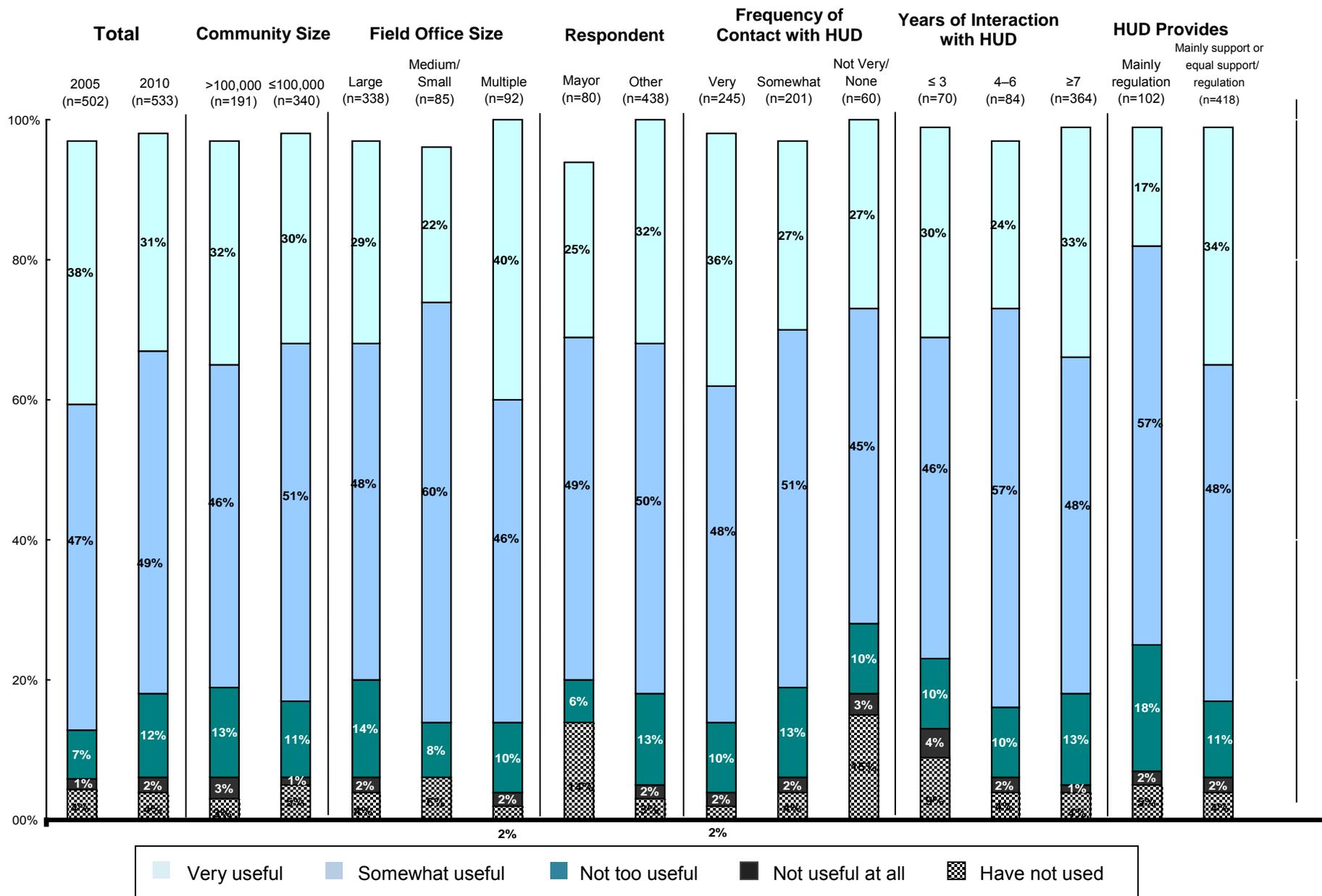
Question 6b. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored satellite broadcasts?



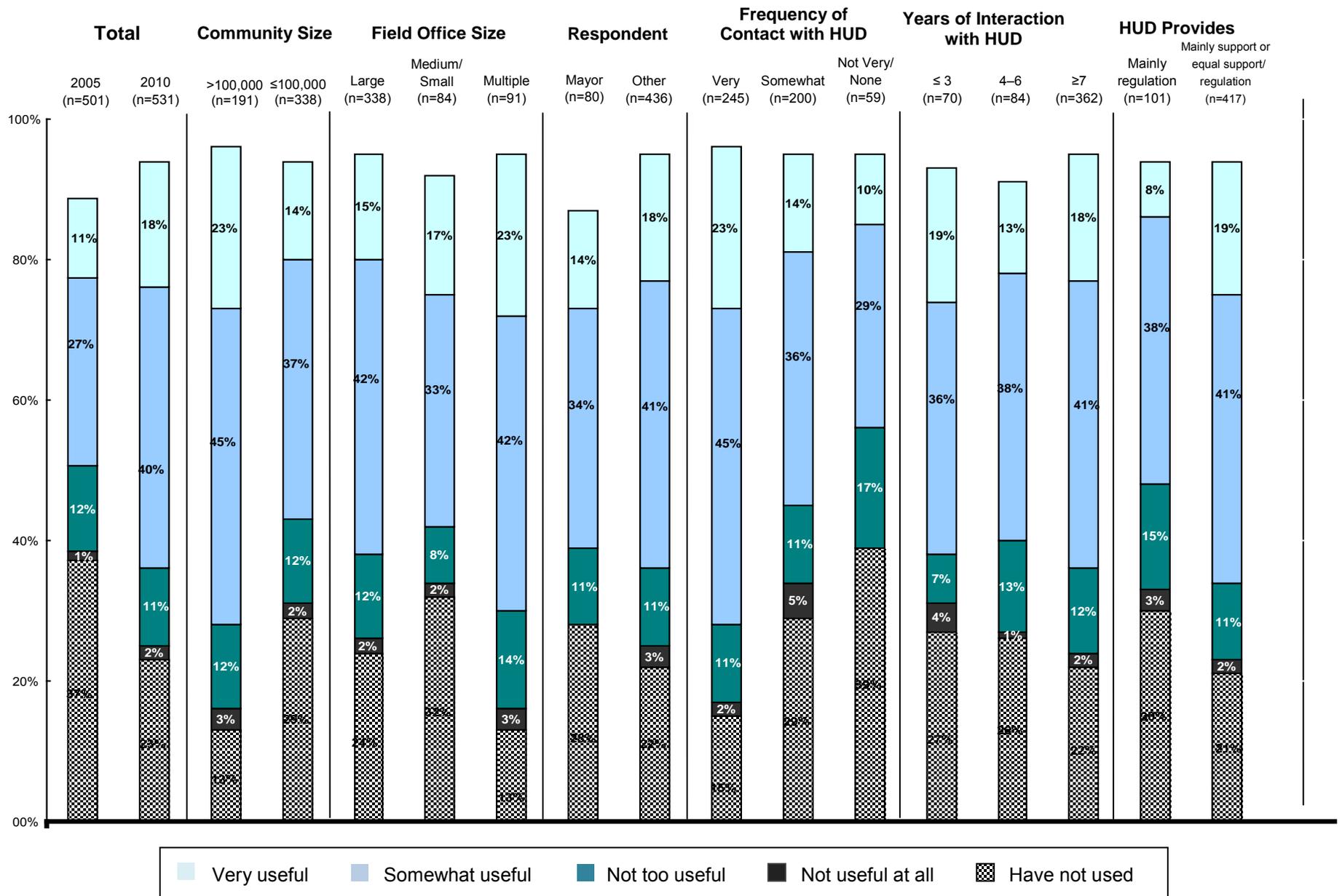
Question 6c. How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored training programs conducted by contractors?



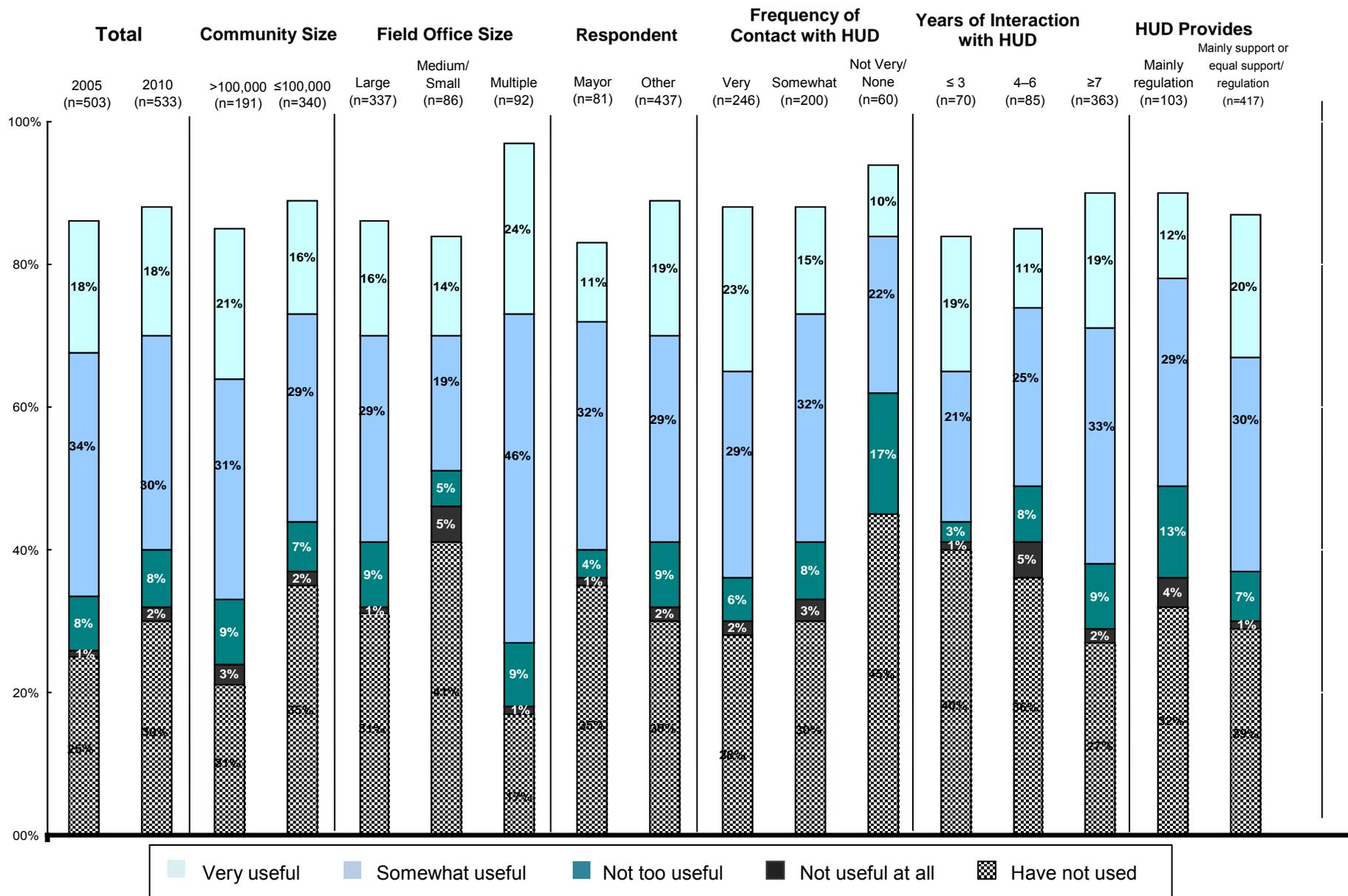
Question 6d. How useful or not useful have you found HUD's training and technical assistance through HUD's Webpage?



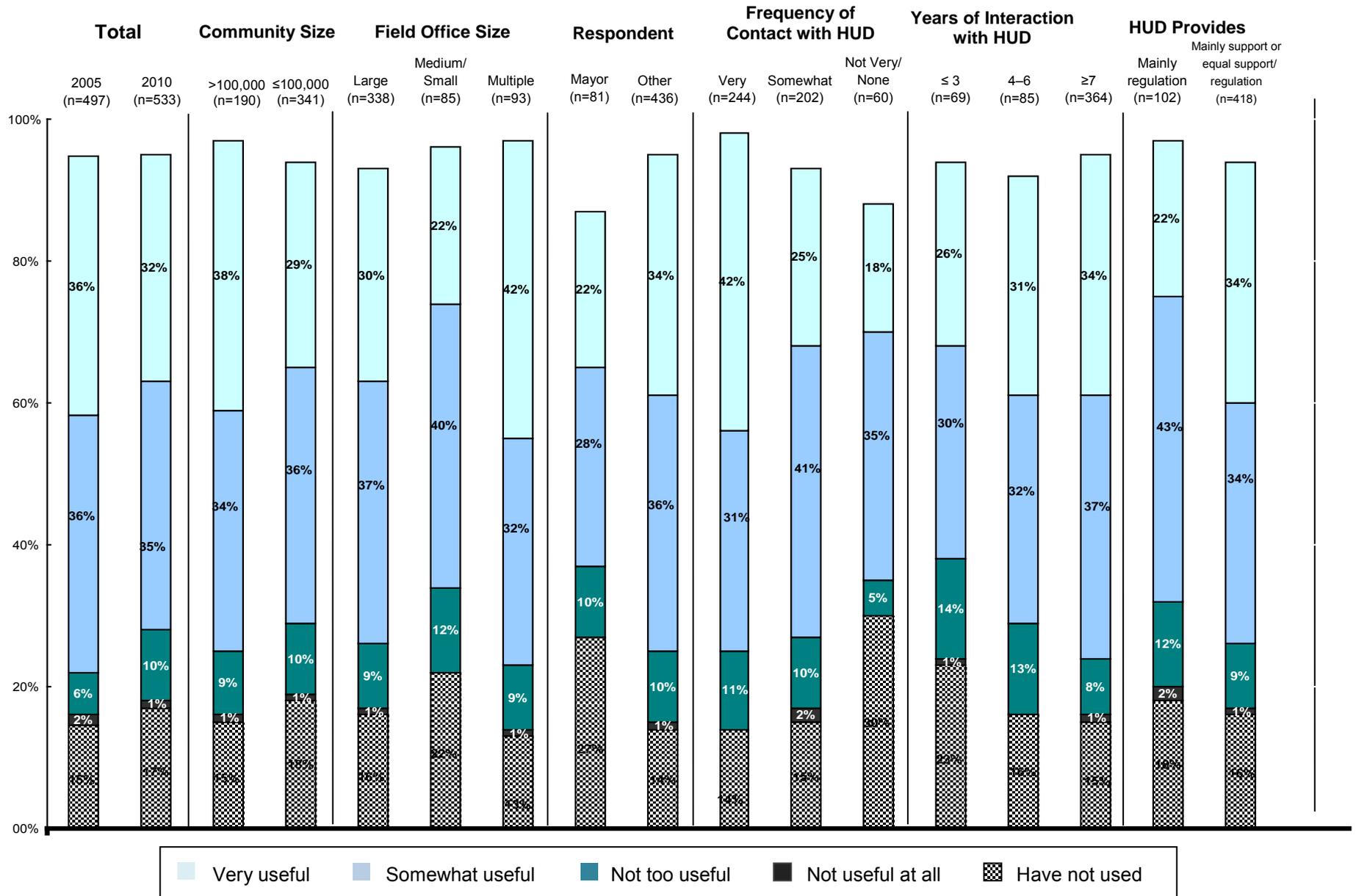
Question 6e. How useful or not useful have you found HUD's training and technical assistance through HUD's Webcast training?



