3 EXTERNAL RASS SYSTEM

3.1 Public Housing

3.1.1 Component Certification

3.1.1.1 Unit Address/Language

The Unit Address and Language certification by PHAs is the first of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The certification of unit addresses and language requirements by a PHA allows REAC and HUD to solicit feedback from a representative sample of housing residents. The accuracy of addresses to which HUD may randomly send a survey is crucial to the success of the program. Further, consideration of the language needs of various PHAs allows REAC to potentially gather information from all residents.

To Certify Unit Address/Language Information:

Step 1: Click on the Unit Address & Language link, displayed under STEP 1 on the **PHA MAIN** screen.

> **Result:** The **UNIT ADDRESS/LANGUAGE** certification screen is displayed.

Step 2: Click the checkbox next to any language spoken by at least 20% of the PHA's residents. If the desired language is not displayed, click the checkbox next to 'Other' and select the appropriate language from the drop down menu.

Step 3: Click the [Save] button to save the language selections.

STEP TWO

Verify Unit Address Information in PIC

You will need to verify your unit address information in the PIH Information Center (PIC):

To verify your unit addresses in PIC:
- Single click on the **Verify Unit Addresses in PIC** push button.
- This will take you to the PIC login area and you will leave the Resident Assessment Subsystem.
- You will need to **log into PIC** to update your Unit Addresses.
- Once your PIC Unit Address information is complete, **you will need to log back into RASS** to certify below that your Unit Addresses in PIC and your selections in the above Language Selection are correct.

Verify Unit Addresses in PIC

▶ Verify Unit Addresses in PIC

Step 4: Click the [Verify Unit Addresses in PIC] button on the **UNIT ADDRESS/LANGUAGE** certification screen.

Result: The **PIH INFORMATION CENTER** login screen is displayed.

HUD HOME   PIH HOME   Q & A   SEARCH / INDEX   E-MAIL

PIH Information Center 5.3

PIC Home

HA Profiles

RCR Reports

Log into PIC

User ID:
Password:
Logon to PIC

PICHELP: If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to pichelp@hud.gov or telephone the PICHelp Call Center at 1-800-366-6827 between 9:00am and 8:00pm on all business days.

PHAs should be regularly submitting Form 50058s using the Form 50058 'Submission' sub-module. The system is operational. Please go to the PIC Home Page for more information.

All PIC password resets are handled by Security Administrators at the PHA or in the local HUD Field Office. PICHelp cannot reset passwords. If you put in a "secret question" and its answer, you may click the "Forgot your password?" link and provide the answer to your secret question. You will then be permitted to reset your own password.

*Step 5: Log into the Public and Indian Housing (PIH) Information Center.

---

* This step takes place outside of the RASS System.

***Step 6:**

> **View Unit Address Information in PIC:**
> 1. Place the cursor on the Housing Inventory module.
> 2. Click on the Development sub-module.
> 3. Click on the Reports tab.
> 4. Click on the RASS Report link, located in the line under the Reports tab. (It may be necessary to arrow over to the right to see the report.)
> 5. Click the check box next to the development code(s) to be included in the report.
> 6. Click the Generate Report button located on the bottom right side of the screen.
>
> **Result:** The physical and mailing addresses are displayed side-by-

***Step 7:**

> **Edit Unit Address Information in PIC:**
>
> Physical Address
> 1. Edit the appropriate building entrance address in the PIC development sub-module.   Submit the revised data to the field office for concurrence. *(If it is a multi-unit building, include the door number.)*
>
> Mailing Address
> 1. Updates must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission sub-module. *(Note: Line 5b in Form 50058 must be marked "No".)*

N o t e

There is a twenty-four (24) hour delay before address changes are reflected in the PIC database. After making any modifications to Unit Address Information, it is recommended that the user wait 24 hours and repeat **Step 6** to verify that the address changes have been included in the RASS Report.

---

* This step takes place outside of the RASS System.

* This step takes place outside of the RASS System.

The [Certify] button and the [Save] button will not be visible if the time of the certification is out of the range set by the RASS administrator, the [Certify] button will not be displayed on the page.

N o t e

Step 8: Return to the **UNIT ADDRESS/LANGUAGE** certification screen. Click the [Certify] button to certify that the PIC unit address & language information is correct.

Result: A certification confirmation window is displayed.

