Evaluation of the Rental Assistance Demonstration (RAD)

Implementation and Impact of the Choice Mobility Option

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Implementation and Impact of the Choice Mobility Option

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

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Acknowledgments

Foreword

The Rental Assistance Demonstration (RAD) was authorized by Congress in 2012 to preserve affordable housing units over the long term by enabling public housing agencies (PHAs) to apply to HUD to convert at-risk public housing properties to two different forms of project-based Section 8 Housing Assistance Payments contracts—project-based voucher (PBV) or project-based rental assistance (PBRA). Doing so gives PHAs more flexibility to access private and public funding sources to meet short-term capital needs, reduce their reliance on limited appropriations, and stabilize their financial and physical condition. Choice Mobility, an additional feature of RAD, allows residents of RAD properties to request a Housing Choice Voucher that they can use to move to a housing unit in the private market.

PD&R has supported [research on RAD](#) since its authorization, with reports completed in 2014, 2016 and 2019. The 2019 report, "[Evaluation of HUD's Rental Assistance Demonstration](#)," found that RAD had helped HUD-assisted properties access funding through sources such as the Low-Income Housing Tax Credit and commercial loans to support capital improvements. Although some properties converted without construction, most converted with a rehabilitation investment. The 2019 report also showed that construction costs for shallow rehabilitations of RAD properties averaged $10,025 per unit, whereas the average construction cost for moderate to deep rehabilitation of RAD properties was $61,888 per unit. When compared to non-RAD properties, the research showed that RAD conversions "were able to improve their physical condition, whereas non-RAD properties experienced a decline in their physical condition."

This 2023 report is part of five follow-up studies that addressed some longer-term questions about RAD. The five studies were conducted in response to Congress' request to evaluate the Choice Mobility option, RAD implementation and its impact on tenants, related protections, and long-term preservation of housing affordability.

This study provides the first estimate of the universe of RAD tenants who used Choice Mobility to request a tenant-based voucher. It also assesses the experience and outcomes of PHAs, property owners, and residents with respect to the Choice Mobility option. The study builds on the first study of RAD completed in 2019, which found that tenants were largely unaware of the Choice Mobility option even though they were interested in moving.

The current study found that the use of Choice Mobility is low, especially in RAD PBRA properties. Most RAD tenants reported limited interest in moving or exercising their Choice Mobility option. Although a large share of residents continues to be unaware of this option, most residents were satisfied with their housing in general. For tenants who did not choose to use Choice Mobility, unit satisfaction was the most cited reason for not requesting a voucher, followed by satisfaction with their neighborhood. For those who chose to use Choice Mobility, the primary reason for moving was looking for better neighborhoods.

These results indicate that RAD-converted properties are meeting the needs of most tenants while offering Choice Mobility for those who wish to move. However, the research also suggests that the program could benefit from improved communication to tenants about their options and additional services and support to help residents search for housing and overcome the barriers of leasing a unit in the private market. To this end, as the early findings on Choice Mobility were coming in, HUD partnered with a leading tenant advocacy organization to develop a comprehensive "best practices" guidebook for PHAs and owners to establish clear policies and communications to educate and inform residents about their options. As the RAD program expands and properties age, HUD will need to improve collection of tenant and assisted property data to track the true universe of RAD tenants and Choice Mobility users.

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Executive Summary

This report presents the results from all data collection and analysis for the Choice Mobility component of the Evaluation of the Rental Assistance Demonstration (RAD) Program, prepared for the Office of Policy Development and Research of the U.S. Department of Housing and Urban Development (HUD). The RAD program, authorized under the Consolidated and Further Continuing Appropriations Act of 2012, is designed to enable public housing agencies (PHAs) to convert public housing into project-based Section 8 housing. HUD contracted with the research firm Econometrica, Inc., to conduct the evaluation. The Urban Institute was a subcontractor and the lead of the Choice Mobility study. This report focuses on the first of the five RAD evaluation topics:

1. **The implementation and impact of the Choice Mobility option.**
2. The impact of RAD on long-term preservation.
3. The adequacy of asset management for converted properties.
4. The organizational change of PHAs.
5. Rental affordability.

The Choice Mobility option gives residents of RAD properties the opportunity to obtain a tenant-based voucher (TBV), available 1 year after move-in for those in project-based voucher (PBV) properties or 2 years after move-in for those in project-based rental assistance (PBRA) properties.

Introduction

A central goal of RAD is to support the long-term preservation of properties by enabling them to meet their current and future capital needs. Converted properties replace their conventional public housing support (funded through Section 9 of the U.S. Housing Act of 1937) with an assisted housing subsidy (funded through Section 8 of the same act). The Section 8 housing assistance payment contract is project-based, long-term, and subject to required renewal. With a RAD conversion, the PHA can choose either a PBV contract funded by HUD's Office of Public and Indian Housing (PIH) or a PBRA contract administered by HUD's Office of Multifamily Housing Programs. By leveraging PBV or PBRA subsidies after conversion, PHAs can finance debt and access both external funds and internal PHA resources to recapitalize, rehabilitate, or replace projects.

The Choice Mobility option has been part of the PBV program since being incorporated into the Fiscal Year 2001 Veteran Affairs (VA)-HUD Appropriations Act. In the regular PBV program, the option is called the Family Right to Move. Although the option was not required for PBRA conversions by the RAD statute itself, HUD added the requirement through the RAD Notice process. The Choice Mobility option is designed to strike a balance between the tenant-based program's advantages for family choice and RAD's goal of providing long-term stability for the housing stock. The requirement provides residents the option to move from their project-based housing if their circumstances change or if they prefer a different set of neighborhood amenities. The feature is intended to incentivize RAD property owners to maintain the property and be responsive to residents.[1]

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[1] See Public Law 106–377, Section 232 in https://www.govinfo.gov/content/pkg/PLAW-106publ377/pdf/PLAW-106publ377.pdf.

An early evaluation of RAD found tenants to be unaware of but interested in Choice Mobility, whereas PHAs seemed ambivalent about the option (Stout et al., 2019; Hayes et al., 2021). The study also found that RAD improved the financial performance of converted properties, though findings were based on a small number of projects examined for a relatively short period of time. This evaluation builds on those studies by examining the implementation and impact components of RAD in greater depth and over a longer period.

The present evaluation involved a multitier data collection effort using a variety of data sources from HUD, other public sources, and primary data collection. These sources include HUD Inventory Management System (IMS)/PIH Information Center (PIC) data, Tenant Rental Assistance Certification System (TRACS) data, Voucher Management System (VMS) data, and RAD data; RAD Notices and other documents on Choice Mobility; site visits to conduct interviews with PHA staff, property owners/managers, and residents; surveys with the same groups of individuals; and publicly available data on neighborhoods and local housing market conditions. The survey of PHAs, property owners, and residents who did and did not use the Choice Mobility option captured awareness of perspectives on Choice Mobility.

Although HUD administrative data—primarily IMS/PIC and TRACS—provide the best opportunity to identify and follow RAD households over time, the data have several important limitations. PIC reports unique property codes for households living in public housing, but it does not report a unique property code for PBV households, including those living in properties that were converted from public housing to PBV via RAD. This reporting break complicates efforts to determine which PBV households are living in RAD-converted properties and which are not—and therefore which PBV households are eligible for Choice Mobility. PIC also does not explicitly capture a Choice Mobility move from the PBV program to the TBV program for RAD PBV households. This problem makes it difficult to determine which RAD PBV households that were eligible for Choice Mobility actually used Choice Mobility. The same issue does not apply for RAD PBRA households in TRACS, because those data include both a unique property code for PBRA households and a code for Choice Mobility use.

The research team conducted a multistep process to prepare and analyze the data. First, the team assembled the universe of PBRA and PBV RAD conversions that had closed and removed properties where exemptions meant that no residents would have used the Choice Mobility option. The team then identified households eligible for Choice Mobility based on the time since conversion. Finally, the research team estimated Choice Mobility use by tracking households through the public housing, PBRA and PBV, and TBV programs and examining changes of address.

Appendix B provides a detailed discussion of the limitations of administrative data and the approach used in this report for identifying and tracking RAD households.

Major Findings from the Choice Mobility Study

Findings are grouped into three main categories: Choice Mobility use, implementation, and outcomes.

Choice Mobility Use

This evaluation found that overall use of the Choice Mobility option has remained low. In the last analysis year (third quarter 2020 through third quarter 2021), 1.7 percent of RAD PBV households and 0.2–0.8 percent of RAD PBRA households used their Choice Mobility option. In comparison, 1.4 percent of non-RAD PBV residents used Family Right to Move in PHAs that had a closed RAD conversion by 2020. PBV Choice Mobility use is therefore roughly in line with Family Right to Move use for households in these PHAs, with comparatively low PBRA Choice Mobility use. Cumulative use of the longer-standing Family Right to Move program in these PHAs remains higher, at 8.5 percent, than cumulative Choice Mobility use; approximately 6 percent of eligible RAD PBV households and 1–3 percent of RAD PBRA households (depending on the measure used to identify an eligible mover) used the Choice Mobility option. Although the analysis shows that the gap between the cumulative use of Family Right to Move and RAD PBV Choice Mobility has been narrowing over time, no indication that RAD PBRA use is substantially increasing exists.