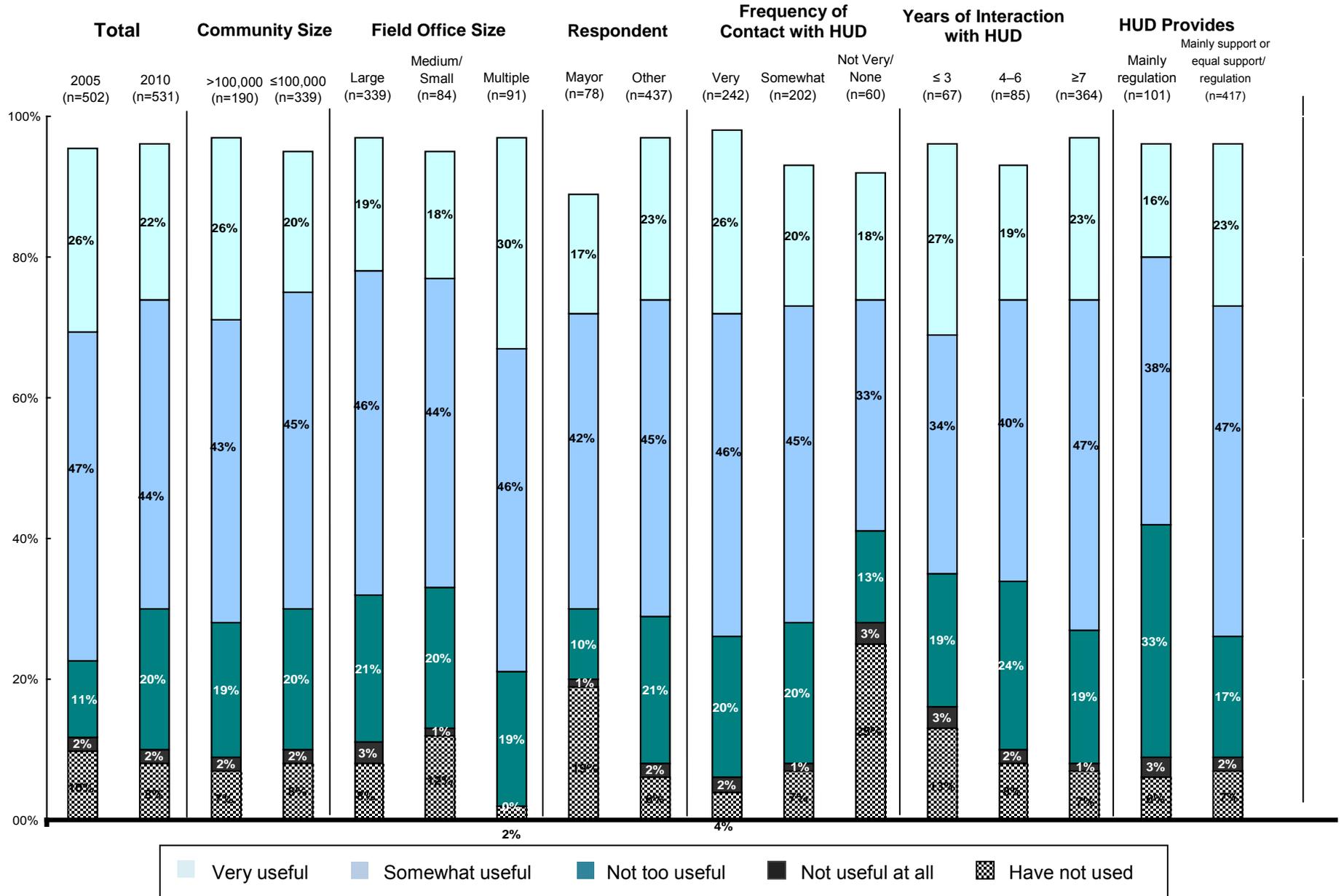
Question 6f. How useful or not useful have you found HUD's training and technical assistance through HUD participation in panel discussions and training sessions set up by non-HUD groups?



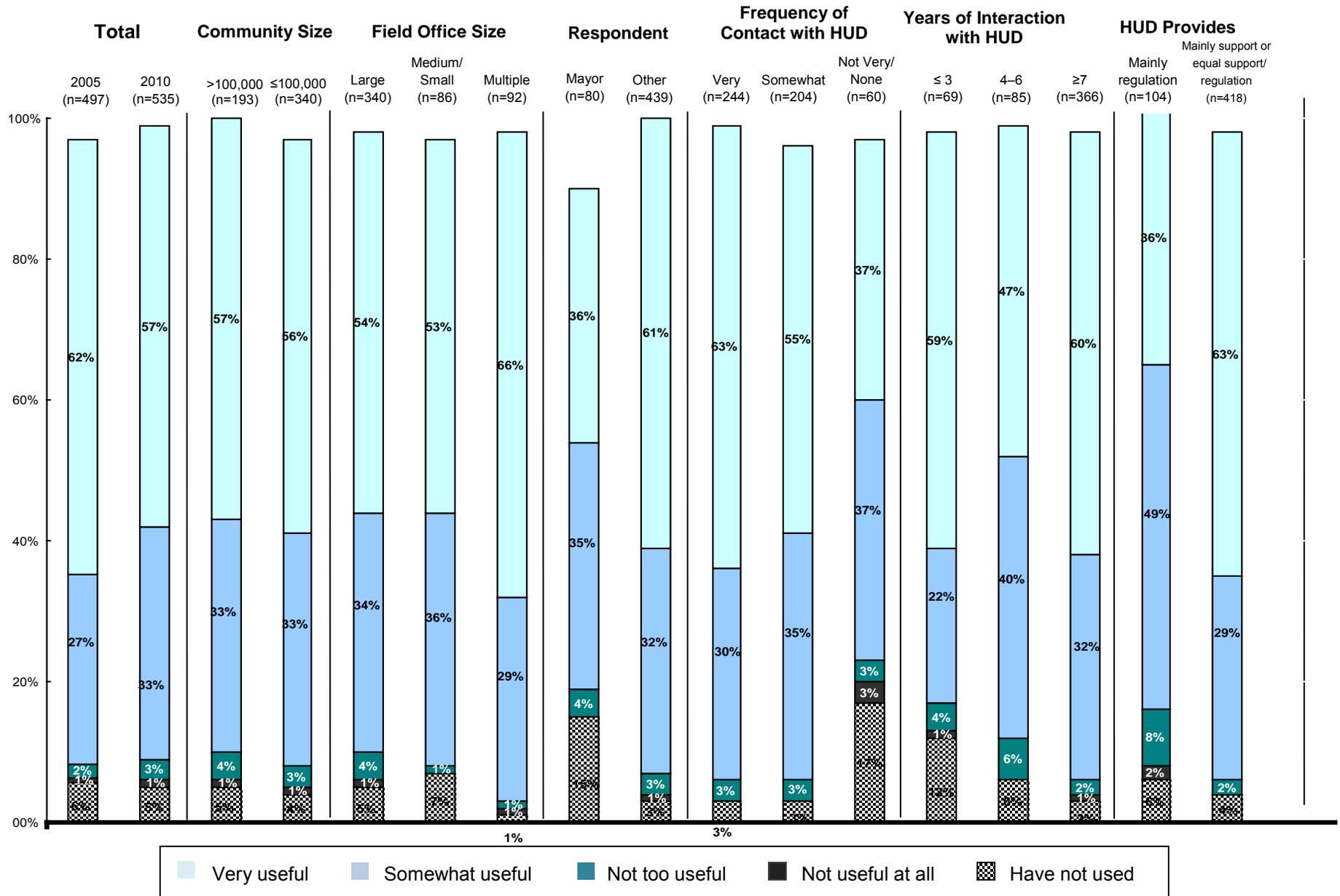
Question 7a. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD listservs have been as a tool for HUD to convey important information to you, such as notices and guidance.



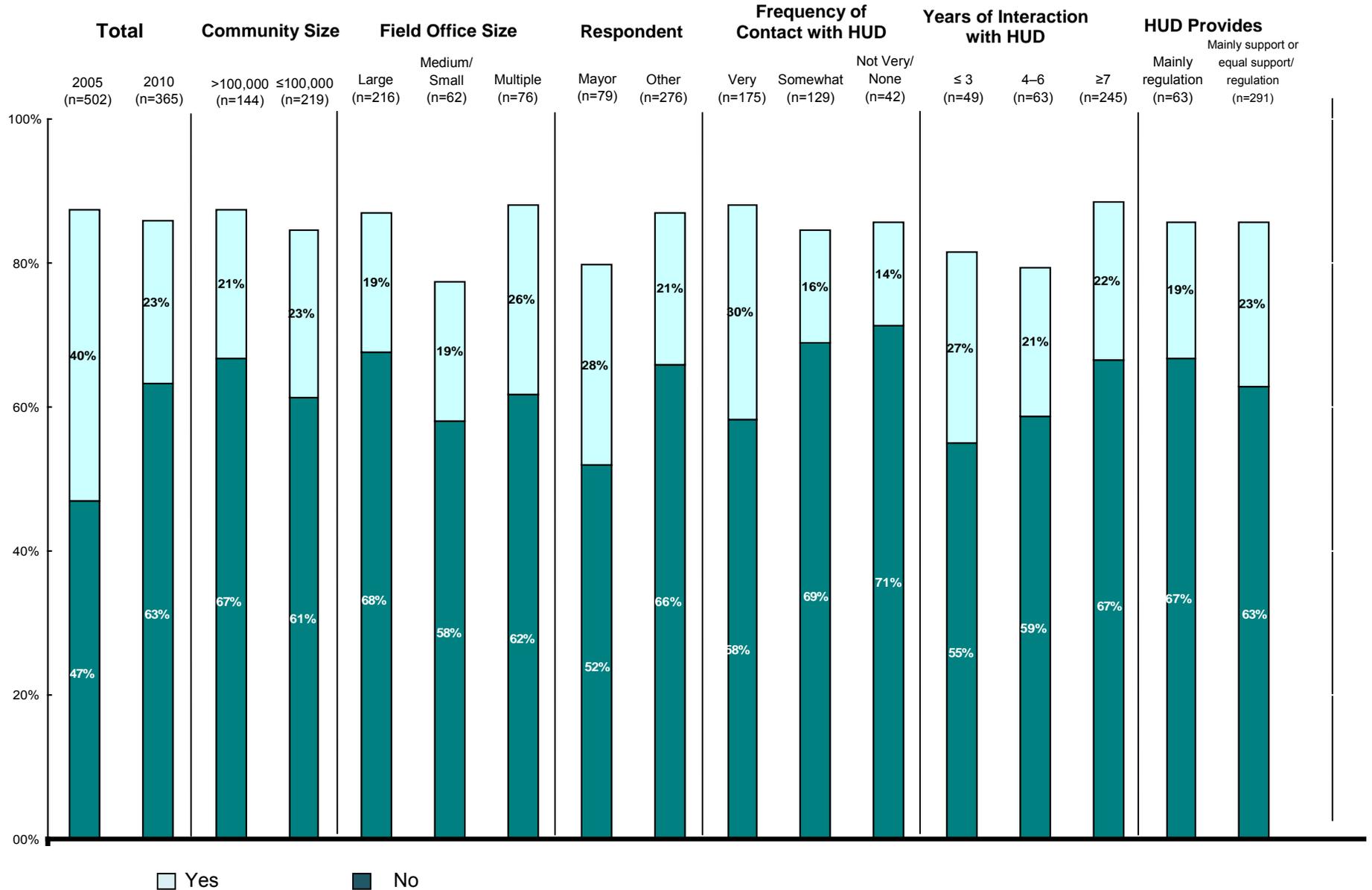
Question 7b. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD website postings have been as a tool for HUD to convey important information to you, such as notices and guidance.