OK Button

Step 9: Click the [OK] button to complete the Unit Address & Language Certification process.

Result: The **UNIT ADDRESS/LANGUAGE CERTIFICATION** Confirmation screen is displayed.

3.1.1 Component Certification

The **UNIT ADDRESS/LANGUAGE CERTIFICATION** Confirmation screen.

The **PHA MAIN** screen is updated to reflect the successful certification of the Unit Address/Language Component.

3.1.1.2 Media Packet

The Media Packet distribution by PHAs is the second of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Media Packet portion of the Resident Indicator is a suggested plan for PHAs to market the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. A recommended flyer and sample newsletter are available online for PHAs to download and distribute in accordance with their Implementation Plan. PHAs are asked to confirm the completion of these required activities as a part of the Implementation Plan certification process.

To Download Media Packet Information:

Step 1:   Click on the [Newsletter Example] or the [Flyer] link, displayed under STEP 2 on the **PHA MAIN** screen.

> **Result:** The Media Packet information file(s) is displayed.

3.1.1 Component Certification

Example: Media Plan Flyer

3.1.1.3   Implementation Plan

The Implementation Plan certification by PHAs is the third of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Implementation Plan component of the Resident Indicator is a certification by PHAs that they have marketed the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of an Implementation Plan by the required deadline is worth two (2) PHAS points.

To Certify an Implementation Plan:

Step 1:   Click on the Implementation Plan link, displayed under STEP 3 on the **PHA MAIN** screen.

>   **Result:** The **IMPLEMENTATION PLAN** certification screen is displayed.

Step 2:   Enter the required Implementation Activity Dates in addition to any Optional
Activities that have been completed.

3.1.1 Component Certification

Save Activity
Dates

Step 3:   Click the ⬚Save button to save the activity date information.

Certify
Implementation
Plan

Step 4:   Click the ⬚Certify button.

> **Result:** The certification confirmation window is displayed.
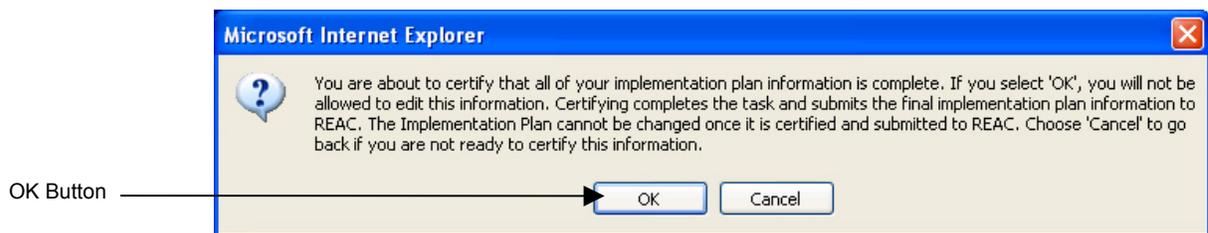
OK Button

Step 5:   Click the ⬚OK button to complete the Implementation Plan Certification Process.

> **Result:** The **IMPLEMENTATION PLAN CERTIFICATION** Confirmation
> screen is displayed.

The **IMPLEMENTATION PLAN CERTIFICATION** Confirmation screen.

The **PHA MAIN** screen is updated to reflect the successful certification of the
Implementation Plan Component.

3.1.1.4   Follow-Up Plan

The Follow-Up Plan certification by PHAs is the fourth of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Follow-Up Plan component of the Resident Indicator is a certification by PHAs outlining actions to be taken during the next fiscal to address any areas receiving a satisfaction score below 75%, as well as the target date of completion and the funding source (if required) that will be utilized. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of a Follow-Up Plan by the required deadline is worth three (3) PHAS points.

If a PHA scores 75% (0.75) or higher on all sections of the survey, no Follow-up Plan will be required and the PHA will automatically receive the three (3) PHAS points.

To Certify a Follow-Up Plan:

Note	The Follow-Up Plan (STEP 4) is only available to external users once the RASS Survey Score has been released to the PHA.

Step 1:   Click on the �**Follow-up Plan** link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** certification screen is displayed.

Note	If the RASS Survey Score has been adjusted by REAC officials for any reason, the following text will appear at the top of the **FOLLOW-UP PLAN** screen: "Please note that the survey section scores displayed below have been manually adjusted for the following reason: *[Description here.]* Please contact the REAC Technical Assistance Center if you have any questions concerning your score."