All these rates are low compared to the level of interest among RAD tenants in moving with a TBV, according to previous research. The prior RAD evaluation, which was completed in 2019 and included a survey of RAD residents, found that almost half of residents would prefer to move with a TBV rather than remain in their RAD unit, although many reported that they had not been told about Choice Mobility prior to the survey (Stout et al., 2019).

Age, household size, and disability are factors related to the likelihood that residents will use the Choice Mobility option. Movers tend to be younger, live in larger households, and be less likely to have a disability than nonmovers. These patterns are similar to those in the broader PBV Family Right to Move population.

Choice Mobility Implementation

PHAs report using a range of communication approaches to inform residents about the Choice Mobility option. Still, some residents report being unfamiliar with the option. Findings include:

- PHAs report using a mix of methods, from in-person communication and meetings to flyers, to communicate about Choice Mobility to residents; residents pointed to in-person communications as a primary way that they heard about the option.

- Most PHAs provide little support for moving beyond what they provide to the broader TBV population.

- Most movers consider themselves familiar with the Choice Mobility option and its processes, although 25 percent still said that they were not. In contrast, just one-third of nonmovers considered themselves familiar with the opportunity.

Choice Mobility Outcomes

With low use of the Choice Mobility option, effects overall are limited, particularly when looking at the property or voucher-program level. Findings include:

- Tenants report that neighborhood characteristics are a stronger driver than employment opportunities for choosing to move using the Choice Mobility option.

- Choice Mobility users were significantly more likely to report that they were satisfied with their neighborhood than non-Choice Mobility users. A higher share of Choice Mobility

survey respondents indicated that their unit was in "excellent" condition than nonmovers, although the difference was not statistically significant; they also reported paying higher rent and utility costs, however.

- Tenants who know about and wish to use the Choice Mobility option still face barriers to exercising the option, including finding a home that meets their needs, finding landlords that accept the voucher, other market limitations, and long wait periods between requesting and receiving a voucher to use.

- Overall, there is little evidence that the Choice Mobility option leads to higher turnover at RAD properties when it first becomes available.

- With low use to date, Choice Mobility has had minimal effects on waiting lists. However, because Choice Mobility users are given priority for vouchers, those on existing waiting lists are delayed in moving off the list. With slow-moving waiting lists, this situation means that even small numbers of Choice Mobility users could keep existing waiting lists from moving.

- Although approximately two-thirds of PHAs reported that they had enough turnover vouchers available for Choice Mobility, one-third did not. As noted in the context of overall use, the importance of this dynamic is that although use of Choice Mobility is limited, the supply of vouchers is as well.

Conclusion

Although Choice Mobility is a key element of RAD that intends to provide tenants with flexibility, this research finds that residents are using the option relatively infrequently. Several factors may be driving this finding, including tenants not understanding the option; the characteristics of the RAD tenant population, which has higher proportions of older adults and people with disabilities; and tenants' satisfaction with renovated units, which was the most common reason nonmovers reported for not using the Choice Mobility option. Those who do move tend to move to lower-poverty neighborhoods than where RAD developments are located.

Low numbers of Choice Mobility movers have meant that, to date, effects from turnover or on the general voucher waiting list have been limited. However, limited options are in place to handle increased demand for TBVs, and in places where increased demand may occur, the already long regular waitlist times would increase even more.

Throughout this study, the research team identified recommendations to improve Choice Mobility tracking, management, uptake, and quality. In examining HUD's administrative data, PHA staff interview response data, and survey responses from PHA staff relating to monitoring and tracking, clear data gaps were identified. PHA survey respondents left many questions related to waitlist management and resident tracking blank, for example, and multiple PHA interviewees reported limited or no such related tracking and data management practices. HUD can consider guidelines or requirements for tracking and managing such data, including providing technical assistance on best practices and standardized approaches, in addition to strategies or technologies to improve monitoring and oversight of these data at the PHA level.

Furthermore, resident survey data point to a generally clear understanding about Choice Mobility availability and requirements among residents who are already using the Choice Mobility option,

but much lower knowledge and issue salience among residents who are not using the option. The analysis also found that RAD PBV households were using Choice Mobility at a similar rate to non-RAD PBV households, but those at PBRA properties were using it at a lower rate. HUD can consider strategies for supporting PHAs in conducting outreach and communications about residents' Choice Mobility option to inform those who are not already participating, and HUD may want to focus particularly on the owners of PBRA developments.

HUD can also consider preparations and evidence-building internally for increasing available resources for Choice Mobility funding, management, and communications over the long term, both to ensure that residents are informed of the option and to identify groups that may benefit from using the option (such as families with children in high-poverty areas). In the future, HUD could consider other studies using community-engaged methods and related equity frameworks to engage residents. For example, HUD could work with residents to develop and identify criteria and approaches for what responsible, equitable RAD conversion processes and outcomes would look like from the resident perspective, as well as what options, supports, and resources would be most useful and valuable to residents in different housing, household, life stage, disability, and community contexts.

1. Introduction

This report presents the results from all data collection and analysis for the Choice Mobility component of the Evaluation of the Rental Assistance Demonstration (RAD) program prepared for the Office of Policy Development and Research (PD&R) of the U.S. Department of Housing and Urban Development (HUD). This report focuses on the first of the five RAD evaluation topics:

1. **The implementation and impact of the Choice Mobility option.**
2. The impact of RAD on long-term preservation.
3. The adequacy of asset management for converted properties.
4. The organizational change of Public Housing Agencies (PHAs).
5. Rental affordability.

The Choice Mobility option gives residents of RAD properties the opportunity to obtain a tenant-based voucher (TBV) either 1 year after move-in for RAD project-based voucher (PBV) properties or 2 years after move-in for RAD project-based rental assistance (PBRA) properties.

The goal of this study is to evaluate the implementation of the RAD Choice Mobility option and its impact on property outcomes, tenant outcomes, and the voucher program. This report describes the research questions, data, methodology, and findings from the collection and analysis of responses to the census of PHAs with RAD conversions, HUD-provided administrative data, and surveys of project owner/operators and residents.

1.1. Introduction to RAD and Choice Mobility Option

The RAD program, authorized under the Consolidated and Further Continuing Appropriations Act of 2012, is designed to enable PHAs to convert public housing into project-based Section 8 housing. The program's goal is to support the long-term preservation of properties by enabling them to meet their current and future capital needs. Converted properties replace their conventional public housing support (funded through Section 9 of the U.S. Housing Act of 1937) with an assisted housing subsidy (funded through Section 8 of the same act). The Section 8 housing assistance payment (HAP) contract is project-based, long-term, and subject to required renewal. Under Section 8, the PHA can choose either a PBV contract administered by a PHA funded by HUD's Office of Public and Indian Housing (PIH) or a PBRA contract administered by HUD's Office of Multifamily Housing Programs. By leveraging PBV or PBRA subsidies after conversion, PHAs can finance debt and access both external funds and internal PHA resources to recapitalize, rehabilitate, or replace projects.

The Choice Mobility option has been part of the PBV program since its amendment in the Fiscal Year 2001 VA-HUD Appropriations Act. In the regular PBV program, Choice Mobility is referred to as the Family Right to Move option. Although the option was not required for PBRA conversions by the RAD statute itself, HUD added the requirement through the RAD Notice process. The Choice Mobility option is designed to strike a balance between the tenant-based program's advantages for family choice and RAD's goal of providing long-term stability for the housing stock. The requirement provides residents the option to move from their project-based housing if their circumstances change or if they prefer a different set of neighborhood amenities.

The feature is also intended to incentivize RAD property owners to maintain the property and be responsive to residents.[2]

1.2. Background on Previous Studies of RAD and Context for Present Study

The RAD program was previously evaluated by Econometrica and the Urban Institute under a contract with PD&R. That evaluation employed a mixed methodology conducted over 5 years, between 2014 and 2019, resulting in an interim report completed in 2016 and a final report completed in 2019 (Stout et al., 2019; Econometrica, Inc., 2016).

The interim report found that PHA participation in RAD during the program's startup was strong and growing but skewed toward larger agencies. Small PHAs had lower rates of participation and smaller portfolios, leaving projects owned by small PHAs underrepresented and projects owned by medium and large PHAs relatively overrepresented in RAD. In addition, participating PHAs were more likely to be in nonrural areas and in the South.

Staff from PHAs that chose to participate in RAD said they used the program to address the immediate capital needs of their projects and provide for their long-term capital needs. Some staff, however, indicated that they used RAD simply to convert their projects to Section 8. Their interest was in the long-term benefit of stable project funding, which Section 8 contracts offered, and, in some cases, a desire to eliminate the burden of public housing regulations.