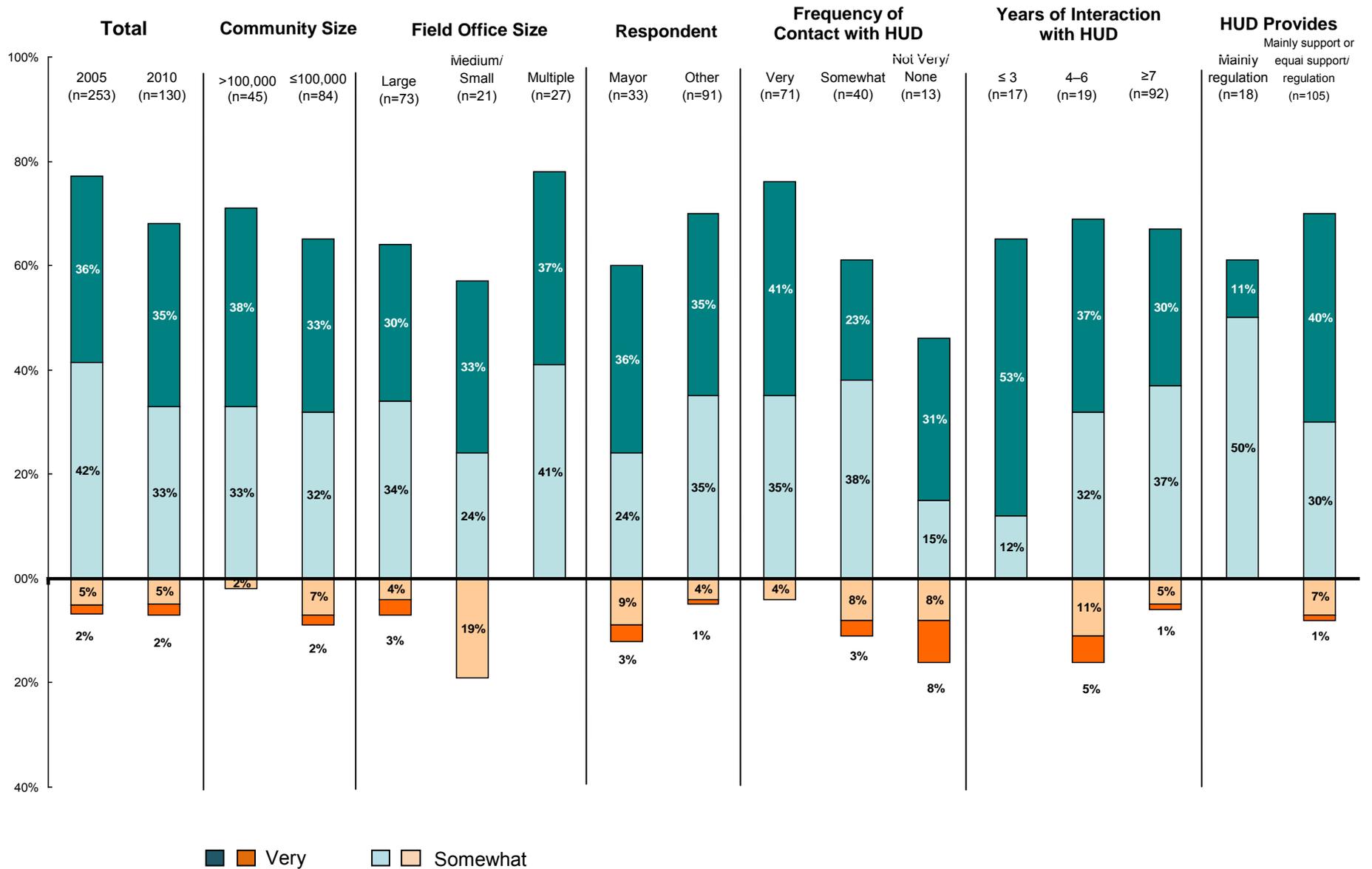
Question 7c. Based on your experience in the past 12 months, please indicate how effective or ineffective HUD e-mail has been as a tool for HUD to convey important information to you, such as notices and guidance.



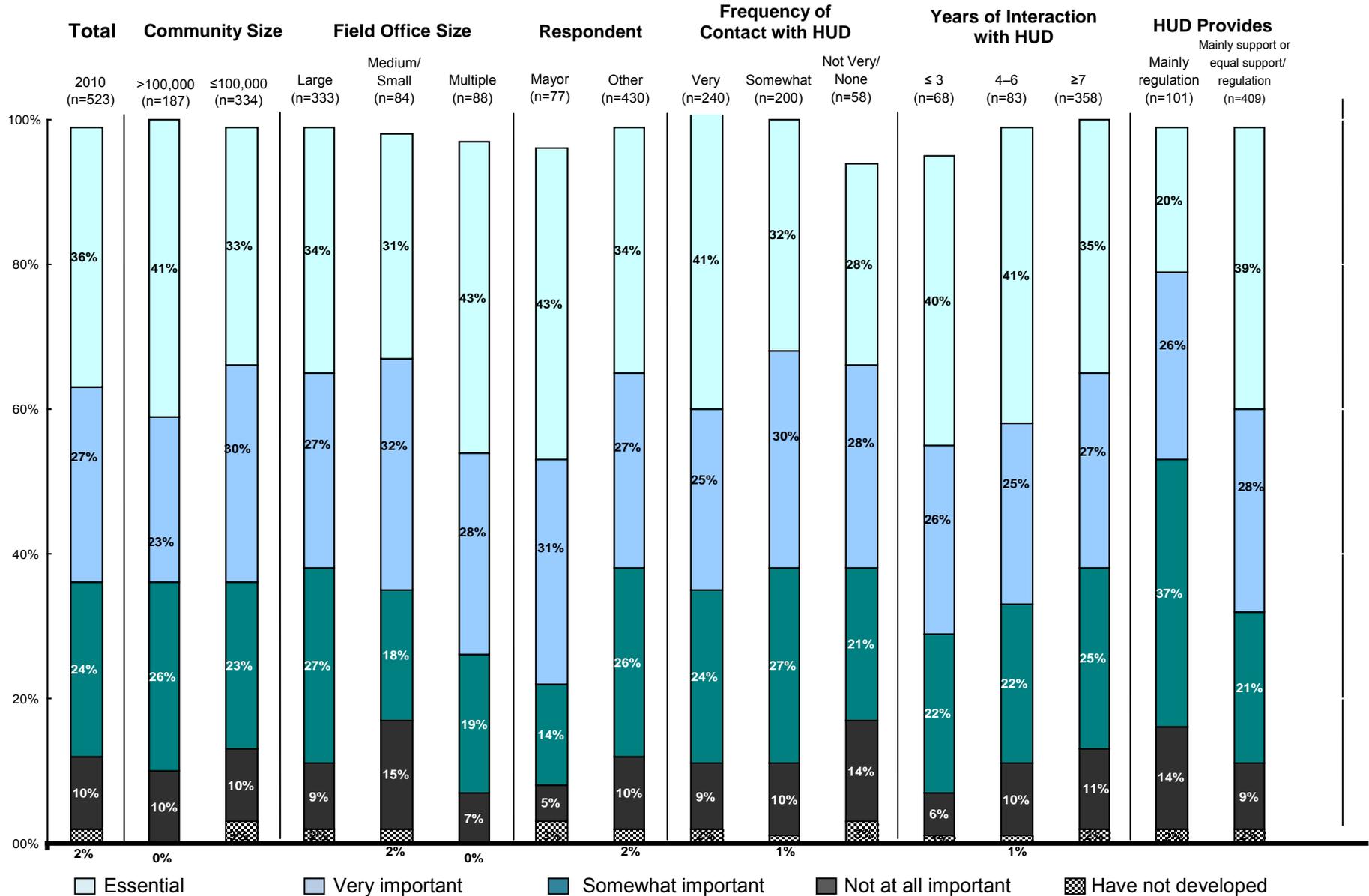
Question 8. During the past 12 months, has your community received assistance from HUD to help you reach out to faith-based and community organizations?



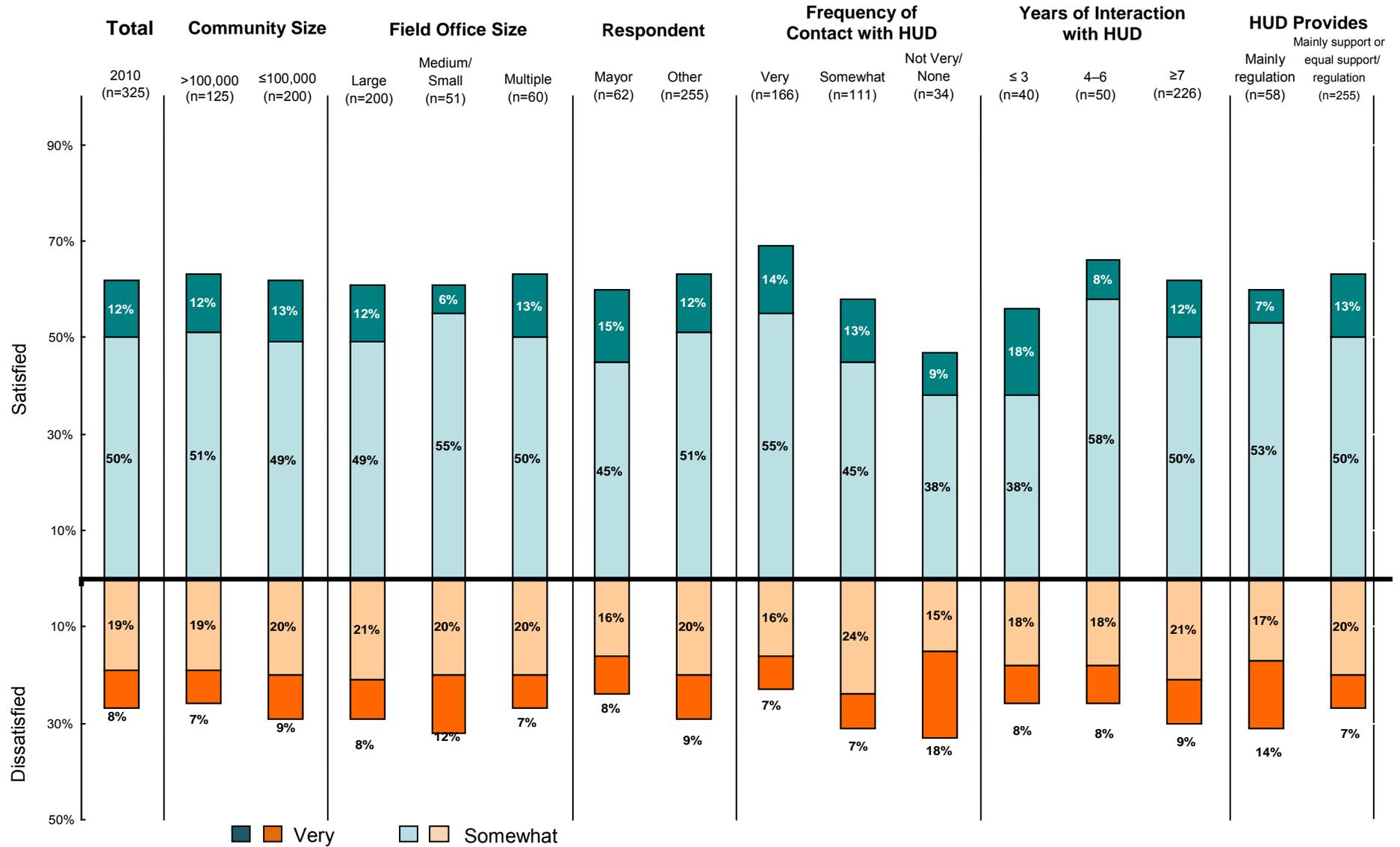
Question 9. How satisfied or dissatisfied have you been with HUD's assistance in helping you reach out to faith-based and community organizations?



Question 10. 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?

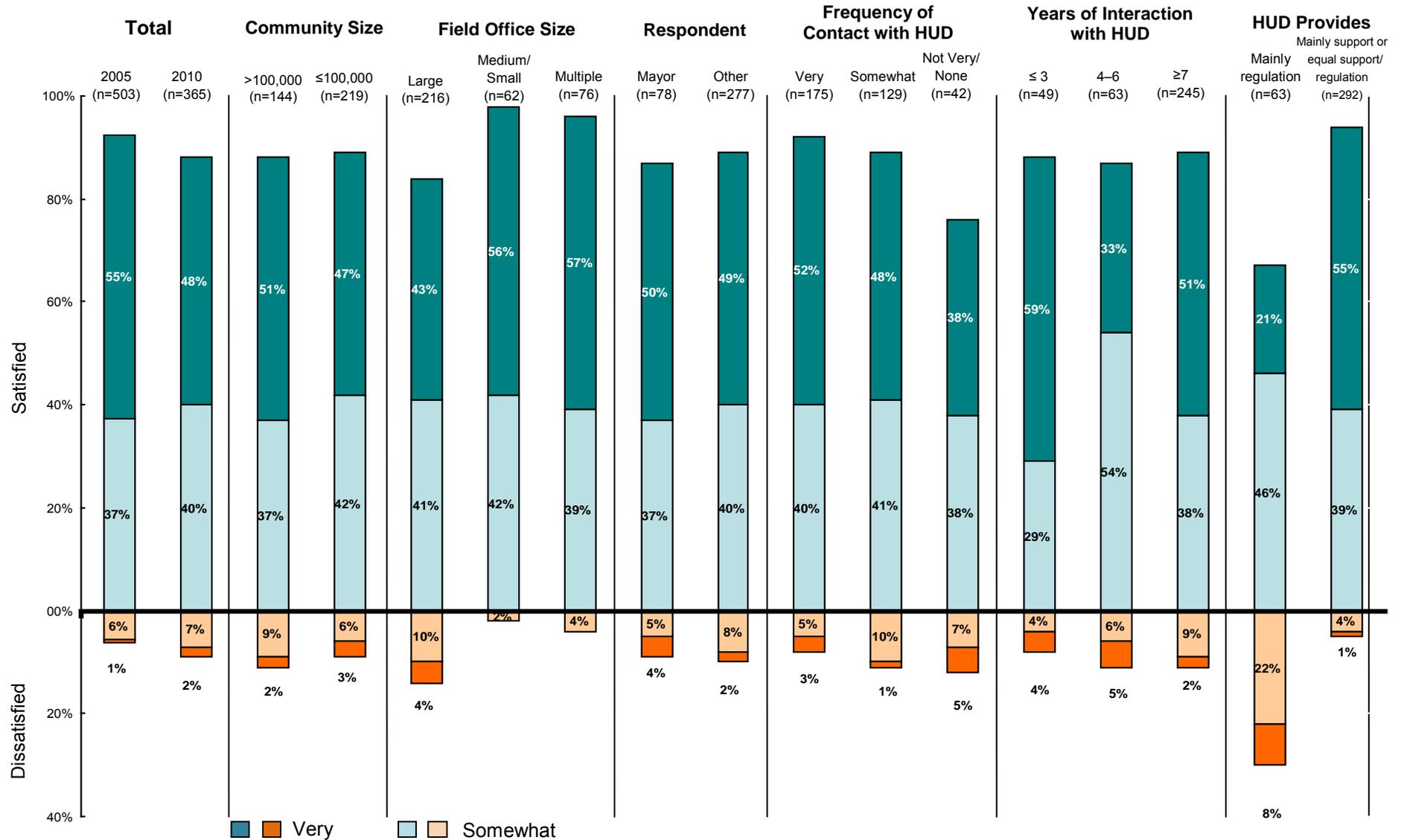


Question 11. How satisfied or dissatisfied are you with Grants.gov—considering such things as ease of use, usefulness etc.?