Step 2: Enter the Annual Plan Date of Completion and Funding information for all required and applicable Survey Sections.

3.1.1 Component Certification
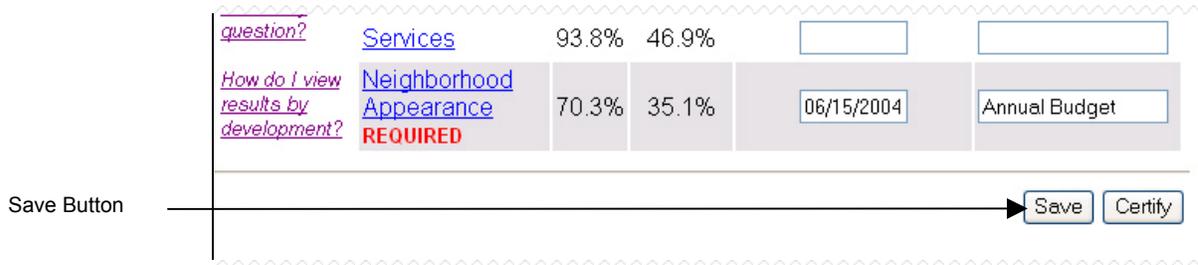
Save Button

Step 3:   Click the Save button to save the Funding and Planned Date of Completion information.

Certify Button
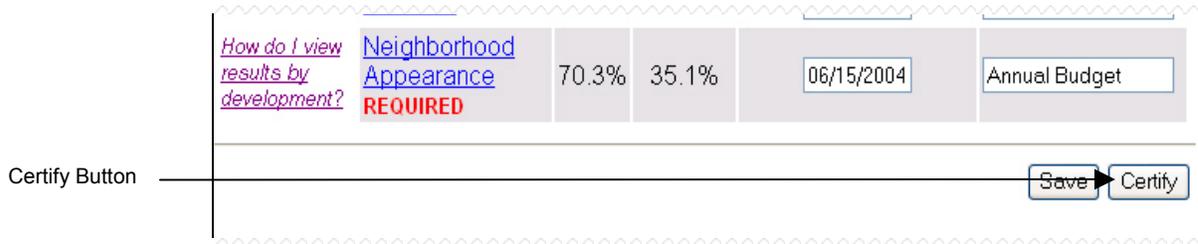
Step 4:   Click the Certify button.

> **Result:** The required threshold confirmation window is displayed.
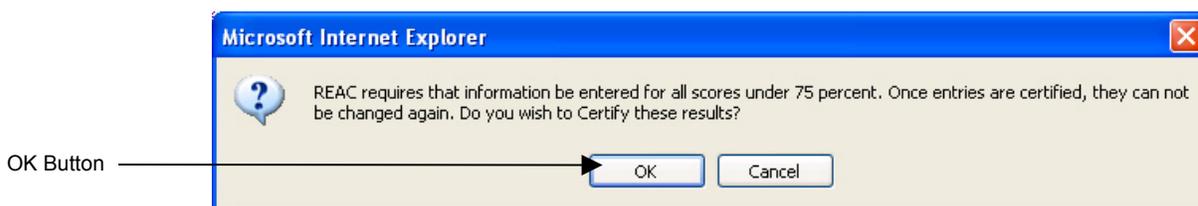
OK Button

Step 5:   Click the OK button to continue with the certification process.

> **Result:** The certification confirmation window is displayed.
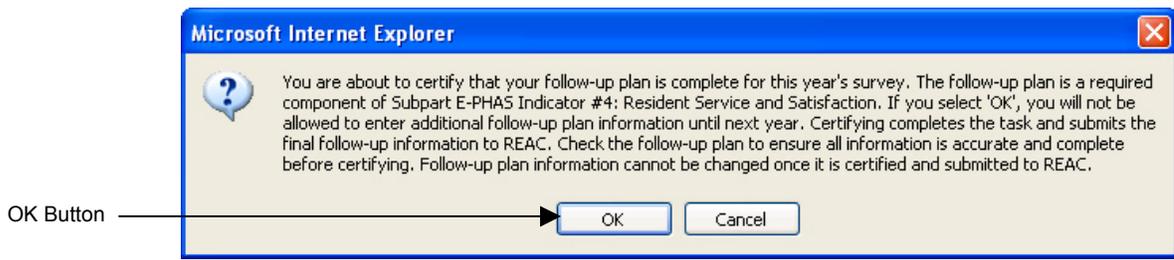
OK Button

Step 6: Click the [OK] button to complete the Follow-Up Plan Certification Process.