Compared to non-RAD projects, RAD projects were more likely to be in neighborhoods with less poverty. PHA staff indicated that they generally chose target developments in more stable neighborhoods, which may account for this difference. RAD projects were also more likely to be located in neighborhoods with more overcrowding, which could indicate a greater need for affordable housing. One of the most significant findings was that RAD projects were more likely to have higher per-unit operating subsidies and lower per-unit expenses compared with non-RAD projects. Higher subsidies equate to higher Section 8 contract rents under the RAD program, making the financing of capital improvements more feasible. These results support comments made by PHA staff that RAD works better where rents are high enough to finance capital needs.

PHA staff said that they evaluated projects for their financial feasibility in deciding whether to submit them to HUD for RAD conversion. This project-selection process is rational but would leave a segment of the public housing program—projects with low potential contract rents located in nonurban areas—relatively underserved. Several respondents recommended additional subsidies for projects with low Section 8 contract rents to make conversion more feasible.

The initial phase of the previous evaluation confirmed that tax credit equity through the 9-percent and 4-percent Low-Income Housing Tax Credit (LIHTC) program is a large source of funds for RAD projects, as it is for other affordable housing developments. Borrowing also accounts for a large part of total project funds raised under RAD, showing the effectiveness of the Section 8 contract and other aspects of the RAD program in supporting private sources of capital. PHAs tend to use mortgage debt if the RAD project has significant rehabilitation needs. As the scope of project development increases, however, they tend to use more tax credit equity. Staff from PHAs that wanted to borrow for their RAD projects said they had no difficulty finding lenders. Lenders with

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[2] See Public Law 106–377, Section 232 in https://www.govinfo.gov/content/pkg/PLAW-106publ377/pdf/PLAW-106publ377.pdf.

RAD lending experience said RAD projects met their lending requirements as easily as other affordable housing projects.

RAD's success at raising debt and equity financing presents the program with potential management risks. In the short term, the use of more complex financing strategies, such as 4-percent LIHTC equity and mortgage debt, increases the likelihood that a project would take longer to close or would drop out of the process. In the long term, after projects complete conversion, mortgage debt carries the risk that a project could default and be foreclosed upon. The LIHTC and grant programs carry the risk that funds could be recaptured if a project fails to comply with their prescribed requirements. The followup phase of the previous RAD evaluation explored the management of these and other risks, along with other topics.

1.2.1. Follow-Up Study

The followup phase of the prior RAD evaluation focused on the impact of the RAD program after projects converted to Section 8. It studied whether RAD had improved the physical condition of housing projects and enabled those projects to meet their projected capital needs. It also asked what RAD's impact on tenants had been: Were tenant protections sufficient? Had tenants benefited from improvements in housing quality and project management? Finally, it asked PHAs to describe how RAD affected their organization, staffing, and management.

The financial stability component of the study examined financing, rehabilitation needs, and effects on physical condition, capital needs, and affordability.

Most PHA respondents reported stable or improved financial results for their converted properties, and a review of financial statements found modest improvements in financial conditions (although there was a gap in data for the subset of RAD conversions of PBV).

Many PHAs have used RAD to help finance project rehabilitation and construction work, and residents either remain living at the property, temporarily relocate, or move elsewhere as work is conducted. The survey of tenants found that most tenants did not move; only 10 percent had moved to a different property, and 23 percent moved within the same property without using a voucher. Most of the tenants who moved said that they had received relocation assistance—that is, Housing Choice Vouchers (HCVs)—and most tenants were satisfied with the assistance they had received.

The survey of tenants revealed high levels of satisfaction with PHAs' communications about RAD and management of the RAD process. Tenants were mostly satisfied with the improvements in the quality of their housing, including inside their residential units, and said that their housing and development were better or about the same as before.

The survey of tenants found that a slight majority of tenants reported that they were not informed about the Choice Mobility option during the RAD process. Few of the PHA staff that were interviewed displayed strong support for the Choice Mobility option, which they saw as one more complication in the management of their converted project and the HCV program, even though an equivalent option has been available to PBV tenants for more than 10 years. PHA staff were more likely to report that residents were interested in Choice Mobility if the RAD conversion involved rehabilitation or new construction. In many cases, PHA respondents said that residents did not seem to be interested in the Choice Mobility option; when this option was described to tenants,

however, a large percentage indicated that they would prefer this option to living in their current units.

1.2.2. Limitations of Previous Studies

Although the previous evaluation of RAD produced notable insights into the program's successes and challenges, it had two critical limitations. First was its timing: The RAD properties examined in the previous evaluation could differ from properties currently going through RAD conversion in terms of their rehabilitation scope, proportion of PBV to PBRA, use of enhanced vouchers, and in other ways. In addition, because RAD is a prolonged process, the previous study may not have allowed sufficient time for the impact of RAD to have its full effect. Longer-term effects on project financial performance may not have been easily detected given the short time between conversion and evaluation. Tenants' use of the Choice Mobility option could not be adequately evaluated because many would not have had enough time to exercise that option. The current evaluation of RAD provides an opportunity to analyze the impact of RAD on later conversions. The greater lapse of time also means that the impact of RAD on long-term preservation and use of the Choice Mobility option should be easier to capture.

The second limitation of the previous evaluation was the small sample sizes for both the treatment group (24 RAD projects) and the comparison group (48 non-RAD projects). Although the previous evaluation collected and analyzed a large volume of data on the samples, including data used to measure changes in physical condition, the sample sizes were too small to apply rigorous tools of statistical inference. For certain aspects of the analysis, especially of financial information, a lack of data reduced the effective sample size even further. As a result, the findings could not be extrapolated to the population of RAD conversions with an acceptable degree of accuracy and confidence. In the current evaluation of RAD, data are drawn from a larger sample of RAD and non-RAD projects.

1.3. Overview of the Present Study

The present Choice Mobility study design grew out of the previous RAD evaluation findings, which found tenants to be unaware of Choice Mobility and PHA staff to be seemingly ambivalent. The study takes advantage of a longer timeline for measuring impacts and the existence of more converted properties to examine. The study uses interviews with and surveys of PHA staff and residents and analyzes HUD administrative data to identify the universe of RAD properties, units, and residents and to examine Choice Mobility use. The approach to administrative data analysis was designed to overcome the limitations of data in this sort of identification and analysis (Appendix B presents a detailed discussion of data limitations and the analysis approach).

1.4. Research Themes and Questions

Exhibits 1 through 4 provide an overview of the research questions across the different themes for this report.

Exhibit 1.   Implementation and Use of Choice Mobility Research Questions

Research Questions
• How prevalent are Choice Mobility requests?
• How does the prevalence of Choice Mobility requests and lease ups vary by PHA characteristics (including size, property type (PBV/PBRA), household characteristics, voucher availability, service supports, and local housing market conditions?)
• How do tenants make requests for vouchers and what is the process to obtain one?
• How do PHAs track such requests and make eligibility determinations?
• What are the major communication and implementation approaches used by PHAs to make tenants aware of the option?
• Are tenants provided mobility counseling, search assistance, or other supports to find housing? How are PHAs funding such services?
• What are barriers and successful approaches to implementing and using the Choice Mobility Option?
• How common is it for PHAs to place discretionary limits on the option? How do limits on the total number of vouchers provided for Choice Mobility affect availability of the option?

Exhibit 2.   Tenant Outcomes Research Questions

Research Questions
• Why do residents move (or not move) using Choice Mobility?
• Do residents who did not move from a RAD property but are eligible for the Choice Mobility option know about the option and about the process to request it?
• Why do eligible RAD residents who request vouchers not get it? Why do eligible RAD residents not request vouchers?
• What is the experience of current and former RAD residents with Choice Mobility?
• How do RAD residents assess the RAD Choice Mobility process?
• Do RAD residents who use the Choice Mobility option move to better neighborhoods (as measured by, for example, poverty rate, access to jobs, quality of schools)?
• Are RAD residents who use the Choice Mobility option satisfied with the housing and neighborhood in which they lease?

Exhibit 3.   Property Outcomes Research Questions

Research Questions
• Do Choice Mobility requests represent a net increase to normal move-outs at a property when it first becomes available to tenants? What is the effect over time?
• How does stabilized turnover in RAD properties compare to turnover in non-RAD properties?
• Does the availability of the Choice Mobility option and residents' ability to move from the site improve the responsiveness of property management?

Exhibit 4.   Voucher Program Impact Research Questions

Research Questions
• What is the trend in the availability of TBVs in PHAs participating in the RAD program?
• Are PHAs able to satisfy all Choice Mobility requests, or do they maintain a waiting list of families that have requested this option?
• How is the RAD Choice Mobility option affecting the length of time tenants must wait on the waiting list before receiving assistance?

1.5. Study Methods and Approach: Choice Mobility

The goal of this Choice Mobility study has been to evaluate the implementation of the RAD Choice Mobility option and its impact on tenant outcomes, property outcomes, and the voucher program. The Choice Mobility option gives residents in RAD conversions the right to request an HCV from the PHA so they can move to a rental unit in the private market. This study also estimates the universe of RAD properties, units, and tenants, and analyzes the use of the Choice Mobility option. It involved a multitier data collection effort using a variety of data sources from HUD, other public sources, and primary data collection. These sources include HUD administrative data; RAD Notices and other documents on Choice Mobility; virtual site visits to conduct interviews with PHA staff, property owners/managers, and residents; surveys with the same groups of individuals; and publicly available data on neighborhoods and local housing market conditions.