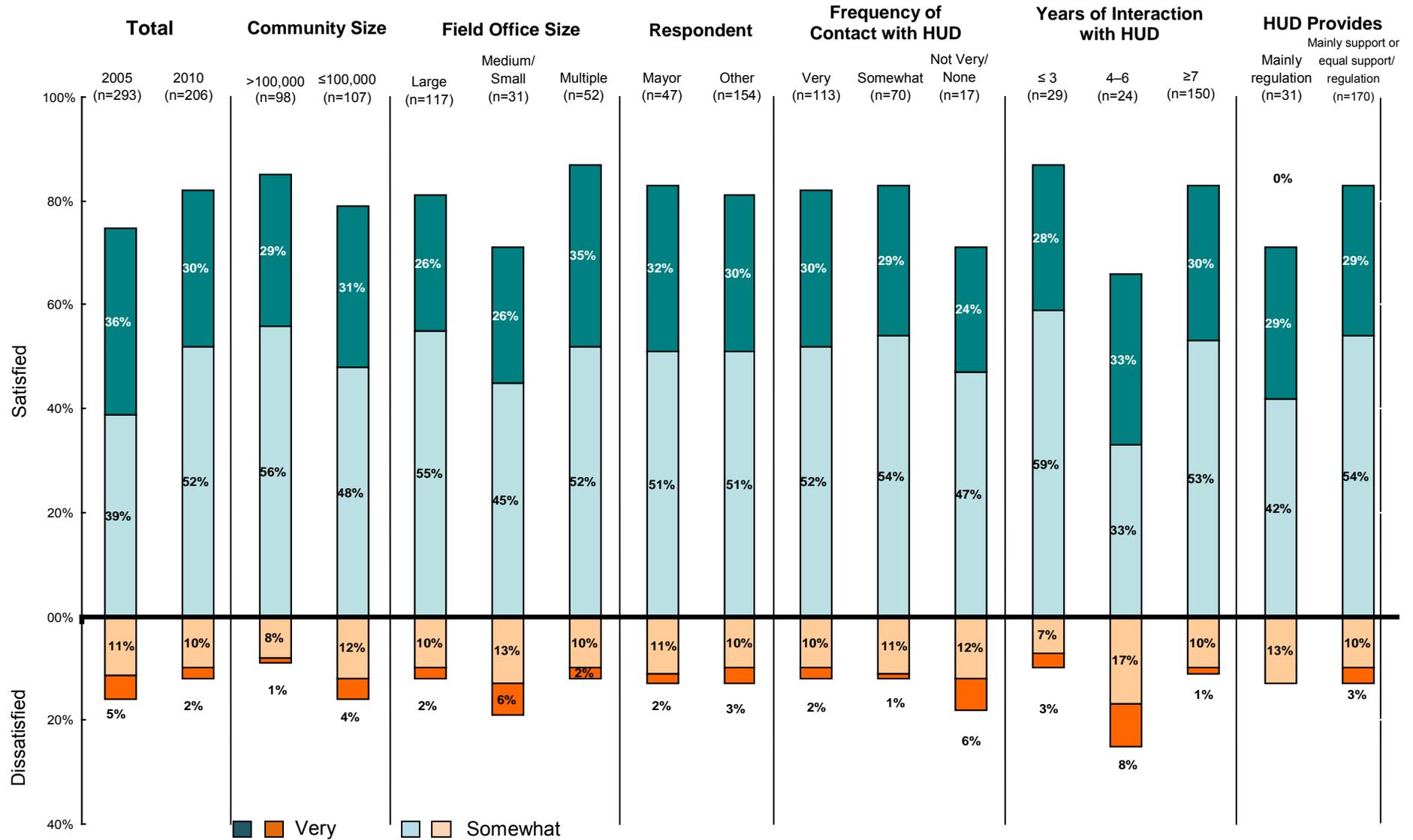


*38% of respondents said they have not used Grants.gov. They are excluded from the results reported here.

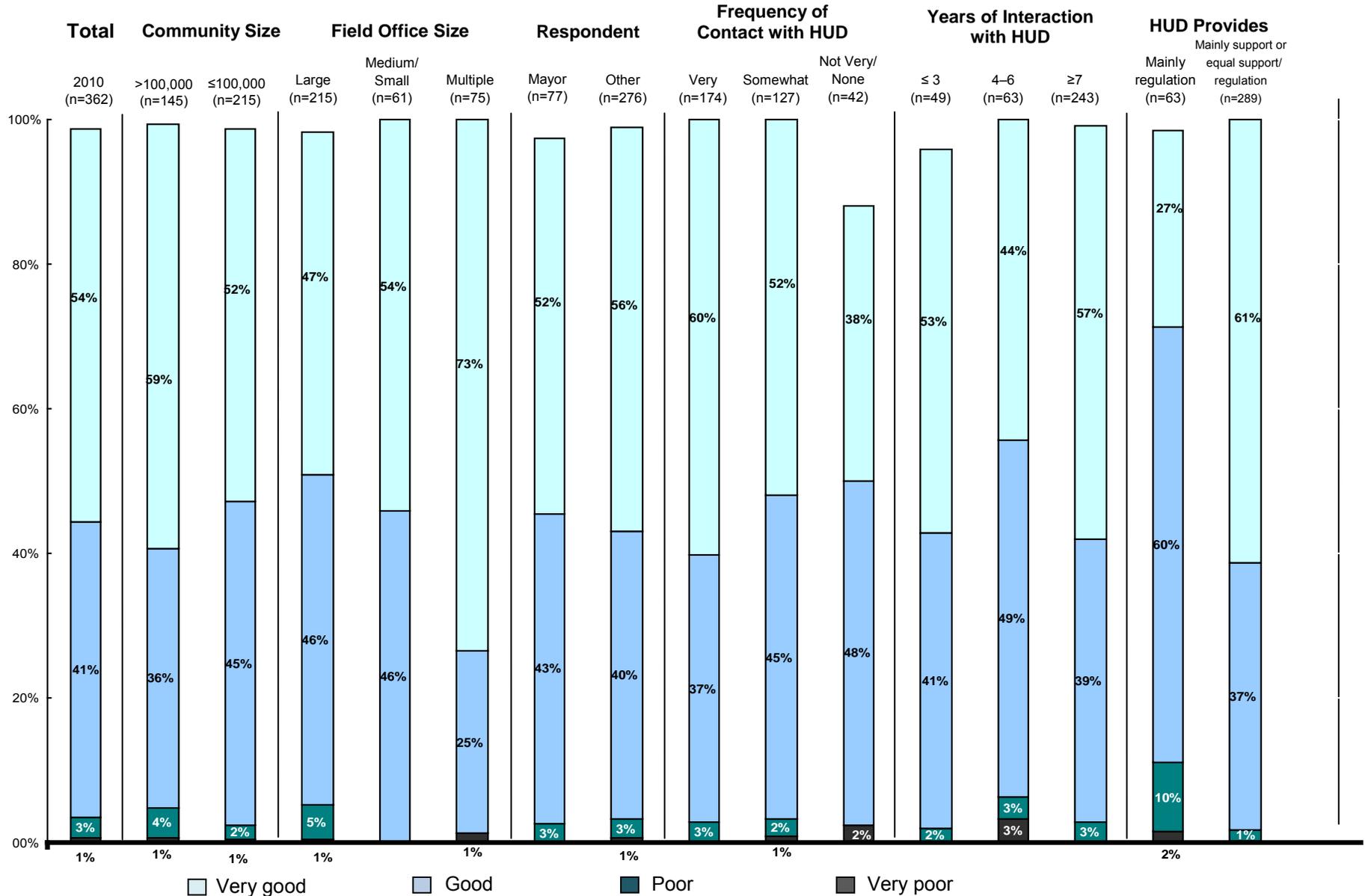
Question 12. At present, taking everything into consideration, how satisfied or dissatisfied are you with the overall performance of the HUD field office with which your community generally deals?



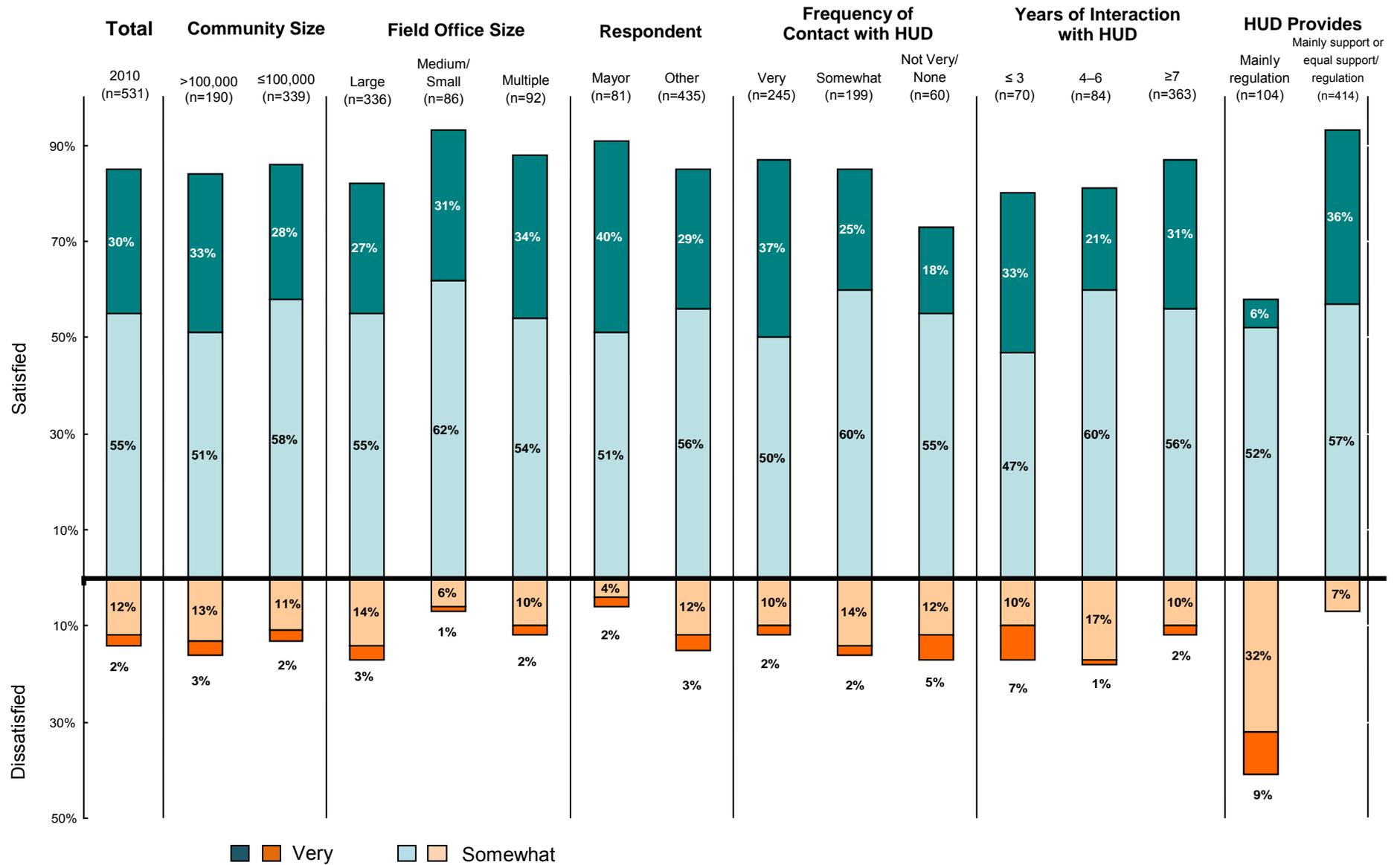
Question 13. How satisfied or dissatisfied have you been with your direct interactions with HUD headquarters in Washington, DC, over the past 12 months?