> **Result:** The **FOLLOW-UP PLAN CERTIFICATION** confirmation screen is displayed.

The **FOLLOW-UP PLAN CERTIFICATION** Confirmation screen.

The **PHA MAIN** screen is updated to reflect the successful certification of the Follow-Up Plan component.

3.1.1.5 User Guidance Information

Additional information is available online to assist PHAs in completing the Resident Indicator Survey Cycle. An electronic version of the survey that will be sent to residents for the current fiscal year is available via the external RASS System. Users can also access more detailed guidance regarding the RASS Survey Process and the actions PHAs are required to complete.

To View the Current Survey:

Step 1:   Click on the [View Current Survey] link, displayed on the **PHA MAIN** screen.

> **Result:** The **REAC CUSTOMER SATISFACTION SURVEY** screen is displayed.

3.1.1 Component Certification

View Current
Survey

Step 2:   Click on the [English Survey] link.

> **Result:** The **REAC PDF FILE REQUEST** screen is displayed.

Open Survey
PDF File

Step 3:   Click on the [Open the PDF file] link.

> **Result:** The **CUSTOMER SERVICE AND SATISFACTION SURVEY** is
> displayed.

Result: The **CUSTOMER SERVICE AND SATISFACTION SURVEY**.

To View User Guidance Information:

Step 1:   Click on the [User Guidance] link, displayed on the **PHA MAIN** screen.

Result: The **USER GUIDANCE** screen is displayed.
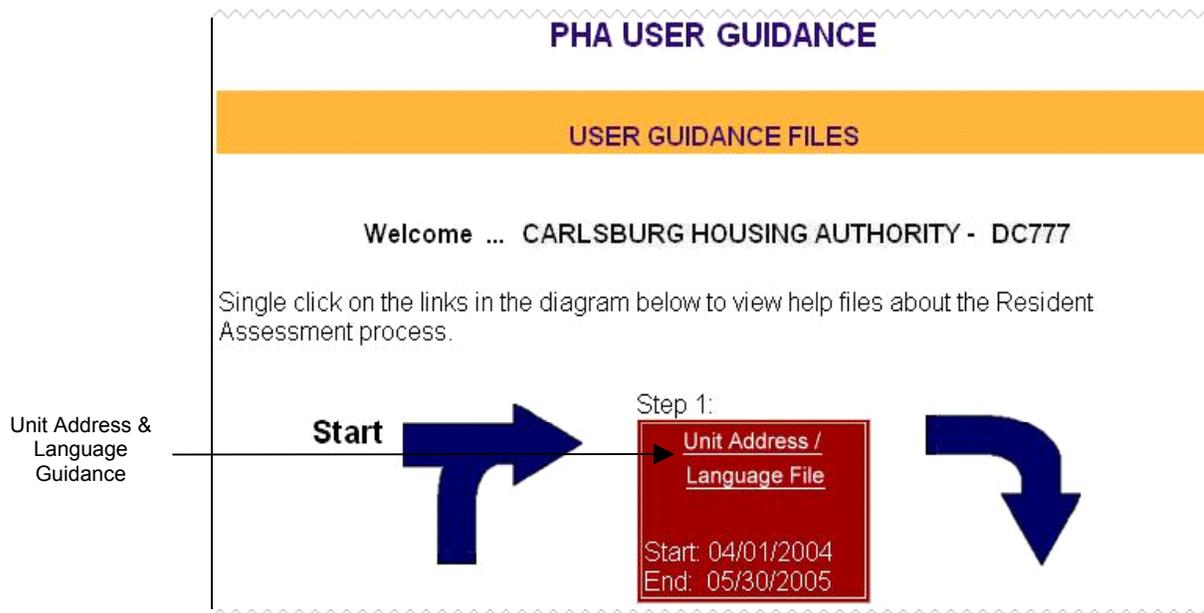
Step 2:

Click on the Unit Address / Language File link, displayed on the **PHA USER GUIDANCE** screen.