1.5.1. Analysis Approach

HUD Administrative Data

The Choice Mobility study uses estimates of the total number of households living in former public housing properties that converted through RAD, households eligible to use Choice Mobility, and households that appeared to use Choice Mobility. These estimates help inform what the take-up of the program across RAD properties has been to date. The team also used these estimates to create a sample of households that were eligible for Choice Mobility and households that used Choice Mobility for surveying.

HUD administrative data—primarily Inventory Management System (IMS)/PIH Information Center (PIC) and Tenant Rental Assistance Certification System (TRACS) data—provide the best opportunity to identify and follow RAD households over time, but they have several limitations. PIC reports unique property codes for households living in public housing, but it does not report a unique property code for PBV households, including PBV households living in properties that had converted from public housing to PBV via RAD. This reporting break complicates efforts to determine which PBV households are living in RAD-converted properties and which are not—and therefore which PBV households are eligible for Choice Mobility. Although there is a flag in PIC for RAD households, uncertainty around how systematically it was reported led the research team to identify these households using another approach. Analysis comparing household counts using the flag to those obtained by the research team's chosen approach indicated the latter approach identified as many or more households.

PIC also does not explicitly capture a Choice Mobility move from the PBV program to the TBV program for RAD PBV households. This problem makes it difficult to determine which RAD PBV households that were eligible for Choice Mobility actually used Choice Mobility. However, this issue does not apply to RAD PBRA households in TRACS, because those data include a special code for Choice Mobility use.

The research team conducted a multistep process to prepare and analyze the data. First, the team assembled the universe of RAD PBRA and PBV conversions that had closed (using RAD Resource Desk extracts and the Removal from Public Housing Inventory dataset) and removed properties where exemptions meant that no residents would use the Choice Mobility option. The team then identified households who were eligible for Choice Mobility. For PBRA households, this meant identifying residents who had lived in a nonexempt RAD property for at least 2 years; for PBV residents, the required length of stay was 1 year. Finally, the team estimated Choice Mobility usage

by tracking eligible households through the public housing, PBV/PBRA, and TBV programs. Eligible PBRA residents were determined to have used Choice Mobility if they had a move-out code indicating Choice Mobility usage or left TRACS and subsequently appeared in PIC with a TBV. Eligible PBV residents were determined to have used Choice Mobility if they transitioned from a RAD PBV unit to the TBV program. The team conducted a geographic check to identify locations of RAD units and to confirm changes in address associated with the transition to the TBV program.

Appendix B provides a detailed discussion of the limitations of administrative data and the research team's approach for identifying and tracking RAD households.

Virtual Site Visit Interviews
To build the sample for the virtual site visits, the research team used PIC and TRACS data to include small, medium, and large PHAs in all HUD-defined geographical regions of the United States. The sample included a mix of PHAs with lower and higher use of the Choice Mobility option and a mix of conversion types (PBV, PBRA, or both). PIC and TRACS data were further used to create a sample of current RAD residents who were eligible for Choice Mobility but had not moved and residents who had moved using Choice Mobility.

Across the 13 PHAs where virtual site visits took place, 46 interviews were conducted; 32 of these were staff interviews, and 14 were resident interviews. Virtual site visits were conducted at eight PHAs where residents had exercised their Choice Mobility option; during these visits, the research team interviewed PHA staff, property owners, and operators. Interviews were also conducted at five PHAs where residents had not exercised the Choice Mobility option. All interviews with PHA staff, property owners, and operators were conducted in 2020. These findings are touched on in this report but discussed in more detail in the *Early Findings on Choice Mobility Implementation* report produced as a part of this evaluation.

RAD PHA Survey
The research team conducted an online survey of RAD PHAs to inform the Choice Mobility study and the studies on long-term preservation and asset management. For the Choice Mobility study, the survey was designed to ask about PHA implementation practices and views around the Choice Mobility option and to assess the extent to which PHA estimates of Choice Mobility participation lined up with the administrative data analysis findings. Information gathered during virtual site visits in Phase 1 of the evaluation informed the development of the survey instrument and identification of target respondents.

The RAD PHA survey included property-level questions focusing on property ownership structure, asset management, and Choice Mobility. The research team used multiple data sources to construct the sampling universe of RAD PHAs, including Environmental Systems Research Institute data, PHA contact information data, HUD PHA contact information data, HUD RAD Core Project data, HUD PIC data, RAD Resource Desk Choice Mobility Eligibility Project-level data, and HUD Public Housing Removal From Inventory data.

The team also created a project-level dataset to determine RAD project eligibility in the Choice Mobility sample for PHA survey fielding. This dataset allowed the team to identify projects that

included residents who were eligible to use the Choice Mobility option. Four dates were used to determine whether a RAD project was included in the dataset:

- **Closing date:** The RAD project's closing date.

- **HAP effective date:** The date the project's HAP contract went into effect.

- **Public housing removal from inventory date:** The date the project's public housing units were removed from the public housing inventory.

- **First date in RAD unit:** The earliest date a resident was in a RAD unit after RAD closing.

Applying Choice Mobility eligibility and date criteria to the PHA sample universe and merging with the asset management and long-term preservation samples resulted in a project-level dataset representing 1,928 RAD projects (note that multiple RAD projects can occur at a single property). After project eligibility and Choice Mobility eligibility dates were determined, projects were further screened for a full year of potential Choice Mobility eligibility in 2019. The year 2019 was selected by HUD to exclude potential data quality or availability issues resulting from the COVID-19 pandemic that may have affected program data in 2020 and 2021. Nonetheless, this approach left a large gap between the survey launch and the period respondents were asked to recall, making answers dependent on strong institutional knowledge, low staff turnover, and the ability to pull historic data.

After applying this final criterion, 723 projects were included in the final Choice Mobility sample.

For project-level questions, PHA staff from agencies with up to three projects in their portfolio were asked to respond about each eligible RAD conversion. Approximately 70 percent of RAD PHAs had up to three conversions. For PHAs with four or more conversions, a sample of three projects was drawn based on subsidy type. The team determined that asking all project-level questions of interest for more than three properties would be onerous for PHA staff using the online survey platform.

For PHAs with 4–12 property conversions, the sample was narrowed to exclude properties that did not have eligible residents for the Choice Mobility option in 2019, based on the Commitment to enter into a Housing Assistance Payment (CHAP) closing date. HUD administrative data were also used to stratify this sample by PBV versus PBRA and RAD phase. From this stratified subsample, properties were selected at random. The team drew a sample that represented 59 percent of PHAs with 4–12 RAD conversions.

Nine PHAs with the largest number of eligible RAD conversions were sampled and contacted through email and/or phone and asked to complete spreadsheets on project-level data, including the same survey questions as the online survey instrument. This strategy reduced the burden on respondents to complete the same survey sections many times for specific properties, which allowed for the collection of data on the entire eligible portfolio for these large PHAs and did not require additional Office of Management and Budget review. Spreadsheet responses were collected, cleaned, and merged with survey responses collected from other PHAs upon completion of the field period. Of the 339 PHAs that were successfully contacted during the fielding period, 146 PHAs fully completed the survey, 63 answered at least one question but did not fully complete the survey, 43 opened the survey but did not complete any questions, and 85 did not complete the

survey—resulting in a fully complete response rate of 43.7 percent for the PHA survey, based on standard response rate definitions from the American Association for Public Opinion Research. Appendix B provides a detailed description of survey dissemination, data cleaning, and data processing activities.

Web-Based Survey of Project Owners

The research team administered a web-based survey to owners and managers of RAD properties to understand their perspectives and experiences with Choice Mobility. This RAD Owner/Operator Survey was conducted among a sample of n=61 owners and/or operators; 22 surveys were fully completed, and another 9 surveys were partially completed. Data were collected from February 7 to May 4, 2022.

Resident Survey

To understand residents' perspectives and experiences with Choice Mobility, the team administered a web-based survey to voucher holders, including a representative sample of residents who chose to use the Choice Mobility option and those who did not. Overall, respondents completed 720 surveys via web (n=479), telephone (n=173), and mailed hardcopy (n=68). Data collection was conducted from February 22 to May 30, 2022, in English (n=704) and Spanish (n=16). Overall, the response rate was 49.6 percent.[3]

The team compiled a list of 1,600 residents into a database, which included the mailing address for each RAD resident. The sample database included flags for "Choice Mobility Users" (n=1,180) and "Non-Choice Mobility Users" (n=420), although survey respondents were given the opportunity to reclassify their Choice Mobility status depending on their answer to the screener questions.