Question 14. In general, would you describe your community's current relations with HUD as being very good, good, poor, or very poor?



Question 15. At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's overall performance?



PART 4: VERBATIM RESPONSES TO AN OPEN-ENDED ITEM ON THE PARTNERS SURVEY

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.

WE CONTINUE TO HAVE A GOOD RELATIONSHIP WITH OUR LOCAL FIELD OFFICE, AND FIND OUR HUD REP KNOWLEDGEABLE AND RESPONSIVE TO QUESTIONS. THE TIMELINESS AND QUALITY OF INFORMATION RELATED TO IMPLEMENTATIONS OF THE HPRP STIMULUS PROGRAM (ESPECIALLY THRU LISTSERVS AND HUDHRE.GOV WEBSITE) HAS BEEN HELPFUL. USING THESE PROCESSES FOR OTHER HUD PROGRAMS WOULD BE VERY VALUABLE

GIVE THE FIELD OFFICE THE RESOURCES TO BE ABLE TO BE AHEAD OF THE RELEASE OF NEW PROGRAMS, SERVICES AND NEWS. WE SHOULD HAVE EXPERT ADVICE NOT LEARNING TOGETHER

IT WOULD BE VERY HELPFUL FOR HUD DECISION/POLICY MAKERS TO TALK TO MUNICIPALITIES ABOUT PROCESS FOR GRANTS/FUNDS COMING INTO THEIR LOCAL AREAS. TOO OFTEN, THE STATE OR HUD MAKE DECISIONS WITHOUT LOCAL INPUT AND THAT OFTEN CREATES CONFLICTS WITH WHAT THE LOCAL COMMUNITY VS., SAY, THE CBO'S MAY WANT WITHIN THE COMMUNITY. THAT PROBLEM, FROM MY PERSPECTIVE, GETS VERY LITTLE ATTENTION. THE PROBLEM IS GROWING ESPECIALLY IN THE SMALLER STATES WITH SMALLER CITIES.

MY COMMENTS AS "SOMEWHAT DISSATISFIED" WITH TIMELINESS OF RESPONSES FROM FIELD OFFICES, I BELIEVE, ARE DUE TO INADEQUATE STAFFING OF FIELD OFFICES. ALSO CONSOLIDATED PLANNING PROCESS IS CUMBERSOME, REDUNDANT IN MANY PLACES, AND TAKES WAY TOO MUCH STAFF TIME. COULD BE STREAMLINED. FAIR HOUSING WORK SHOULD BE PROGRAMMATIC, NOT ADMIN EXPENSE. T&TA GENERALLY INADEQUATE; SHOULD BE MORE TRAININGS AVAILABLE FOR MUNICIPAL STAFF.

HUD EMPLOYEES ARE VERY KNOWLEDGEABLE AND ALWAYS TRY TO HELP; CUSTOMER FOCUSED.

THE COMMUNITY MAINTAINS A STRONG RELATIONSHIP WITH HUD'S ... FIELD OFFICE. STAFF IN THE ... OFFICE HAVE ALWAYS BEEN PROFESSIONAL AND PROMPT WITH THE TECHNICAL ASSISTANCE OFFERED TO THIS COMMUNITY. THE CITY SEEKS TO EXPAND ITS INTERACTION WITH HUD BY UTILIZING A GREATER VARIETY OF HUD RESOURCES SUCH AS THE SECTION 108 LOAN GUARANTEE PROGRAM.

THE TOWN OF ... IS AN "ENTITLEMENT COMMUNITY" FOR THE PURPOSES OF ADMINISTERING COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) FUNDS. THIS METHOD OF DIRECT FUNDING WORKS SUCCESSFULLY TO DELIVER THE FEDERAL ASSISTANCE WHERE IT IS NEEDED MOST, IN THE MOST EFFICIENT POSSIBLE MANNER. THIS FUNDING METHOD SHOULD BE APPLIED TO THE FEDERAL HOME PROGRAM AND THE NEIGHBORHOOD STABILIZATION PROGRAM (NSP) AS WELL. THE NSP FORMULA LIMITED THE NUMBER OF ENTITLEMENT COMMUNITIES. THEREFORE, TO BE CONSIDERED, ... FILED AN APPLICATION IN PARTNERSHIP WITH ... COUNTY. THE APPLICATION WAS APPROVED. HOWEVER, THE COUNTY AND STATE HAVE BEEN UNABLE TO RESOLVE CONTRACTUAL ISSUES. IN THE INTERIM, AS THE ECONOMY IS IMPROVING, PRIVATE SECTOR SPECULATORS HAVE BEGUN ACQUIRING THE HOUSES THAT ... HAD TARGETED FOR PURCHASE UNDER NSP AND CONVERSION TO OWNER-OCCUPIED AFFORDABLE HOUSING. AT THIS POINT, ... HAS EXPENDED NONE OF THE FUNDS PROMISED UNDER NSP ROUND #1 AND DISCUSSIONS ARE UNDERWAY FOR NSP ROUND #2. HUD SHOULD RESTRUCTURE THE FUNDING FORMULA TO ENSURE THAT AS IS THE CASE WITH CDBG THE FUNDS ARE ALLOCATED DIRECTLY TO THE LEVEL OF GOVERNMENT WITH THE GREATEST CAPACITY TO IDENTIFY LOCAL NEED AND TAKE TIMELY ACTION.

ITEM 5 K.L.M.N. THIS DISSATISFACTION IS DUE TO UNREASONABLE CONGRESSIONALLY ESTABLISHED TIME-FRAMES AND LIMITED RESOURCES AT HUD. MOST HUD STAFF IS GOOD TO VERY GOOD TO WORK WITH, EXCEPT FOR THE NATIONAL HOMEOWNERSHIP CENTERS WHEN DEALING WITH FHA FORECLOSURES.
THE HUD ... OFFICE HAS BEEN VERY SUPPORTIVE OF OUR PROGRAMS. IT SHOULD BE NOTED THAT IT PREPARES A NEWSLETTER AND CONDUCTS AN ANNUAL CONFERENCE.
CDBG RULES CAN BE UPDATED BASED ON CURRENT CONDITIONS AND ECONOMIC NEEDS OF THE U.S. GRANTS.GOV IS VERY HARD TO NAVIGATE.
WEBSITE CHANGE IS MAKING IT DIFFICULT FOR REGULAR USERS TO FIND INFORMATION; PREVIOUS VERSION NARROWED THE FIELD BETTER, SUCH AS GRANTEEES, NON PROFITS.
I DO REALIZE WITH ALL THE ARRA FUNDING AND THE AMOUNT OF LEGAL REGULATIONS THAT HAD TO BE MADE THIS YEAR, EVERYONE HAS "BEEN BUSY," I DO HOPE HUD DOES EXTEND THE TIME FRAME ON OUR SUB-RECIPIENT CONTRACTS--WHEN THEY MUST BE SIGNED BY. SOME REGS ARE NOT REALISTIC. WE HAVE A GREAT RELATIONSHIP WITH OUR HUD ... OFFICE. KEEP UP THE GREAT WORK!
GETTING GOOD INFO ON THE VARIOUS RECOVERY ACT FUNDING SOURCES (I.E. HRRP CDBG-R, ETC.) HAS SOMETIMES BEEN DIFFICULT. IT DOES NOT ALWAYS SEEM THAT HUD STAFF IS ALWAYS INFORMED ON THESE MATTERS. OVERALL, I HAVE FOUND OUR FIELD OFFICES TO BE RESPONSIVE AND CONSCIENTIOUS.
PLEASE WORK TO REVISE THE HECM PROCESS FOR REVERSE MORTGAGES; THE CURRENT RULES AND REGULATIONS PROHIBIT HOUSING COUNSELOR'S FROM HELPING PEOPLE THAT NEED REVERSE MORTGAGES. ..., UNDER LEADERSHIP OF ..., IS DOING A GREAT JOB. E-SNAPS IS A FANTASTIC TOOL FOR COC GRANT SUBMISSIONS.
OUR FIELD OFFICE REPS ARE TOP FLIGHT!
THE ... OFFICE HAS BEEN EXTREMELY HELPFUL AND COOPERATIVE IN PROVIDING ASSISTANCE AND GUIDANCE IN OUR ADMINISTRATION OF THE HUD FUNDED PROGRAMS.
ALTHOUGH I UNDERSTAND THE NATURE OF TRANSPARENCY, HUD OFTEN REQUIRES TOO MUCH INFORMATION. FOR INSTANCE WHY IS AN ACTION PLAN REQUIRED ANNUALLY? SOME STATES REQUIRE A PLAN FOR SOME PROGRAMS EVERY THREE YEARS, BUT REPORTING ANNUALLY? IN SMALL JURISDICTIONS, ANNUAL ACTION PLANS MAY NOT BE NECESSARY, AS SITUATIONS DON'T NORMALLY CHANGE DRASTICALLY.
OUR LOCAL HUD OFFICE HAS BEEN EXTREMELY HELPFUL AND GREAT TO WORK WITH.
IT IS HARD TO ANSWER. ON SOME ISSUES, IT'S FINE. ON OTHERS, WE HAVE HAD MAJOR PROBLEMS WITH THE ... OFFICE. THE ... OFFICE IS NOW WORKING TO FIX IT. THE SURVEY IS TOO GENERAL; LUMPING ALL ISSUES TOGETHER AND EXPECTING AN OVERALL EVALUATION. THIS CANNOT BE DONE IN THIS SITUATION. THIS SURVEY DOESN'T PROPERLY MEASURE THE SITUATION.
AREAS THAT NEED IMPROVEMENT ARE: RESPONSIVENESS TO ISSUES AND QUESTIONS AND EXTENDED ASSISTANCE AND GUIDANCE WITH PROGRAM DELIVERY FROM LOCAL HUD OFFICE.

HUD SHOULD BE COMMENDED FOR BEING PROACTIVE AND SETTING UP ITS OWN HELPLINE FOR REPORTING ON STIMULUS PROJECTS.
EXCELLENT SUPPORT AT CPD DIRECTORS' POSITION. GOOD SUPPORT AT LINE STAFF LEVEL. SOMEWHAT CONFUSING EXPECTATIONS WITHIN TECHNICAL SPECIALTIES SUCH AS FAIR HOUSING, LABOR AND CONTRACTS, ENVIRONMENTAL REVIEW.
HUD ... IS RESPONSIVE, CONCERNED AND IN TOUCH WITH THEIR ENTITLEMENT COMMUNITIES. IF THEY DO NOT HAVE AN ANSWER, THEY FIND IT. HOWEVER, NSP1 FUNDS GOING THROUGH THE STATE IS FRUSTRATING FOR EVERYONE! ONE MORE LAYER OF RED TAPE AND COUPLED WITH A STRONG CASE OF PARANOIA, IT HAS BEEN DIFFICULT. ANSWERS DIFFER WITH THE STATE.
I WOULD LIKE TO SEE MORE CDBG MANAGEMENT TRAINING AND THE NEW IDIS ON-LINE TRAINING.
THE PROFESSIONAL PLANNERS OF ... WORK WITH HUD. AS MAYOR, I REALLY DO NOT INTERFACE WITH THE OFFICE. HOWEVER, SINCE OUR STAFF WORKS WITH HUD, I ASSUME YOU ARE SURVEYING THEM AS WELL!
THE NEIGHBORHOOD STABILIZATION PROGRAM HAS BEEN EXTREMELY DIFFICULT TO IMPLEMENT DUE TO MANY ISSUES HUD DID NOT TAKE INTO CONSIDERATION. WE HAVE BEEN DELAYED BY OUTSIDE INFLUENCES AND ORGANIZATIONS DEALING WITH LEAD PAINT, HISTORIC PRESERVATION, AND ASBESTOS. ALL THESE ISSUES HAVE SLOWED OUR PROGRAM TO A CRAWL AND WE, LIKE MANY OTHER FUNDED CITIES, ARE GOING TO HAVE A VERY DIFFICULT TIME OBLIGATING ALL OF OUR FUNDS BEFORE THE 18 MONTH DEADLINE. I URGE HUD TO RE-CONSIDER THIS DEADLINE SINCE THEY DID NOT TAKE INTO CONSIDERATION ALL OF THESE OUTSIDE ISSUES CAUSING SO MUCH GRIEF. WE ARE COMMITTED TO SPENDING THESE FUNDS AS SOON AS POSSIBLE AND WILL CONTINUE TO DEAL WITH ALL OF THE REQUIREMENTS OF THE PROGRAM AS WELL AS ALL OF THESE OUTSIDE ISSUES.
EXPLANATIONS OF DISSATISFIED RESPONSES: 5F. THE REASON FOR THIS PARTICULAR DISSATISFIED RESPONSE IS BECAUSE WE GENERALLY UNDERSTAND THE CODE OF FEDERAL REGULATIONS (CFR); HOWEVER, AFTER RECEIVING EXPLANATIONS FROM OUR FIELD OFFICE ON SPECIFIC CITATIONS, SOMETIMES LEADS US AND OTHERS TO DIFFERENT INTERPRETATIONS OF THE CFR. 5K. THE REASON FOR THIS PARTICULAR DISSATISFIED RESPONSE IS BECAUSE THERE SEEMS TO BE INTERNAL CONFUSION ON INSTRUCTIONS AND REGULATIONS THAT HAVE LED TO DELAYS. 5I. SAME AS 5K.
PLEASE PROVIDE TRAINING FOR IDIS AND FOR THE CDBG AND HOME PROGRAMS. THE CPD DIRECTOR OF THE ... OFFICE DESERVES RECOGNITION FOR ... COMPASSION AND DEDICATION TO THE ENTITLEMENT COMMUNITIES.
POLICY MAKERS NEED TO BE MINDFUL OF THE EFFECTS OF GENERATING NEW POLICY/PROGRAMS AND THE EFFECT IT HAS ON EXISTING PROGRAMS/POLICIES (OVERLAP OR CANCELING THE OTHER).
THE ... FIELD OFFICE HAS BEEN A GREAT RESOURCE IN ASSISTING OUR COMMUNITY--MAINLY CDBG, SHP, NSP, CDBG&R. GREAT PEOPLE AND VERY HELPFUL, APPROACHABLE AND KNOWLEDGEABLE.
HUD IS WAY TOO FOCUSED ON REGULATING RATHER THAN INNOVATING. HUD SHOULD BE A PROACTIVE FORCE FOR NEW PRINCIPLES AND COMMUNITY DEVELOPMENT RATHER THAN A PLACE THAT CLINGS TO REGULATORY POWER.
I AM VERY SATISFIED WITH SERVICE PROVIDED BY THE FINANCIAL ANALYST AND CPD REPRESENTATIVE ASSIGNED TO OUR CITY. THEY BOTH PROVIDE TIMELY AND ACCURATE SUPPORT AND GUIDANCE. THEY ARE ESPECIALLY HELPFUL WITH OUR QUARTERLY AND ANNUAL REPORT. PROVIDING MORE LOCAL TRAINING WOULD BE PARTICULARLY HELPFUL AS TRAVEL BUDGETS HAVE BEEN CUT FOR US.