Result: The Unit Address/Language PDF is displayed.

Step 3:

Click on the Media Packet File link, displayed on the **PHA USER GUIDANCE** screen.

Result: The Media Packet PDF is displayed.
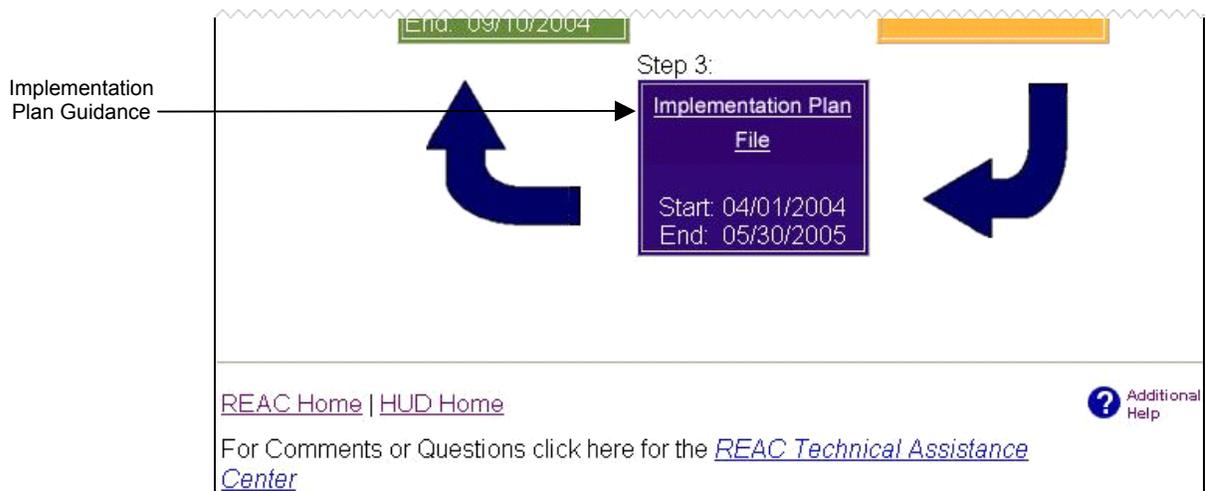
Implementation Plan Guidance

Step 4:

Click on the [Implementation Plan File] link, displayed on the **PHA USER GUIDANCE** screen.

> **Result:** The Implementation Plan PDF is displayed.

Follow-Up Plan Guidance

Step 5:

Click on the [Follow-up Plan File] link, displayed on the **PHA USER GUIDANCE** screen.

> **Result:** The Follow-Up Plan PDF is displayed.

3.1.2 Survey Score Information

Customer Satisfaction Survey scores are made available to assist PHAs in completing the Follow-Up Plan Certification process. Each of the five (5) survey sections receives a score ranging from 0-100%. A breakdown of RASS Survey Scores by section and by question is available at both the PHA and Property levels, allowing PHAs to better identify areas in need of improvement.

3.1.2.1   PHA-level (Current Year)

To View a PHA Survey Score for the Current Year:

Step 1:   Click on the `Follow-up Plan` link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** screen is displayed.

Step 2:   To view question-level information, click on the link corresponding to the desired survey section, such as Neighborhood Appearance.

> **Result:** The PHA **RESULTS BY QUESTIONS** screen is displayed.

Step 3:   Click on the survey section links at the bottom of the screen to view question-level
(Optional)   information for the remaining survey sections.

3.1.2.2   Property-level (Current Year)

To View a Property Survey Score for the Current Year:

Step 1:   Click on the [Follow-up Plan] link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** screen is displayed.

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year [2004 ▼] [Go]

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

What is a follow-up plan?

How do I edit and save?

How do I certify?

How do I view survey response information?

How do I view results by question?

How do I view results by development?

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
1232	371	31%	4
National Response Rate: 2%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair	97.3%	48.6%		
Communication	76.2%	38.1%		
Safety	80.7%	40.3%		
Services	93.8%	46.9%		
Neighborhood Appearance **REQUIRED**	70.3%	35.1%	06/15/2004	Annual Budget

View Property-Level Information

[View Previous Results] ▶ [View Results By Development]
[Survey Question Report] [Demographic Report]

Step 2:   To view Property-level survey results, click on the [View Results By Development] button.