Resident survey data collection was conducted via web, phone, and hardcopy in English and Spanish. The respondents were contacted via mail and/or telephone to encourage participation. Mailing materials were addressed to the respondents, who were provided a URL and unique passcode to complete the survey online and offered a toll-free number to call and complete the interview with a trained phone interviewer with the SSRS survey firm, if they preferred. All mailed materials were printed on HUD stationery. Selected sample residents received a survey invitation letter along with an FAQ. The invitation letter included a $5 cash pre-incentive and an offer of a $45 payment immediately upon completion of the survey via a virtual gift card code if the survey was completed over the web, or a $45 check to be mailed if the survey was completed over the phone. After March 28, 2022, the value of the incentives was increased from $45 to $55.

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[3] Excluding 33 ineligible responses, 687 surveys were completed, for a total response rate of 54 percent.

2. Findings

For each section below, an overall summary of findings is provided, as is a narrative discussion of results and exhibits and key takeaways and limitations. Findings from administrative data, surveys, and interviews are woven into each question or topic as applicable. The first section reports on findings regarding overall use of the Choice Mobility option. The next section discusses implementation, and the final three sections focus on outcomes: property outcomes, tenant outcomes, and voucher program outcomes.

The key overall finding that affects all these analyses is that there has been very limited use of the Choice Mobility option, even as the number of households living in RAD-converted properties has grown. Key findings include the following:

- Over time, increasing numbers of residents across RAD PBV and RAD PBRA properties are eligible for the Choice Mobility option, and use seems to be higher at PBV than PBRA properties.

- In properties with Choice Mobility activity, the actual *share* of residents requesting to move remains low overall; at properties where Choice Mobility uptake is high, it may reflect other factors, such as more full-scale property rehabilitation, which required residents to move for long periods of time.

2.1. Use of the Choice Mobility Option

This section provides an overview of evidence of the use of the Choice Mobility option based on the research team's estimates. The key findings are as follows:

- The study estimates that the number of RAD households grew considerably over time as new projects came online. The number of RAD PBV households increased steadily in the years leading up to 2019, although numbers have plateaued since then. The number of RAD PBRA households continued to grow through 2021, although the growth slowed between 2020 and 2021.

- Choice Mobility eligibility has grown more quickly over time for RAD PBV properties than for RAD PBRA properties given the shorter eligibility criteria (at least 1 year of tenancy versus at least 2 years of tenancy). By the third quarter of 2021, 79 percent of all tenants at RAD PBV properties were eligible for Choice Mobility, and 41 percent of all tenants at RAD PBRA properties were eligible for Choice Mobility.

- Compared to eligible Choice Mobility households, Choice Mobility users tend to be younger (four-fifths are working-age adults versus approximately one-half for eligible households), live in larger households, are slightly more likely to identify as other than non-Hispanic White, and are less likely to have a disability. Incomes across groups are similar.

2.1.1. What Is the Universe of Eligible Choice Mobility Movers?

As of September 2021 (the most current data available), 46,333 households were living at 584 RAD PBV properties, with an average of 79 households per property, and 59,619 households were living at 343 RAD PBRA properties, with an average of 174 households per property (exhibit 5).

As RAD conversions have taken place over time and RAD tenants have become eligible to use the Choice Mobility option, the number of properties with eligible tenants has also expanded.

Exhibit 5.   Universe of Households at RAD PBV and RAD PBRA Properties

Quarter	RAD PBV				RAD PBRA			
	Total Households	Average Households by Property	Number of Properties With Eligible Households	Share Eligible for Choice Mobility (%)	Total Households	Average Households by Property	Number of Properties With Eligible Households	Share Eligible for Choice Mobility (%)
Q4 2014	2,272	41	56	5.4	2,099	100	21	0.0
Q4 2015	7,039	62	113	26.6	8,372	127	66	0.0
Q4 2016	14,662	73	201	24.7	17,162	136	126	5.3
Q4 2017	28,766	83	346	31.6	32,074	153	209	12.6
Q4 2018	41,029	90	457	48.8	42,475	160	266	18.6
Q4 2019	44,938	87	516	66.1	50,212	168	298	27.3
Q4 2020	46,667	82	570	72.5	58,743	172	341	34.9
Q3 2021	46,333	79	584	78.6	59,619	174	343	40.6

Q4 = fourth quarter. Q3 = third quarter.
Notes: Values displayed in respective column cells are cumulative, totaling the sum of preceding years' values. RAD PBV tenant and property estimates are based on Urban Institute analysis of HUD administrative data. Average households by property are for those with eligible households.
Sources: Office of Public and Indian Housing Information Center and Tenant Rental Assistance Certification System quarterly data, Q4 2014–Q3 2021

2.1.2. How Prevalent Are Choice Mobility Requests?

Relatively few residents exercise their Choice Mobility option; the proportion is lower relative to what the previous RAD evaluation indicated would be the case, and the proportion of those using the option in PBRA developments is lower than either PBV Choice Mobility or PBV Family Right to Move. Non-RAD PBV households have a right similar to Choice Mobility—Family Right to Move—that gives them the opportunity to move from their PBV unit to tenant-based assistance, typically HCV, after at least 1 year of tenancy. The PHA survey asked a series of questions about the status of Choice Mobility voucher availability and use in 2019, including the number of residents eligible for Choice Mobility, the number of residents who requested Choice Mobility vouchers, and the number of residents who were able to successfully lease up with these vouchers. A limited number of questions were about voucher use and availability for the Family Right to Move program for PHAs with non-RAD PBV properties for comparative purposes. A few important considerations are important to note when reviewing PHA survey findings. PHAs were asked to report or provide their best estimates about voucher use metrics from before the pandemic. Over 31 percent of PHAs reported not having available data for estimates of the residents eligible for Choice Mobility, close to 37 percent reported not having any residents eligible for vouchers for Choice Mobility, and 47 percent reported no requests for vouchers for Choice Mobility. Additional information about PHA survey sampling and responses can be found in appendix B.

Most RAD PHAs indicated that they were able to fulfill the voucher requests they received, although the demand for these requests was low (exhibit 6). Among surveyed PHAs, those that had PBRA conversions reported receiving 497 Choice Mobility requests from 10,280 eligible residents (4.8 percent), RAD PBV PHAs reported receiving 993 Choice Mobility requests from

15,543 eligible residents (6.4 percent), and non-RAD PBV PHAs reported receiving 1,256 Family Right to Move requests from 8,885 residents (14.1 percent).

Comparison of Choice Mobility requests and use between PBRA and PBV PHAs must consider the different eligibility timelines, ownership contexts, and property characteristics that likely influence this activity. PBRAs have a private ownership structure, whereas Choice Mobility is available to PHA-owned and privately owned properties; PBRAs have a longer eligibility timeline relative to PBVs (2 years versus 1 year) and greater variation in property characteristics and quality.

Exhibit 6.   Choice Mobility or Family Right to Move Take-Up Unrestricted in 2019

Subsidy Type	Number Eligible	Number Requested	Number Received	Number Successfully Leased Up
All RAD PHAs (Choice Mobility) (Number of PHAs = 180)				
Total	25,711	1,470	1,021	724
Average	283	16.9	9.5	7.7
Number of PHAs Answered	91	87	108	94
RAD PBRA Residents (Choice Mobility) (Number of PHAs = 36)				
Total	10,280	497	48	25
Average	856.7	41.4	2.7	1.7
Number of PHAs Answered	12	12	18	15
RAD PBV Residents (Choice Mobility) (Number of PHAs = 140)				
Total	15,431	993	983	699
Average	192.9	12.9	10.4	8.5
Number of PHAs Answered	80	77	94	82
Non-RAD PBV Residents (Family Right to Move) (Number of PHAs = 53)				
Total	8,885	1,256	N/A	N/A
Average	345	50	N/A	N/A
Number of PHAs Answered	25	25	N/A	N/A

PHA = public housing authority. RAD = Rental Assistance Demonstration program. PBRA = project-based rental assistance. PBV = project-based voucher. N/A = not assessed.
Notes: Includes all PHAs that provided answers with RAD PBRA, RAD PBV, and/or non-RAD PBV residents in 2019. Because PHAs can have conversions of different subsidy types, PHAs could be represented in more than one of the subsidy type groupings. Successful lease-up rates reflect the percentage of those that requested/attempted to lease a new unit with a CV that were successful.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q8A–Q8C, Q9A–Q9C, Q13A, Q13B, Q19A, Q19B

Exhibit 6 also shows that in 2019, the rate of Choice Mobility requests varied slightly by subsidy type. The rate of Choice Mobility requests (the number of vouchers requested out of the number of residents who were eligible for Choice Mobility vouchers) was about 6 percent for RAD PHAs with PBV properties and nearly 5 percent for RAD PHAs with PBRA properties. The rate of Choice Mobility usage (the number of residents who were successfully able to lease up with a voucher for Choice Mobility out of the total number of residents eligible for Choice Mobility) varied slightly more, with approximately 4.5 percent of eligible residents in PHAs with RAD PBVs successfully leasing up using Choice Mobility vouchers; the figure for residents at PHAs with RAD PBRAs was less than 1 percent.