THE CPD DIVISION THAT REGULATES HERA & ARRA PROGRAMS NEEDS TO BE MORE & BETTER INFORMED ON THEIR PROGRAMS AND THE RAMIFICATIONS OF ERRORS RESULTING FROM MISINFORMATION PROVIDED BY THE HUD REPRESENTATIVES.
NO SENSE OF PARTNERSHIP WITH HUD FIELD OFFICE. RELATIONSHIP FROM THE HUD FIELD OFFICE IS AN "I GOTCHA" MENTALITY. ABSOLUTELY NO SPIRIT OF COOPERATION/PARTNERSHIP. THE HUD FIELD OFFICE IS UNDERSTAFFED WITH NEW PEOPLE - THEY DO NOT KNOW THE COMMUNITY. HAVE A GOOD RESPONSIVE RELATIONSHIP WITH THE DC OFFICE; WOULD LIKE TO REPORT DIRECTLY TO THE DC OFFICE.
MORE EXTENSIVE TRAINING IS NEEDED WITH CDBG HOME PROGRAMS. NOT ENOUGH DETAIL IS GONE INTO WITH THE DIFFERENT ASPECTS OF THESE PROGRAMS. ALSO THERE IS DEFINITELY A REQUIREMENT FOR TRAINING ON THE NEW IDIS ONLINE.
MANY OF OUR ISSUES ARE THE RESULT OF HUD HEADQUARTERS INABILITY TO IMPLEMENT PROGRAMS AND RULE CHANGES IN A TIMELY MANNER. IT USUALLY TAKES SEVERAL MONTHS FOR RULE CHANGES TO BE MADE AND COMMUNICATED THROUGH THE REGIONAL OFFICES. THE REGIONAL OFFICES OFTEN HAVE DIFFICULTY INTERPRETING THE CHANGES AND THERE ARE FURTHER DELAYS IN IMPLEMENTATION.
5 YEAR CONPLAN IS A WASTE OF TIME AND EFFORT. THERE ARE TOO MANY VARIABLES THAT DRIVE ANNUAL DECISIONS. CONPLAN TIES YOUR HANDS WHEN TRYING TO EXPAND FUNDS FOR EMERGENT ISSUES AND PROJECTS. HUD SHOULD ALLOW CITIES TO CONTROL EXPENDITURES TO MEET LOCAL CONDITIONS SUCH AS HOMELESSNESS, HOME OWNERSHIP, ETC., REGARDLESS OF WHAT THE 5 YEAR CONPLAN STATES.
RESPONSE TO QUESTIONS IS GOOD AND HUD STAFF HELPFUL. FRUSTRATION COMES WITH WAY TOO MUCH REVIEW OF DOCUMENTS SUCH AS CAPER. MULTIPLE CHANGES WILL BE MADE AND IF YOU TRY TO CONSIDER THOSE CHANGES FOR THE NEXT REPORT, TOO MUCH IS WRONG. AGAIN, WAY TOO MUCH TIME HAS TO BE SPENT FOR REPORTS RESPONDING TO OVERZEALOUS REVIEW.
SUGGEST PROGRAM ADMINISTRATION BE TIERED ACCORDING TO SIZE OF COMMUNITY OR FUNDING AMOUNT. CURRENT REGULATIONS ARE A SET UP FOR ADMINISTRATIVE BREAK DOWN FOR SMALLER CITIES WITHOUT THE STAFF MEMBERS TO CARRY OUT THE PROGRAMS. "ONE SIZE FITS ALL" DOES NOT WORK!
I THINK WHERE HUD IS WEAKEST IS THAT THE REPS ARE INCONSISTENT IN ENFORCING THE REGULATIONS IN THEIR MONITORING OF THE GRANTS.
HUD PERSONNEL SEEM AFRAID TO ANSWER QUESTIONS; THE ATMOSPHERE DOESN'T SEEM AS OPEN. FIELD REP HAS TO CONFIRM ANSWERS WITH SUPERVISOR. FOR THE INCOME REPS EARN, I WOULD EXPECT THEY WOULD BE MORE AUTONOMOUS. MY SYMPATHIES ARE EXTENDED TO HUD STAFF FOR THE FRENETIC ATMOSPHERE THE ON-SLAUGHT OF STIMULUS \$'S HAS CREATED.
QUESTIONNAIRES SEEK QUESTIONS/ANSWERS ON TOO MANY AREAS. CONSOLIDATE QUESTIONS IN ONE AREA OF CONCERN/SPECIFIC APPLICATIONS.

WE HAVE FOUND OUR ... OFFICE AND ... OFFICE TO BE ESPECIALLY HELPFUL EXCEPT FOR THE IT STAFF OF THE REGIONAL OFFICE. OVER THE YEARS, IT IS APPARENT THE QUALITY OF SERVICE PROVIDED VARIES FROM INDIVIDUAL TO INDIVIDUAL. HUD HAS SOME VERY EXCELLENT AND CONSCIENCEOUS EMPLOYEES. IT ALSO HAS SOME WHO ARE DIFFICULT TO WORK WITH, ESPECIALLY IN THE ... OFFICE. AS AN ORGANIZATION, HUD DOES A DIFFICULT TASK FAIRLY WELL. ONE SUGGESTION: BUILD IN POSITIVE INCENTIVES INTO PROGRAMS MORE. STRUCTURE THEM SO THAT PEOPLE ARE NOT "REWARDED" BY QUITTING WORK OR HAVING MORE CHILDREN. ENCOURAGE SOCIAL NORMS, SUCH AS INTACT FAMILIES AND FATHERS WHO PAY CHILD SUPPORT, OR THOSE WHO ARE WORKING. GIVE INCENTIVES FOR GREEN BUILDING AND CONSERVATION OF ENERGY. DO NOT ALLOW HEALTHY, ABLE BODIED PERSONS TO BE ELIGIBLE FOR PROGRAMS IF THEY ARE NOT AT LEAST SEEKING EMPLOYMENT. SOME OF HUD'S PROGRAMS ARE VERY EXPENSIVE FOR THE FEW PEOPLE WHO BENEFIT-SUCH AS HOME OWNERSHIP. CONTINUE TO GROW SELF SUFFICIENCY TYPE PROGRAMS. KEEP WORKING TOWARD ELIMINATING ABUSE.

THE CDBG PROGRAM REQUIREMENTS ARE A "ONE" SIZE FITS ALL" THAT DOES NOT WORK WELL OR IS OVERLY CUMBERSOME FOR SMALLER COMMUNITIES. HUD SHOULD CONSIDER REPORTING/ADMINISTRATIVE POLICIES & PROCEDURES FOR COMMUNITIES RECEIVING \$2500.00 OR LESS IN CDBG ASSISTANCE OR UNDER \$5000.00 TO REDUCE THE BURDENS OF ADMINISTERING SUCH PROGRAMS.

THE TIMELINESS OF RECEIVING INFORMATION REGARDING THE STIMULUS FUNDING COULD HAVE BEEN A LOT BETTER. WHEN NEW FUNDING BECOMES AVAILABLE IT IS EXTREMELY HELPFUL TO RECEIVE THE NEEDED INFORMATION BEFORE THE APPLICATION/AMENDMENT HAS TO GO OUT FOR PUBLIC COMMENT. I REALIZE IT TAKES TIME TO WRITE THE REGS & FEDERAL REGISTER, BUT PLEASE GIVE ADEQUATE TIME TO THE ENTITLEMENT COMMUNITIES BEFORE THE DEADLINE. YOU WILL GET MORE QUALITY WORK DONE.

SOME OF THE QUESTIONS HUD ASKS ARE REPETITIVE IN THEIR REQUIRED CONSOLIDATED PLANS.

THE CITY HAS A WONDERFUL CDBG FIELD REP WHO HAS PROVIDED SUPPORT AND TECHNICAL ASSISTANCE WHEN NEEDED. UNFORTUNATELY, I HAVE HAD NEGATIVE EXPERIENCES WITH ALL OTHER ARMS OF HUD. WITH THE EXCEPTION OF OUR FIELD REP, ALL OTHER INTERACTIONS HAVE HAD A FOCUS ON FINDING MISTAKES RATHER THEN ASSISTANCE AND SUPPORT. I PARTICIPATED IN A MONITORING INTERVIEW IN WHICH HUD STAFF GRILLED CITY STAFF ON THE DEFINITIONS OF WORDS AND EXPLANATIONS OF POLICIES. HUD STAFF THEN COMPLETED THE MONITORING WITHOUT EVER TELLING CITY STAFF IF THEIR ASSUMPTIONS AND KNOWLEDGE OF THE PROGRAM WAS CORRECT. THIS WAS A SEPARATE ARM OF HUD AND NOT THE GENERAL REP. CITY STAFF WANTS TO COMPLY WITH REGULATIONS BUT NEED MORE SUPPORT! THE COMMUNICATIONS I FIND MOST HELPFUL FROM HUD ARE EMAILS SENT OUT ON PROGRAM UPDATES. MOST LISTSERVICES GENERATE CASE STUDIES AND PRESS RELEASES WHICH ARE INTERESTING, BUT DON'T' EVER SPEAK TO DAY-TO-DAY ADMINISTRATION. HOW ABOUT EMAILS DESCRIBING WHEN CONGRESS IS IN THE APPROPRIATIONS PROCESS? OR REMINDERS ABOUT DUE DATES FOR REPORTS WITH FORMS ATTACHED? OR HUD MEMORANDUMS ON ISSUES MOST OF US DEAL WITH ON A DAILY BASIS? IT WOULD ALSO BE HELPFUL TO OFFER MORE BASIC TRAINING CLASSES ON CDBG. TRAINING IS GEARED TOWARD HOME MOST OF THE TIME.

IN MY DEALING WITH HUD FOR OVER 15 YEARS, I FIND STAFF TO BE VERY KNOWLEDGEABLE AND HELPFUL. ALSO, THE HUD WEBSITE IS A VERY USEFUL TOOL; HOWEVER, I DO WISH IT WERE EASIER TO PERFORM "SEARCHES" ON THE WEBSITE.

ARRA REPORTING REQUIREMENTS ARE EXCESSIVE AND TIME CONSUMING. IT TAKES AWAY FROM OUR ABILITY TO PROVIDE DIRECT SERVICES TO OUR RESIDENTS. GAO-HUD-OMB--A LOT OF REPORTING. NEED TO ENSURE HUD TA OFFICIALS ARE CONSISTENT WITH ADVICE AND NOT IDIOSYNCRATIC INTERPRETATION OF RULES. ENSURE PROGRAMS ARE FLEXIBLE; THE COMMUNITY DYNAMIC CHANGES, SO SHOULD HUD-FUNDED PROGRAMS! PLEASE ENTERTAIN LARGER CONVERSATION ON ENVIRONMENTAL REGS AND DAVIS-BACON--CAN WE "WAIVE" THESE PROVISIONS OR MUST WE CONTINUE TO USE, EVEN THOUGH THEY MAY NOT ALWAYS BE NECESSARY. OVERALL, HUD DOES VERY IMPORTANT AND VALUABLE WORK. YOU HAVE DEDICATED EMPLOYEES AND WE DO APPRECIATE ALL OF THE ASSISTANCE AT THE LOCAL LEVEL.

WE ROUTINELY RECEIVE INFORMATION AND GUIDANCE ON HUD PROGRAMS FROM SOURCES ASIDE FROM HUD PRIOR TO GETTING IT FROM HUD. WE NEED THE INFO QUICKLY FROM HUD AS THE SOURCE. WE NEED FUNDING AND PROGRAMS TO ADDRESS FORECLOSURES BEFORE A FAMILY LOSES ITS HOME, WAYS TO KEEP THEM IN THEIR HOMES, GUIDANCE ON NEW PROGRAMS. REGULATIONS ARE INCONSISTENT AND LATER THAN WHAT THE CITY NEEDS TO EFFECTIVELY ADMINISTER THE PROGRAMS AND GET THE FUNDING OUT IN THE COMMUNITY QUICKLY. WE ARE ROUTINELY PROMISED GUIDANCE, ASSISTANCE, HINTED THAT WE MAY GET FUNDING FOR T.A. OR SUCH, BUT IT USUALLY ENDS UP THE HUD PERSON HAS NO AUTHORITY TO OFFER IT AND IT DOES NOT MATERIALIZE. THOSE OF US WHO HAVE WORKED WITH HUD FOR MANY YEARS--WE EXPECT IT NOT TO HAPPEN--HOWEVER IT IS DEMORALIZING TO HUD-NEOPHYTES AND IT CREATES TENSION WITH OUR LOCAL ELECTED OFFICIALS WHO TAKE IT AT FACE VALUE. ALL THAT SAID ABOVE: MY CITY HAS HAD A GREAT RELATIONSHIP WITH HUD, OUR HUD REPS AND MOST HUD OFFICIALS FOR MANY YEARS.