   Result: The **DEVELOPMENT RESULT SELECTION** screen is displayed.

Property Link

Step 3:   Click on the desired property link to view property-level survey results.

Result: The **SURVEY RESULTS BY DEVELOPMENT** screen is displayed.

SURVEY RESULTS BY DEVELOPMENT

DC777 - CARLSBURG HOUSING AUTHORITY
DC06P777001 DC777 PROJECT 1 - FY 2004

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
56	16	29%	0

National Response Rate: 13%

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	93.3%	32.4%
Communication	75.5%	25.4%
Safety	78.3%	26.9%
Services	93.2%	31.2%
Neighborhood Appearance	68.9%	23.4%

Property Results by Question →

[Survey Question Report]

Step 4: Click on the desired survey section link to view question-level results for the current property.

> **Result:** The **DEVELOPMENT RESULTS BY QUESTION** screen is displayed.

DEVELOPMENT RESULTS BY QUESTION

DC777 - CARLSBURG HOUSING AUTHORITY
DC06P777001 DC777 PROJECT 1 - FY 2004

The table below lists your Development's survey section results by question. This information is available to help you develop your Follow-up Plan.

Neighborhood Appearance

Question	Your Development's Average Score	National Average	Question Weight
	NS	NS	NS
How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?	64.0%	70.8%	0.12500
How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?	63.3%	75.1%	0.12500

The **DEVELOPMENT RESULTS BY QUESTION** screen.

3.1.2.3   PHA- and Property-Level (Previous Year)

3.1.2.3.1   Historical Survey Scores (Option #1)

Step 1:   Click on the [Follow-up Plan] link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** screen is displayed.

Step 2:   To view Historical Survey information, click on the [View Previous Results] button.

Result: The **PREVIOUS RESULTS** screen is displayed.

The **PREVIOUS RESULTS** screen.

3.1.2.3.2   Historical Survey Scores (Option #2)

Step 1:   Select the desired Fiscal Year from the Follow-up Plan drop down menu.
Click the [Go] button to view the Follow-up Plan for a previous year.

Result: The **FOLLOW-UP PLAN** screen for the selected year is displayed.

3.1.2.3.3   Historical Survey Scores (Option #3)

Note	This option is only available for years in which the PHAS score was released to the PHA by NASS.

NASS Link →

Step 1:   Click on the Public Housing Assessment System: Scores and Status (NASS) link.

Result: The **INTEGRATED ASSESSMENT SUBSYSTEM – INDIVIDUAL REPORTS** screen is displayed.

Step 2: Select the appropriate PHA ID, Fiscal Year, and the **PHAS Score Report** Radio Button. Click the [Submit] button.

> **Result:** The **PHAS SCORE REPORT** for the selected PHA and Fiscal Year End screen is displayed.

RASS Link

Step 3:   Click the Resident link to navigate to the Resident Indicator information section.

> **Result:** The **RESIDENT SCORE REPORT** for the selected PHA and Fiscal Year End screen is displayed.

Step 4:   To view PHA-level results by question, click on the link corresponding to the desired survey section, such as Maintenance and Repair.

To view Property-level results for the selected year, click the Follow-Up Plan link and navigate the **FOLLOW-UP PLAN** screen as described in *Section 3.1.2.2*.

Result: The PHA **RESULTS BY QUESTIONS** screen or the **FOLLOW-UP PLAN** screen is displayed.

Example: The PHA-level **RESULTS BY QUESTIONS** screen.

3.1.3 External Reports

3.1.3.1 PHA Survey Question Report

The PHA Survey Report is a mirror image of the Customer Service and Satisfaction Survey distributed to residents as a part of the PHAS Resident Indicator. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.

Note	The PHA- and Property-level Survey Question Reports are only available beginning with the 12/31/2003 Fiscal Year End.

To View a PHA-level Survey Question Report:

Step 1:   Click on the Follow-up Plan link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** screen is displayed.

Step 2:   Click on the [Survey Question Report] button.

> **Result:** The **SURVEY QUESTION REPORT** is displayed.

The PHA-level **SURVEY QUESTION REPORT**.

3.1.3.2 Property Survey Question Report

The Property Survey Report is identical to the PHA Survey Report but provides response information at the property-level. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.