2.1.3. How Prevalent Are Choice Mobility Lease Ups?

Choice Mobility movers are those who satisfy all inclusion criteria for the specific program, choose to exercise their right to Choice Mobility, and successfully lease a new unit. RAD PBV households were estimated to include those who lived in their RAD PBV unit for at least 1 year and then transitioned to a TBV as Choice Mobility movers. RAD PBRA households include those who lived in their RAD PBRA unit for at least 2 years, had a Choice Mobility move-out code in TRACS, and then transitioned to a TBV as Choice Mobility movers.

Exhibit 7 shows cumulative counts of households that appeared to use Choice Mobility over time. The exhibit also shows cumulative counts of households that moved and met some but not all inclusion criteria. For RAD PBV, households counts include those who transitioned to an HCV before the 1 year of tenancy mark. For RAD PBRA, the counts include those who either lived in their unit for at least 2 years and transitioned to a TBV, but did not have a Choice Mobility move-out code in TRACS, or those who transitioned to a TBV and had a Choice Mobility move-out code in TRACS but had been in their unit for less than 2 years.

As of the third quarter of 2021, an estimated 2,368 RAD PBV households and 178 RAD PBRA households appeared to have been eligible and used the Choice Mobility option (exhibit 7). This figure excludes households that may have used Choice Mobility but did not appear to be eligible, which accounts for 1,298 PBV households that had transitioned to an HCV before the 1 year of tenancy mark, 258 PBRA households that had a Choice Mobility move-out code before the second year of tenancy mark, and an additional 448 PBRA households that had transitioned to an HCV after 2 years but did not have a Choice Mobility move-out code. The set of reasons why households may be moving prior to eligibility is not fully known from the PIC and TRACS data alone. Based on PHA interviews, many of these may be households that were offered TBVs as a relocation option while property construction or rehab was occurring. Some of these households may have been on the regular voucher waiting list and had their name come up, whereas others may have been eligible for and offered a special purpose voucher. Also, there may be cases in which a household that moved just prior to the eligibility cutoff date is actually eligible if there are slight discrepancies in how dates were reported in PIC or TRACS.

Exhibit 7.   Estimates of Cumulative Use of Choice Mobility

| Quarter | RAD PBV | | RAD PBRA | | |
	Choice Mobility Movers	Movers but Not Eligible	Choice Mobility Movers	Movers With Move-Out Code but Not Eligible	Movers Who Are Eligible With No Move-Out Code
Q4 2014	-	3	-	1	-
Q4 2015	26	47	-	41	-
Q4 2016	150	101	4	91	3
Q4 2017	348	256	23	163	38
Q4 2018	632	543	45	189	90
Q4 2019	1,229	845	96	225	180
Q4 2020	1,863	1,091	142	254	317
Q3 2021	2,368	1,298	178	258	448
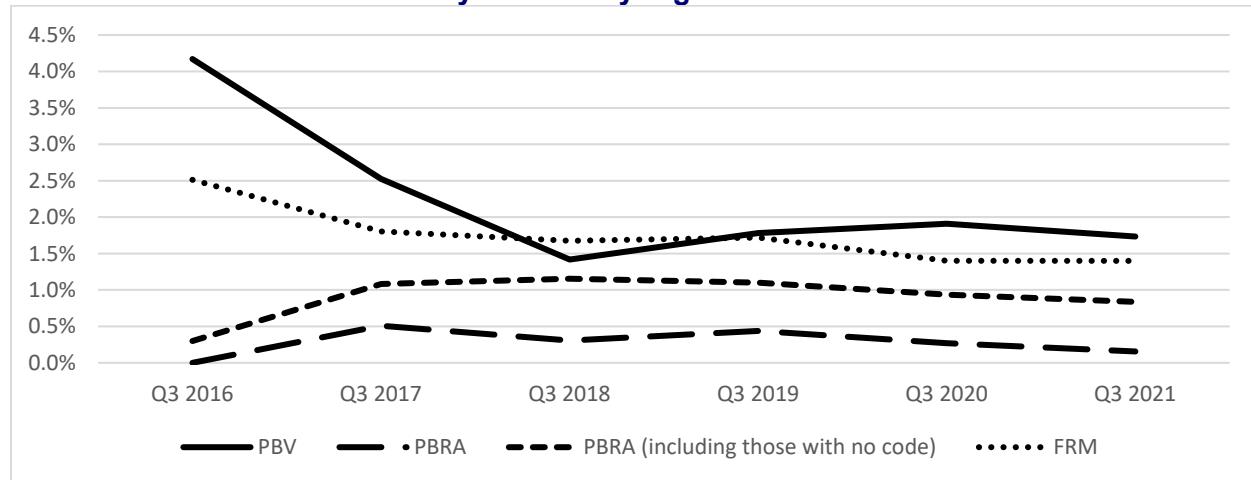
RAD = Rental Assistance Demonstration program. PBV = project-based voucher. PBRA = project-based rental assistance.
Notes: Tenant Rental Assistance Certification System (TRACS) quarterly data are first available starting in the first quarter of 2013. Values displayed in respective column cells are cumulative, totaling the sum of preceding years' values.
Sources: Office of Public and Indian Housing Information Center and TRACS quarterly data

As RAD has matured and more households have become eligible for and used Choice Mobility, annual use has stabilized. Exhibit 8 shows the share of RAD-eligible residents who move in a given year compared with Family Right to Move movers in PHAs with closed RAD conversions. The share of eligible households in RAD PBV properties that moved using Choice Mobility was 1.7 percent in 2021 (similar to previous years); for PBRA households eligible for Choice Mobility, rates were lower: approximately 0.2 percent moved according to the move-out flag, and 0.8 percent moved if movers without a flag were included. In comparison, 1.4 percent of Family Right to Move movers moved in 2021—somewhat lower than PBV Choice Mobility use, but higher than PBRA Choice Mobility use. These numbers indicate that use of all three options is relatively low for eligible households, and it is particularly low for PBRA households.

Exhibit 8. Annual Choice Mobility and Family Right to Move Use

PBV = project-based voucher. PBRA = project-based rental assistance. FRM = Family Right to Move.
Note: FRM use is limited to public housing authorities with closed Rental Assistance Demonstration conversions.
Sources: Office of Public and Indian Housing Information Center and Tenant Rental Assistance Certification System quarterly data

Exhibit 9 shows the counts for households that were eligible and moved during the analysis period.

Exhibit 9. Annual Choice Mobility and Family Right to Move Counts

Quarter	PBRA			PBV		Family Right to Move	
	Eligible	Moved During Year	Moved During Year (Including Those With No Move Out Code)	Eligible	Moved During Year	Eligible	Moved During Year
Q3 2012	-			-		6,352	
Q3 2013	-	-	-	3	-	24,538	366
Q3 2014	-	-	-	29	-	33,385	750
Q3 2015	-	-	-	960	1	40,735	1,374
Q3 2016	334	-	1	3,141	131	50,467	1,268
Q3 2017	3,144	16	34	6,771	171	60,095	1,083
Q3 2018	6,842	21	79	16,787	238	70,486	1,181
Q3 2019	11,884	52	131	28,543	508	83,669	1,438
Q3 2020	19,035	51	178	33,810	646	98,168	1,376

Quarter	PBRA			PBV		Family Right to Move	
	Eligible	Moved During Year	Moved During Year (Including Those With No Move Out Code)	Eligible	Moved During Year	Eligible	Moved During Year
Q3 2021	24,212	38	203	38,805	673	112,671	1,577
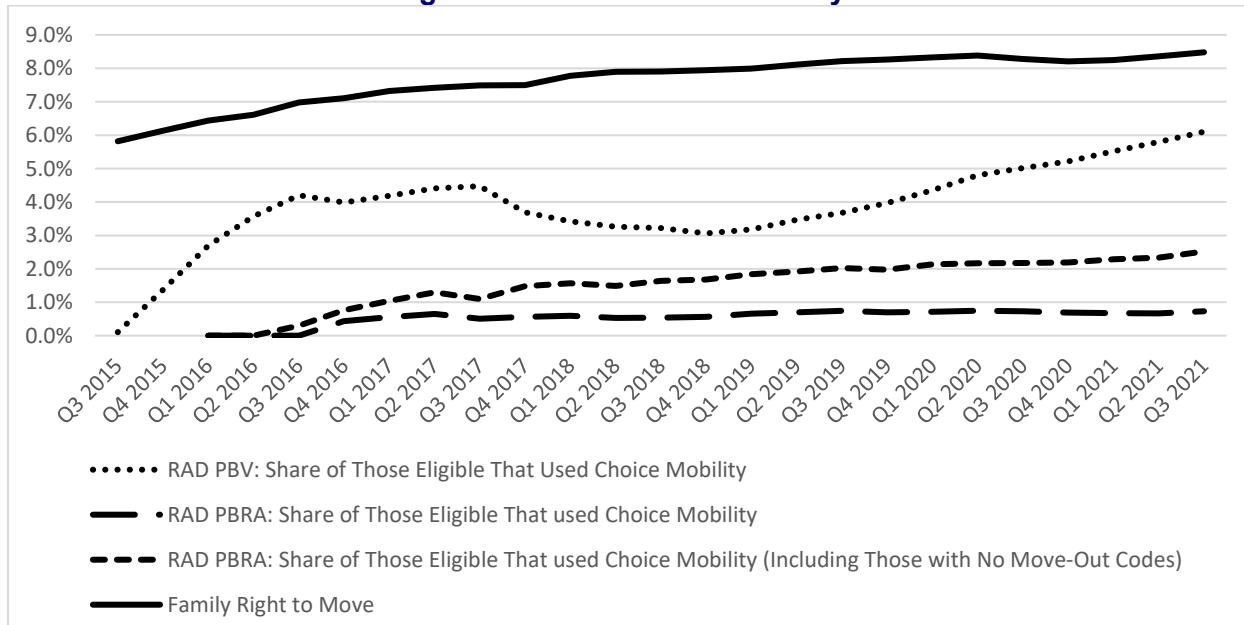
Q3 = third quarter. PBRA = project-based rental assistance. PBV = project-based voucher.
Note: Family Right to Move use is limited to public housing authorities with closed Rental Assistance Demonstration conversions.
Sources: Office of Public and Indian Housing Information Center and Tenant Rental Assistance Certification System quarterly data