THE STAFF OF THE ... FIELD OFFICE IS VERY PROFESSIONAL AND HELPFUL TO OUR CITY STAFF. ALTHOUGH THEY ARE REGULATORS, THEY UNDERSTAND THE IMPORTANCE OF BEING CREATIVE TO IMPLEMENT. OUR CITY STAFF CONSTANTLY COMPLIMENTS THE WORK OF SF FIELD OFFICE. THEY VIEW THEM AS AN IMPORTANCE PARTNER TO ENSURE THE CRITICAL WORK IS SUCCESSFULLY ACCOMPLISHED IN

PLEASE DO NOT HIRE ...TO DO CDBG/HOME ETC. TRAINING. THEY ARE NOT RESPONSIVE TO OUR NEEDS AND DO NOT RETURN PHONE CALLS. PLEASE HIRE ANOTHER CONTRACTOR LIKE ...

HUD PROVIDES VALUABLE PROGRAMS/SERVICES TO JURISDICTIONS THROUGHOUT THE COUNTRY.

TIMELINESS OF INFORMATION FROM HUD ON GRANT AWARDS AND ANNUAL CDBG FUNDING MAKE IT DIFFICULT TO MEET STATUTORY DEADLINES (ACTION PLANS). IDIS CONTINUES TO BE AN ISSUE. THE "NEW" WEB-BASED PROGRAM IS FAR MORE INTUITIVE THAN THE LEGACY SYSTEM. HOWEVER, THE IDIS HELPLINE IS NOT EFFICIENT, IF YOU ARE LUCKY ENOUGH TO GET THROUGH TO A REAL PERSON. ISSUES WITH IDIS REPORTS CAUSE DELAYS AND MAKE IT DIFFICULT TO MEET STATUTORY DEADLINES AND PRODUCE ACCURATE AND TIMELY INFO.

THE BIGGEST ISSUE WE HAVE IS RELATED TO TRAINING: FREQUENTLY, NOTICE IS PROVIDED SO LATE IT IS DIFFICULT TO ATTEND BECAUSE TRAININGS ARE OFTEN NOT HELD IN OUR REGION. WE ARE PUT ON WAITING LISTS FOR TRAININGS IN OTHER REGIONS AND IN OURS DEPENDING ON WHEN WE WERE NOTIFIED. NSP 1 TRAINING WAS ALSO HELD SO LATE THAT WE ALREADY EXPENDED FUNDS AND HAVING AN OIG AUDIT BEFORE IT COULD BE ATTENDED. OUR REP IS VERY HELPFUL; UNFORTUNATELY AT THIS TIME HE IS SO OVERWHELMED WITH ALL OF THE NEW PROGRAMS THAT IT IS SOMETIMES DIFFICULT FOR A ??? TO BE GOTTEN TO IF IT TAKES MORE THAN ONE CONTACT. THIS ISN'T A COMPLAINT BECAUSE I CAN RELATE AND UNDERSTAND, BUT IT IS AN FYI. CONSISTENCY FROM HUD HQ DOWN TO THE FIELD REPS HAS NEVER BEEN GOOD AND CAUSES PROBLEMS. FOUND ENFORCING REGS SOMETIMES IF SUB GRANTEES THINK THEY CAN GET THINGS CHANGED. THE HRE HELP DESK NEEDS TO BE FULLY AWARE OF CHANGES W/HPRP; THEY ACTUALLY TOLD ME IT WOULDN'T BE REQUIRED TO REPORT IN E-SNAPS, THOUGH HQ WAS VERY CLEAR THAT WE WOULD DURING TRAINING.

GREAT RELATIONSHIP W/HUD HEADQUARTERS. BOTH THE CITY AND THE HOUSING AUTHORITY STRUGGLE WITH THE REGIONAL OFFICE. WE HAVE HAD EXCEPTIONAL SERVICE ON LEAD-BASED PAINT WORK.

THE STAFF IN THE ... OFFICE ARE UNIFORMLY COMPETENT, ACCESSIBLE AND HELPFUL. HUD'S CENTRAL OFFICE HAS NOT MANAGED THE IMPLEMENTATION OF CDBG-R IN A TIMELY MANNER. THIS SHOULD HAVE BEEN ONE OF THE QUICKEST AND SIMPLEST VEHICLES FOR STIMULUS. FOR THE LAST FOUR YEARS, LATE HITS ON ADDITIONAL CERTIFICATIONS, CHANGES TO CERTIFICATIONS AND ARBITRARY SUPPLEMENTAL REQUIREMENTS HAVE BECOME A REGULAR OCCURRENCE FOR THE SUBMISSION OF GRANT APPLICATIONS AND PERFORMANCE REPORTS. THIS PRACTICE HAS NOW PASSED FROM THE BUSH ADMINISTRATION TO THE OBAMA ADMINISTRATION. THESE ARBITRARY DEMANDS FOR CHANGES TO APPLICATIONS AND REPORTS THAT HAVE ALREADY BEEN THROUGH CITIZENS' REVIEW REFLECT BADLY ON OUR COMPETENCE AND YOURS.

PROCESSES FOR PLANNING AND IMPLEMENTATION OF HUD-RELATED AMERICAN RECOVERY AND REINVESTMENT ACT PROGRAMS HAS BEEN DISJOINTED AND HAS PLACED EXTREME BURDENS ON LOCAL JURISDICTIONS. RATHER THAN REQUIRING MULTIPLE ACTION PLAN AMENDMENTS AND APPLICATIONS, THEY SHOULD HAVE BEEN CONSOLIDATED. ALSO NOT RECOGNIZED WERE NORMAL PROGRAM REQUIREMENTS, SUCH AS CAPER SUBMISSION DURING THE SAME TIME; AN EXTENSION FOR EXTRAORDINARY CIRCUMSTANCES SHOULD HAVE BEEN GRANTED AS LOCAL GOVT STAFF RESOURCES ARE LIMITED. HUD NEEDS TO IMPROVE/INCREASE THE AVAILABILITY OF TRAINING. WE ALL UNDERSTAND HUD IS CONSTRAINED BY FUNDING BUT YOU CANNOT EXPECT JURISDICTIONS TO COMPLY WITH THE MASSIVE AMOUNT OR REGULATIONS OTHERWISE. IT DOES NO GOOD FOR THE FEW OPPORTUNITIES AVAILABLE, TO HAVE SPACE LIMITED; WE ARE CONTINUALLY BEING TURNED AWAY. ALSO, LOCAL JURISDICTIONS' BUDGETS ARE UNDER GREATER ATTACK THAN EVER; TRAVEL TO OTHER STATES ISN'T AN OPTION. HELP US DO THE JOB YOU HAVE ASKED US TO DO! REGIONAL HUD OFFICES ARE DOING AS MUCH AS THEY CAN; HEADQUARTERS, IT'S YOUR TURN.

TRAINING ON TOPICS THAT WE MUST COMPLY WITH WOULD BE HELPFUL. TOPICS THAT WOULD BE HELPFUL ARE ACQUISITION/RELOCATION, SECTION 3, IDIS ONLINE, AND OVERALL CDBG.

A MAYOR IS THE WRONG PERSON TO ASK THESE TYPE QUESTIONS. MAYOR/ELECTED MAKE POLICY: DO WE HAVE A...DO WE WORK WITH... OTHERS CARRY OUT THE POLICY. THOSE ARE THE PEOPLE WHO DEAL WITH HUD. HOW DO YOU KNOW I DIDN'T ANSWER ALREADY IF YOU DON'T WANT US TO IDENTIFY OURSELVES OR ANYONE ELSE BY NAME

HUD KEEPS ADDING NEW REQUIREMENTS, BUT DOES NOT PURSUE LEGISLATIVE ACTION TO DO AWAY WITH OBSOLETE REQUIREMENTS. SOME SUGGESTED CHOPS: SECTION 3 LABOR REQUIREMENTS; DAVIS-BACON LABOR REQUIREMENTS; PARTS OF RELOCATION ACT; SECTION 504 - ACCESSIBILITY CITIZEN PARTICIPATION. FAIR HOUSING STAFF ARE OVER THE TOP! NEED TO RAISE THE BAR IN HIRING. YOU SHOULD BE ABLE TO HIRE THE BEST OF THE BEST. WE SEE A LOT OF MEDIOCRE BUREAUCRATS.

THE CDBG PROGRAM HAS BEEN VERY HELPFUL FOR OUR CITY. MOST OF THE FUNDING GOES TO CAPITAL IMPROVEMENTS. WE COULD DO MORE IF MORE MONEY WAS AVAILABLE.

THE GRANT AGREEMENTS FOR BOTH CDBG AND CDBG-R WERE RELATIVELY LATE THIS YEAR. THIS WAS PROBLEMATIC FOR OUR LOCAL GOVERNMENT, SINCE CDBG PROVIDES FUNDING REPAIRS TO HOUSING WHEREIN LOW-INCOME SENIORS AND OTHERWISE VULNERABLE ADULTS MAY RESIDE. THE RESULT WAS THAT MANY LOW-INCOME SENIORS COULD NOT HAVE THEIR HOUSING REPAIRED IN A TIMELY FASHION. THROUGH THE TIME OF THE CDBG AGREEMENT IN JULY, MANY VULNERABLE INDIVIDUALS HAD BEEN WAITING FOR REPAIRS THAT WOULD BE FUNDED BY CDBG. THE DELAY WITH CDBG-R ALSO WAS PROBLEMATIC FOR OUR LOCAL GOVERNMENT, WHICH ACTED SWIFTLY TO RESPOND TO HUD'S ARRA REQUIREMENTS BY IDENTIFIED DEADLINES. PROJECTS INCLUDED RE-ROOFING FOR FACILITIES THAT SERVE DISABLED ADULTS AND HOUSE LOW-INCOME SENIORS. ROOFING PROJECTS IN THE NORTHWEST ARE CARRIED OUT IN WARMER MONTHS. AS CDBG-R AGREEMENTS WERE NOT AVAILABLE UNTIL AUGUST, THE TURN-AROUND WITH PROCESSING EVENTUATES INTO NORTHWEST'S RAINY SEASON, THUS DELAYING PROJECTS SLATED FOR "STIMULUS" ACTIVITIES UNDER ARRA.

THERE IS A NEED TO SIMPLIFY THE HUD REGULATIONS, ESPECIALLY THE ENVIRONMENTAL REGULATIONS AND PAPERWORK. THERE IS A NEED TO MAKE SURE THE ENVIRONMENT IS PROTECTED AND PRESERVED. THE CURRENT ENVIRONMENTAL RULES REQUIRE WAY TOO MUCH PAPERWORK FOR THE SMALL PROJECTS AND ACQUISITION RULES. THE PAPERWORK IS WAY TOO MUCH OVERKILL. THERE IS THE NEED TO BE ACCOUNTABLE, RESPONSIBLE, AND MAKE SURE THE ENVIRONMENT IS IMPROVED WHILE KEEPING IN MIND THE NEED TO MAKE REASONABLE EXPECTATIONS FOR WHAT INFORMATION/PAPERWORK IS NEEDED.

WE HAVE BEEN EXTREMELY HAPPY WITH THE ASSISTANCE AND RESPONSE TIME OUT OF THE ... REGIONAL OFFICE. THEY HAVE BEEN VERY HELPFUL AND WILLING TO DO WHAT THEY CAN. THEY WALK US THROUGH A NUMBER OF PROGRAMS TO SEE HOW THINGS CAN WORK FOR OUR COMMUNITY. ANY DISPLEASURE WE HAVE IS NOT WITH HUD, RATHER WITH CONGRESS. IT IS VERY DIFFICULT TO PUT TOGETHER AN ANNUAL PLAN THAT INCLUDES CONSTRUCTION WORK WHEN CONGRESS CONTINUES TO DELAY THE FUNDING. WHEN WE RECEIVE THE ALLOCATIONS IN FEBRUARY AND MARCH, WE COULD GO THROUGH THE BIDDING PROCESS ON PROJECTS AND ALLOW TIME FOR THE CONTRACTOR TO COMPLETE THEIR WORK AND THE PROJECT TO BE PAID FOR WITHOUT ANY TIMELINE ISSUES. THIS YEAR, BECAUSE OF CONGRESS INACTION, WE DIDN'T RECEIVE AUTHORIZATION UNTIL MID-JULY. IN ORDER TO EXPEND FUNDS BY OCTOBER 31, THAT LEAVES NO TIME. AGAIN, I UNDERSTAND THAT IS NOT HUD'S DOING. THANKS.

WE NEED MORE CDBG FUNDS & ELEVATED ADMINISTRATIVE FUND CAP! WE DON'T NEED MORE RESTRICTIONS, REGULATIONS OR DIFFERENT PROGRAMS! WE NEED MORE LOCAL CONTROL & LESS FEDERAL RESTRICTIONS AS TO USING FEDERAL FUNDS. WAY TOO MUCH MONITORING & RECORD KEEPING, TOO MUCH BUREAUCRACY IN TRACKING & REGULATING FUNDING WHICH TAKES AWAY FROM JURISDICTIONS ABILITY TO UTILIZE FUNDING TO THE BEST BENEFIT OF IT'S CITIZENS.

NSP FUNDING SHOULD HAVE GONE DIRECTLY TO LOCAL PJ'S; LOCAL INITIATIVES & JURISDICTIONAL CONTROL LEAD TO BETTER OUTCOMES. DOE & HUD'S MEMORANDUM ON THE WEATHERIZATION PROGRAM IS CRITICAL. HUD NEEDS TO CONTINUE STRONG PARTNERSHIPS W/OTHER FEDERAL AGENCIES.