To View the Property-level Survey Question Report:

Follow-Up Plan Link

Step 1: Click on the **Follow-up Plan** link, displayed under STEP 4 on the **PHA MAIN** screen.

> **Result:** The **FOLLOW-UP PLAN** screen is displayed.

Step 2: Click on the [View Results By Development] button.

> **Result:** The **RESULTS BY DEVELOPMENT SELECTION** screen is displayed.

Step 3: Click on the desired property link to view property-level survey results.

> **Result:** The **SURVEY RESULTS BY DEVELOPMENT** screen is displayed.

SURVEY RESULTS BY DEVELOPMENT

DC777 - CARLSBURG HOUSING AUTHORITY
DC06P777001 DC777 PROJECT 1 - FY 2004

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
56	16	29%	0
National Response Rate: 13%			

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	93.3%	32.4%
Communication	75.5%	25.4%
Safety	78.3%	26.9%
Services	93.2%	31.2%
Neighborhood Appearance	68.9%	23.4%

Survey Question Report — ▶ Survey Question Report
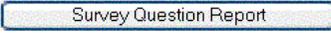
Step 4: Click on the [Survey Question Report] button.

> **Result:** The **SURVEY QUESTION REPORT** is displayed.

PROPERTY CUSTOMER SERVICE AND SATISFACTION SURVEY REPORT

Assessment Period: 12/31/2004   # Of Returns: 21
PHA: DC777 CARLSBURG HOUSING AUTHORITY
Property: DC06P777001 DC777 PROJECT 1

This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you-the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions.

The answers you give will remain private. HUD will ensure that your identity remains confidential.

Return To Previous Screen

OVERALL SATISFACTION

How satisfied are you with the following: your unit/home?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
5.9%	70.6%	11.8%	11.8%	0.0%

How satisfied are you with the following: your property/building?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
0.0%	46.7%	40.0%	13.3%	0.0%

How satisfied are you with the following: your neighborhood?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
6.7%	46.7%	46.7%	0.0%	0.0%

How satisfied are you with the following: Your property/building's management?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
0.0%	33.3%	26.7%	40.0%	0.0%

The Property-level **SURVEY QUESTION REPORT**.

3.1.3.3   Demographic Report

The Demographic Report provides Customer Satisfaction scores broken down by resident age and gender. In addition, the national averages for the PHA's Fiscal Year End are displayed to provide a basis for comparison. This report is intended to assist PHAs in developing their Follow-Up Plan.

Note	The Demographic Report is only available beginning with the 3/31/2004 Assessment Cycle.

To View a Demographic Report:

Follow-Up Plan Link →

Step 1:   Click on the Follow-up Plan link, displayed under STEP 4 on the **PHA MAIN** screen.

>   **Result:** The **FOLLOW-UP PLAN** screen is displayed.

3.1.3 External Reports

Demographic Report

Step 2: Click on the [Demographic Report] button.

Result: The **DEMOGRAPHIC REPORT** is displayed.

RESIDENT ASSESSMENT - DEMOGRAPHIC REPORT

The following page displays the resident satisfaction by demographic at the PHA-level, comparing against the averages of all assessments in the selected FYE.
The overall National Average score is a straight average of survey scores from all PHAs that were sampled in the selected FYE.
The demographic National Average scores are based on survey scores received from all participating PHAs in the selected FYE.

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Fiscal Year End: Dec 31, 2004   Return To Previous Screen

Demographic Distribution

Age Group	DC777			National Average for 12/31/2004		
	Male	Female	All	Male	Female	All
18-24	Not Available	3.10090	3.17774	3.58749	3.10090	3.17774
25-34	3.12808	3.14864	3.14693	3.12808	3.14864	3.14693
35-44	3.65729	3.28921	3.35849	3.65729	3.28921	3.35849
45-54	3.43003	3.35900	3.37521	3.43003	3.35900	3.37521
55-61	3.60933	3.54120	3.55747	3.60933	3.54120	3.55747
62+	3.86593	3.70075	3.74411	3.86593	3.70075	3.74411
All	3.64822	3.46116	3.43081	3.64822	3.46116	0.00429

REAC Home | HUD Home
For Comments or Questions click here for the *REAC Technical Assistance Center*

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

The PHA **DEMOGRAPHIC REPORT**.