Although the number of RAD households eligible for Choice Mobility has increased substantially, cumulative use of the Choice Mobility option remains lower than expected based on findings from the previous evaluation and relative to Family Right to Move (exhibit 10). By the third quarter of 2021, 6 percent of all RAD PBV households estimated to be eligible for Choice Mobility had used it. Take-up has been lower for RAD PBRA households—approximately 1 percent, if all three inclusion criteria are imposed, and 3 percent if households that moved but did not have a move-out code in TRACS are included. By comparison, cumulative use of the Family Right to Move option was 8.5 percent as of the third quarter of 2021, which is unsurprising because the Family Right to Move option has existed for a longer period of time than the RAD Choice Mobility options, so a larger share of households have had the opportunity to use it over time. Although the increase in cumulative Choice Mobility use by PBV households is high enough that rates may converge with Family Right to Move rates over a longer period of analysis time, Choice Mobility use among PBRA households remains low and divergent.

Exhibit 10. Share of Those Eligible Who Use Choice Mobility

Q1 = first quarter. Q2 = second quarter. Q3 = third quarter. Q4 = fourth quarter. RAD = Rental Assistance Demonstration. PBV = project-based voucher. PBRA = project-based rental assistance.
Notes: Values are cumulative, totaling the sum of all movers over time over those eligible and movers in a given year. Family Right to Move use is limited to public housing authorities with closed RAD conversions.

Exhibit 11 shows the cumulative counts for households that were eligible and moved during the analysis period.

Exhibit 11. Cumulative Choice Mobility and Family Right to Move Counts

Quarter	PBRA			PBV		Family Right to Move	
	Eligible	Eligible Movers	Eligible Movers (Including Those With No Move Out Code)	Eligible	Eligible Movers	Eligible	Eligible Movers
Q3 2012	-	-	-	-	-	6,352	26
Q3 2013	-	-	-	3	-	24,538	392
Q3 2014	-	-	-	29	-	33,385	1,142
Q3 2015	-	-	-	960	1	40,735	2,516
Q3 2016	334	-	1	3,141	132	50,467	3,784
Q3 2017	3,144	16	35	6,771	303	60,095	4,867
Q3 2018	6,842	37	114	16,787	541	70,486	6,048
Q3 2019	11,884	89	245	28,543	1,049	83,669	7,486
Q3 2020	19,035	140	423	33,810	1,695	98,168	8,862
Q3 2021	24,212	178	626	38,805	2,368	112,671	10,439

Q3 = third quarter. PBRA = project-based rental assistance. PBV = project-based voucher.
Notes: Values are cumulative, totaling the sum of all movers over time over those eligible and movers in a given year. Family Right to Move use is limited to public housing authorities with closed Rental Assistance Demonstration conversions.
Sources: Office of Public and Indian Housing Information Center and Tenant Rental Assistance Certification System quarterly data

2.1.4. How Does the Prevalence of Choice Mobility Requests and Lease Ups Vary by PHA Characteristics (Including Size, Property Type (PBV/PBRA), Household Characteristics, Voucher Availability, Service Supports, and Local Housing Market Conditions)?

This question addresses how Choice Mobility use varies by PHA characteristics, local market conditions, and household characteristics. In addition to making use of the PHA survey and HUD administrative data, this analysis includes additional external data sources, including the American Community Survey 2018 5-year estimates and data from the updated Affirmatively Furthering Fair Housing July 2020 dataset.[4]

PHA Characteristics and Choice Mobility Issuance
According to the survey of RAD PHAs, PHAs issued approximately 70 percent of Choice Mobility requests in 2019, with rates varying somewhat by PHA size category (exhibit 12). Overall, medium and extra large PHAs reported higher rates of fulfilling requests in 2019. Responses from small PHAs (n=10) were too few to meaningfully compare with larger PHAs.

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[4] Urban Institute. "Data and Tools for Fair Housing Planning." https://datacatalog.urban.org/dataset/data-and-tools-fair-housing-planning.

PHA Size	Total Number Requested	Total Number Issued	Share of Requests Issued
All RAD PHAs	1,490	1,031	69%
Small (1–99 units) (n=10)	10	0	N/A
Medium (100–999 units) (n=54)	86	63	73%
Large (1,000–4,999 units) (n=77)	253	115	45%
Extra Large (5,000+ units) (n=39)	1,141	853	75%

PHA = public housing authority. RAD = Rental Assistance Demonstration. N/A = not applicable.
Notes: Only includes PHAs with RAD project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. For PHA size categories, the research team used the following definitions extra large (5,000+), large (1,000–4,999), medium high (300–999), medium low (100–299), small (50–99), very small (1–49), and no units (combined size category based on the low-rent and Section 8 unit count). The categories "very small" and "small" were collapsed into "small," and "medium low" and "medium high" were collapsed into "medium."
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q9A, Q9B, Q13A, Q13B

Market Characteristics and Choice Mobility Issuance

As of 2019, PHAs in markets with higher vacancy rates tended to report lower shares of eligible households requesting Choice Mobility but higher shares of requests that led to vouchers being granted and successful lease up (exhibit 13). Although tenants are more likely to request Choice Mobility in metropolitan areas with a greater number of jobs accessible to low-income people of color (as defined in the notes to exhibit 11), they also appear to be less likely to successfully lease up in those areas—a trend that is similar for proximity to high-performing elementary schools.

Exhibit 13.   Choice Mobility Take-Up (2019) by Local Housing Market Conditions

Group	Share of Those Eligible for Choice Mobility That Requested (%)	Share of Requests Granted Vouchers (%)	Share of Received Vouchers Leading to Successful Lease Up (%)
Totals	5.7	71.2	72.6
Local Rental Unit Vacancy Rate*			
0%–0.49% (n=65)	7.6	47.4	57.0
0.5%–0.9% (n=70)	4.8	63.2	54.3
1% and above (n=11)	2.9	100	99
Proximity to Jobs for Low-Income People of Color (Index)			
0–8 (n=25)	0.4	100	68.3
9–11 (n=62)	3.3	91.7	55.5
11 and above (n=77)	9.2	50.1	47.1
Proximity to High-Performing Elementary Schools for Low-Income People of Color (Index)			
0–2.9 (n=30)	1.1	100	67.8
3–6.9 (n=61)	6.7	63.0	44.8
7 and above (n=51)	10.7	59.8	56.4

* = For local rental unit vacancy rates, take-up rates are top coded at 100 percent.
Notes: Only includes public housing authorities (PHAs) with Rental Assistance Demonstration (RAD) project-based rental assistance (PBRA) residents and/or PHAs with RAD project-based voucher (PBV) residents in 2019. Because PHAs could grant multiple requests for a single voucher if re-issued multiple times (such as when an issued voucher does not lead to successful lease up), some PHAs reported rates of more than 100 percent. The jobs proximity index pulled from the Affirmatively Furthering Fair Housing Tool quantifies the accessibility of a given residential neighborhood as a function of its distance to all job locations within a Core-Based Statistical Area (CBSA), with larger employment centers weighted more heavily. The school proficiency index uses school-level data on the performance of fourth-grade students on state exams to describe which neighborhoods have high-performing elementary schools nearby and which are near lower-performing elementary schools. Values for the school proficiency index range from 0 to 100, with a higher score indicating access to a better-quality school. The jobs proximity index uses a gravity model to quantify the accessibility by distance of all jobs in a CBSA for each respective neighborhood, where larger employment centers are weighted more heavily and inversely weighted by competition in the form of

labor supply. Values are aggregated and percentile ranked by CBSA, where higher values indicate better access to jobs for residents.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q8A–Q8B, Q9A–Q9B, Q13A–Q13B, Q14, Q19A–Q19B, Q20A–Q20B

Household Characteristics

Using administrative data, the research team conducted analyses of how Choice Mobility varied across PHA households that were either eligible for or used Choice Mobility. The team examined age, race and ethnicity, disability, household size, and income. Compared to nonmovers, movers tended more likely to be Black, younger, of a large household size, and less likely to have a disability; no noticeable difference by income existed (exhibit 14). These patterns align with those found among the Family Right to Move universe; disability status is the one indicator that the RAD mover/non-mover difference is larger than that for the Family Right to Move.