THE STAFF AT THE ... FIELD OFFICE ARE VERY RESPONSIVE AS ARE THE LIAISON FROM OTHER OFFICES (ENVIRONMENTAL/RELOCATION ECON DEV). LACK OF QUALITY INFORMATION IS @ THE HEADQUARTERS LEVEL. FOR EXAMPLE -> QUALITY GUIDANCE FOR SECTION 3 REQUIREMENTS. A HEADQUARTERS REP CAME TO A REGIONAL MEETING TO TRAIN US ABOUT SECTION 3 AND WE WERE MORE CONFUSED AFTER HE WAS DONE. GUIDANCE FOR ARRA HAS NOT BEEN TIMELY, AND MANY REQUIREMENTS ARE NOT PRACTICAL. REPORTS/DRAWS DUE W/IN 10 DAYS FROM THE END OF THE QUARTER.

HUD SOMETIMES ACTS AS IF IT IS THE CENTER OF THE WORLD. THE CONTINUUM OF CARE GRANT AND THE CONSOLIDATED PLAN ARE ENORMOUSLY TIME CONSUMING. THE CONPLAN HAS DUBIOUS USEFULNESS IF MORE MONEY WENT THERE. IT WOULD BE GREAT IF HUD'S DEFINITION OF HOMELESSNESS MATCHED THAT OF EDUCATION, FOR EXAMPLE. IT WOULD BE GREAT IF THE ONE DAY HOMELESS COUNT COULD HAVE BEEN COORDINATED WITH THE CENSUS!

HUD PROGRAMS DO NOT READILY MIX OR ARE NOT COMPATIBLE; CONPLANS DO NOT HELP TO OVERCOME THIS. OTHER HUD GRANTEEES & HUD ITSELF ARE NOT OBLIGATED TO FOLLOW A LOCAL CONPLAN. CONPLAN MAY BE HELPFUL FOR HUD TO UNDERSTAND A COMMUNITY. CDBG HAS BEEN AROUND 30+ YEARS, YET HUD ACTS AS IF IT IS A NEW PROGRAM EVERY YEAR. CERTIFICATIONS ARE THE SAME YEAR TO YEAR, RULES DON'T CHANGE OFTEN, WHY MAKE COMMUNITIES CERTIFY EVERY YEAR? HUD STILL DOESN'T KNOW WHAT AFFIRMATIVE FURTHERING FAIR HOUSING IS. HUD SHOULD TAKE RESPONSIBILITY TO AMEND STATUTE TO ELIMINATE DEADWOOD PENSIONS & STREAMLINE PROGRAMS. EXAMPLE: HOMELESS PROGRAMS, HOUSING PROGRAMS. HUD SHOULD WORK TO REDUCE ADMIN OVERHEAD OF PROGRAMS BY REDUCING REGS AND RECORD KEEPING - FOCUS ON RESULTS. THANK YOU FOR ASKING.

CLARITY FROM ... LABOR RELATIONS OFFICE IS SOMEWHAT LACKING BUT WE APPRECIATE & VALUE ALL OF OUR HUD REPRESENTATIVES.

THE DIRECTOR & ASSISTANT IN OUR FIELD OFFICE HOWEVER HAS BEEN VERY HARD TO WORK WITH. HE IS VERY REGULATORY & DOES NOT HELP FIND RESOLUTION. MOST OF THE ANSWERS I GET ARE, "I DON'T KNOW" OR "LOOK IT UP." WHEN WE TURN IN ANY DOCUMENTATION OR REPORT, WE USUALLY GET A 0-10 PAGE RESPONSE WITH THINGS THAT NEED TO BE CORRECTED. SOME OF THOSE THINGS ARE IN THE DOCUMENT JUST NOT THE ORDER HE WANTS IT IN.

CONSOLIDATED PLAN PROCESS NEEDS TO BE SCALABLE. SMALLER ENTITLEMENTS THAT PARTICIPATE IN FEWER PROGRAMS SHOULD NOT BE REQUIRED TO DO THE DEGREE OF PLANNING REQUIRED OF ENTITLEMENTS THAT RECEIVE MULTIPLE SOURCES OF HUD FUNDING PER CON PLAN REGULATIONS. ALSO, SECTION 3 REQUIREMENTS NEED TO BE COMPLETELY REWORKED. SMALLER ENTITLEMENTS DO NOT HAVE THE STAFF TO MANAGE THE JOB CREATION REQUIREMENTS AND CONTRACTORS FIND THIS REQUIREMENT REALLY DIFFICULT TO MANAGE. SECTION 3 IS EXTREMELY BURDENSOME.

VERY POOR NOTICING/GUIDANCE FROM CPD REP ON STIMULUS PROGRAMS AND REGULAR CDBG PROGRAM.

1. FAIL TO PROVIDE CONTINUED TECHNICAL ASSISTANCE (SECTION 8 & CPD). 2. FAIL TO PROVIDE ADEQUATE ASSISTANCE OR MAKE ANY DETERMINATIONS UNLESS CONSULTING BEFORE WITH THE REGIONAL OFFICE OR HEADQUARTERS GIVING THE IMPRESSION OF COMPLETE LACK OF KNOWLEDGE (SECTION 8). 3. BEFORE AWARDING GRANT FUNDS TO NON PROFITS FOR THE DEVELOPMENT OF NEW CONSTRUCTION PROJECTS THEY SHOULD CONSULT WITH THE LOCAL GOVERNMENT ON THE FEASIBILITY OF THE PROPOSED PROJECTS CURRENTLY THE AWARD PROCESS LACKS ANY PLANNING AND SOMETIMES PROJECTS ARE IMPOSED UPON LOCAL GOVERNMENTS CAUSING MORE PROBLEMS THAN WHAT THEY PROPOSE TO SOLVE (CPD).

OVERSIGHT OF THE CDBG RECENTLY TRANSFERRED TO ANOTHER CITY DIVISION WITHOUT GUIDANCE OR ASSISTANCE FROM PREVIOUS PARTIES THAT OVERSAW THE PROGRAM. RELYING UPON ONE FIELD OFFICE FOR INFORMATION AND QUESTIONS HAS BEEN IN VAIN. THE REP ASSIGNED TO OUR PROJECT ISN'T AWARE OF HER JOB DUTIES NOR IS SHE CAPABLE OF ANSWERING MOST OF THE QUESTIONS OR INQUIRIES FORWARDED TO HER. UNTIL RECENTLY, REACHING HER WAS NEARLY IMPOSSIBLE. SHE WAS VERY NON-RESPONSIVE UNTIL HER SUPERVISOR WAS CONTACTED. RECORD MAINTENANCE AT OUR FIELD OFFICE IS PRACTICALLY NON-EXISTENT. THEY REQUEST COPIES OF SUBMITTED DOCUMENTS OVER AND OVER AGAIN.

THE ... HUD OFFICE HAS WORKED WITH THE CITY'S STAFF TO OVERCOME THE CHALLENGES ASSOCIATED WITH THE RECOVERY AFTER HURRICANE KATRINA. HUD UNDERSTOOD THAT THE STRUCTURE OF GOVERNMENT HAD TO BE REBUILT IN ORDER TO CARRY OUT THE FEDERALLY FUNDED PROGRAMS.

THERE HAVE BEEN A NUMBER OF CHANGES AT HUD IN THE PAST YEAR. THESE CHANGES INCLUDE NEW FEDERAL PROGRAMS SUCH AS CDBG-R AND NSP THAT HAVE REQUIRED NEW REGULATIONS AND POLICIES THAT WERE SLOW TO BE PUBLISHED. HUD HAS ALSO INITIATED NEW REQUIREMENTS IN: THE NEW (BUT NOT NECESSARILY IMPROVED) IDIS; RAMPS; AND FEDERALREPORTING.GOV. THESE CHANGES CAME SHORTLY AFTER THE NEW ADMINISTRATION AND NEW HUD SECRETARY CAME INTO OFFICE. MOST OF THE TIME IT SEEMS AS THOUGH HUD IS OVERWHELMED WITH WORK, DISORGANIZED, AND UNRESPONSIVE. INFORMATION FROM HEADQUARTERS DOES NOT APPEAR TO BE TRICKLING DOWN TO THE REGIONAL LEVEL, LET ALONE TO THE COMMUNITY LEVEL. COMMUNICATION HAS BECOME A PROBLEM, AND MANY TIMES QUESTIONS OR REQUESTS FOR ASSISTANCE GO UNANSWERED. SOMETIMES, YOU JUST ASK THE SAME QUESTION OVER AND OVER AND HOPE THAT SOMEONE SOMEWHERE WILL HAVE AN ANSWER. OUT OF NECESSITY, WE HAVE WORKED WITH OTHER COMMUNITIES AND OUR STATE GOVERNMENT IN TRYING TO FIND SOLUTIONS. SOMETIMES, WE JUST GIVE UP. ATTEMPTS TO GAIN ASSISTANCE WITH RAMPS AND IDIS HAVE BEEN AMONG THE MOST DISHEARTENING AND FRUSTRATING EXPERIENCES IN OUR RECENT DEALINGS WITH HUD. WE WERE GIVEN A WEEK'S NOTICE THAT WE WERE GOING TO CONVERT TO THE NEW IDIS - IT DIDN'T EVEN SEEM TO OCCUR TO HUD THAT LOCALITIES MIGHT NEED SOME TIME TO PLAN FOR THE CONVERSION,

<p>ESPECIALLY SINCE WE WERE SHUT OUT OF THE SYSTEM FOR A COUPLE OF DAYS AND WE WERE FACING OUR ANNUAL CAPER. HOWEVER, WE HAVE SEEN SOME SMALL SIGNS OF POSITIVE CHANGE, SO WE WILL CONTINUE TO MAINTAIN HOPE THESE ISSUES WILL BE RESOLVED AND THAT WE WILL BECOME A REAL "PARTNER" WITH HUD IN OUR COMMUNITY DEVELOPMENT EFFORTS.</p>
<p>OUR EXPERIENCE HAS BEEN QUITE POSITIVE FROM THE MAYOR TO THE ADMIN/PROGRAM STAFF. WE HAVE WORKED DIRECTLY WITH HUD NATIONAL AND REGIONAL LEADERSHIP AND STAFF. IN EVERY OCCURRENCE, THE PROFESSIONALISM AND DEDICATION HAS BEEN DEMONSTRATED. WE LOOK FORWARD TO OUR CONTINUED PARTNERSHIP AND OUR SHARED OUTCOMES.</p>
<p>WE HAD A GREAT LOCAL REP BUT THEY ROTATED AND WE GOT A NEW PERSON WHO IS NON-RESPONSIVE TO EMAIL AND PHONE AND FAX!</p>
<p>WE ARE CURRENTLY BEING MONITORED BY A HUD FIELD REP WHO IS GOING WAY BEYOND THE HUD REGS AND PRINTED GUIDELINES. SHE'S ASKING FOR DOCUMENTATION AND BACK-UP THAT THE REGS DON'T REQUIRE AND SEEMS HELL-BENT ON MAKING FINDINGS AGAINST US ... PERHAPS TO PROVE HERSELF TO SOMEONE AT HUD. IT'S NOT PLEASANT.</p>
<p>WORKING ON HURRICANE RECOVERY AND OTHER HUD ??? HAS BEEN HELPFUL TO US.</p>
<p>THE ONLY SOMEWHAT DISSATISFIED ANSWER WAS IN RELATION TO TIMELINESS OF DECISION-MAKING BY HUD, WHICH IS JUST AN INDICATION THAT WHEN MONEY HANGS IN THE BALANCE WE ALL WANT A DECISION IMMEDIATELY; SOMETIMES A WEEK TO TWO WEEKS SEEMS TOO LONG.</p>
<p>OUR CITY OUTSOURCES CDBG ADMINISTRATION TO ANOTHER GOVERNMENT. WE NORMALLY HAVE NO INTERACTION WITH HUD. IT JUST SO HAPPENS THAT THIS YEAR, IN DOING RESEARCH FOR A PROJECT, I CALLED HUD AND HAD A CONVERSATION WITH THE ... OFFICE FOR 10 MINUTES.</p>

SURVEY QUESTIONNAIRE

8. During the past 12 months, has your community received **assistance** from **HUD** to help you **reach out** to **faith-based** and **community organizations**?

Yes No Don't know

If yes to Question 8 above, answer Question 9. Otherwise, skip to Question 10.

9. How satisfied or dissatisfied have you been with **HUD's assistance** in helping you **reach out** to **faith-based** and **community organizations**?

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know

10. 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

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

12. At present, taking everything into consideration, how satisfied or dissatisfied are you with the **overall performance** of the **HUD field office** with which your community generally deals?

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know

13. How satisfied or dissatisfied have you been with your **direct interactions** with **HUD Headquarters** in Washington, DC, over the past 12 months? *Mark "No contact" if you haven't had contact.*

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know No contact

14. In general, would you describe your **community's current relations with HUD** as being very good, good, poor, or very poor?

Very good Good Poor Very poor Don't know

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

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know

16. Please indicate the **title/position** of the person (or persons) who answered these questions:

Mayor/Town Supervisor/Chief Elected Official Deputy Mayor/Chief of Staff/Senior Assistant to the Mayor

Other City/Departmental Senior Official Other City/Departmental Employee

Other Member of Mayor's/Supervisor's Immediate Office

Other: _____

17. Taking into account all the jobs and positions in your employment history, **how many years**, in total, have you **interacted with HUD** as part of your job?

Less than 1 year 1 - 3 years 4 - 6 years 7 - 9 years 10 years or more