Exhibit 14. Choice Mobility Take-Up by Household Characteristics

Characteristic	RAD		Family Right to Move	
	Eligible Non-Movers	Movers	Eligible Non-Movers	Movers
Race				
Hispanic	20%	17%	18%	15%
American Indian/Alaskan Native	4%	1%	4%	2%
Asian	1%	1%	1%	1%
Black	52%	67%	51%	63%
White	23%	14%	25%	19%
Household Head Age				
Missing	0%	0%	1%	1%
Older	47%	13%	47%	19%
Working Age	50%	83%	50%	77%
Young	2%	3%	3%	3%
Youth	0%	0%	0%	0%
Mean	58	42	57	46
Household Size				
Mean	2	3	Missing	Missing
Disability				
Yes	45%	28%	46%	40%
Income*				
Mean	$15,644	$15,573	$14,981	$15,102

RAD = Rental Assistance Demonstration. * = RAD income for project-based vouchers only.
Note: Family Right to Move use is limited to public housing authorities with closed RAD conversions.
Source: Office of Public and Indian Housing Information Center and Tenant Rental Assistance Certification System data from third quarter of 2021

Property Characteristics

The research team also considered Choice Mobility use at the property level (exhibit 15). Because HUD does not have PBV property identification data, the team used the approach detailed in appendix B. By the third quarter of 2021, almost 40 percent of RAD PBV properties had not had anyone eligible for Choice Mobility opt to make use of this option. For properties that saw some

participation, the most frequent scenario was Choice Mobility use of less than 5 percent. A small but notable share of properties (1 percent) had Choice Mobility use of more than 50 percent.

Exhibit 15.   Properties by Share of Those Eligible That Use Choice Mobility (RAD PBV)

Quarter	0%	0–5%	5–15%	15–50%	50–100%	Number of Properties
Q4 2015	86%	9%	2%	2%	2%	56
Q4 2016	71%	11%	13%	4%	2%	103
Q4 2017	68%	14%	10%	7%	1%	177
Q4 2018	65%	19%	9%	6%	0%	336
Q4 2019	53%	24%	14%	9%	0%	465
Q4 2020	45%	24%	18%	13%	0%	519
Q3 2021	39%	26%	19%	15%	1%	558

Q4 = fourth quarter. Q3 = third quarter. RAD = Rental Assistance Demonstration. PBV = project-based voucher.
Note: Values displayed in respective column cells are cumulative, totaling the sum of preceding years' values.
Source: Office of Public and Indian Housing Information Center quarterly data

The research team applied the same Choice Mobility use groupings for RAD PBRA properties (exhibit 16). Choice Mobility use was much lower than for RAD PBV properties—86 percent of properties had no Choice Mobility use in the third quarter of 2021, and just under 10 percent of properties had a Choice Mobility use of between 0 and 5 percent.

Exhibit 16.   Properties by Share of Those Eligible That Use Choice Mobility (RAD PBRA)

Quarter	0%	0–5%	5–15%	15–50%	50–100%	Number of Properties
Q4 2016	94%	6%	0%	0%	0%	36
Q4 2017	86%	9%	3%	0%	2%	64
Q4 2018	90%	7%	2%	1%	0%	126
Q4 2019	91%	5%	3%	2%	0%	190
Q4 2020	85%	10%	4%	0%	0%	224
Q3 2021	83%	13%	4%	1%	0%	238

Q4 = fourth quarter. Q3 = third quarter. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance.
Notes: Choice Mobility movers are included in counts of total households eligible for Choice Mobility. One property in the "50–100%" category in 2017 was not counted in subsequent years due to that property having a small number of eligible households in 2017 but more in later years, which led to the category changing.
Source: Tenant Rental Assistance Certification System quarterly data

Exhibit 17 compares PHA survey responses on Choice Mobility availability, eligibility, requests, and lease-up rates by PHA size as of 2019 (only 10 small PHAs had data on this question, so this study is limiting comparative discussion). Across all PHA size categories, small shares of residents requesting Choice Mobility were on a waiting list. The share of RAD residents receiving Choice Mobility and requesting search-time extensions varied somewhat by PHA size, although for all PHAs, nearly all extension requests were granted. Lease-up success rates were somewhat lower for the largest PHAs than for the other categories.

Exhibit 17.   Choice Mobility Availability, Eligibility, Requests, and Lease-Up Rate by PHA Size (as of 2019)

Measure	Totals	Small PHAs (1–99 Units) (n=10)	Medium PHAs (100–999 Units) (n=54)	Large PHAs (1,000–4,999 Units) (n=77)	Extra Large PHAs (5,000+ Units) (n=39)
Waiting Lists					
RAD residents on waiting list for Choice Mobility voucher as share of all households on regular HCV waiting list	0.7%	2.1%	1.3%	0.2%	0.5%
Receiving Choice Mobility					
Share of all RAD residents in 2019 who requested Choice Mobility who received it	57.4%	0%	73%	45%	75%
Choice Mobility Search Time Extensions					
Share of RAD residents in 2019 who were issued a voucher for Choice Mobility and requested search time extensions	47.5%	0%	44%	61%	38%
Share of RAD residents in 2019 who were issued a voucher for Choice Mobility and requested a search time extension that had their requests approved	99.3%	N/A; no requests	98%	100%	99%
Choice Mobility Lease-Up Success					
Share of RAD residents in 2019 who successfully leased up with a voucher for Choice Mobility	63.5%	N/A; no requests	72%	70%	55%
PHA Policies					
Share of PHAs that allow residents to immediately re-request a voucher for Choice Mobility if they cannot find a place to lease up	55.9%	44%	55%	52%	68%
Share of PHAs that allow residents who are unable to use the Choice Mobility voucher to remain in their former unit	86.1%	89%	88%	87%	81%

PHA = public housing authority. RAD = Rental Assistance Demonstration. HCV = Housing Choice Voucher. N/A = not applicable.
Notes: Only includes PHAs with RAD project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. For PHA size categories, the research team used aggregated categories based on the following definitions; extra large (5,000+), large (1,000–4,999), medium high (300–999), medium low (100–299), small (50–99), very small (1–49), and no units (combined size category based on the low-rent and Section 8 unit count). The categories "very small" and "small" were collapsed into "small," and "medium low" and "medium high" were collapsed into "medium."
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q4, Q5, Q6, Q9A, Q9B, Q13A, Q13B, Q16A, Q16B, Q21, Q21A, Q22, Q23

Of the PHAs surveyed, PHAs with sole ownership report allowing residents to re-request a voucher for Choice Mobility if they cannot find a place to lease at a rate of 58.7 percent, and mixed ownership (LIHTC, PHA) reports a rate of 41.7 percent, other ownership (LIHTC) reports a rate of 64.6 percent, and mixed ownership (LIHTC, nonprofit) reports a rate of 50 percent. For the share of PHAs that allow residents who are unable to use the Choice Mobility voucher to remain in their former unit, PHA sole ownership and mixed ownership (LIHTC) report similar rates of 89.3 percent and 92.3 percent, respectively. Other ownership (LIHTC) reports a lower rate of 82.4 percent, and mixed ownership (LIHTC, nonprofit) reports a higher rate of 100 percent.

Exhibit 18. Choice Mobility Availability, Eligibility, Requests, and Lease-Up Rate by Project Ownership (as of 2019)

Measure	PHA Sole/Primary Owner or Member	Mixed: Other LIHTC, PHA Sole Owner or Member	Other Owner: LIHTC	Mixed: Other LIHTC, Other Public/ Nonprofit, PHA Sole Owner or Member
Waiting Lists				
Share of all RAD residents who requested Choice Mobility who were on a waiting list	0.3%	1.2%	1.7%	1.1%
Receiving Choice Mobility				
Share of all RAD residents in 2019 who requested Choice Mobility who received it	99%	47%	13%	100%
Choice Mobility Lease-Up Success				
Share of RAD residents in 2019 who successfully leased up with a voucher for Choice Mobility	66%	94%	53%	90%
Choice Mobility Search Time Extensions				
Share of RAD residents in 2019 who were issued a voucher for Choice Mobility and requested a search-time extension that had their requests approved	100%	96%	100%	100%
PHA Policies				
Share of PHAs that allow residents to immediately re-request a voucher for Choice Mobility if they cannot find a place to lease up	58.7%	41.7%	64.7%	50%
Share of PHAs that allow residents who are unable to use the Choice Mobility voucher to remain in their former unit	89.3%	92.3%	82.4%	100%

PHA = public housing authority. LIHTC = Low-Income Housing Tax Credit. RAD = Rental Assistance Demonstration.
Notes: Did not include ownership categories with two or fewer PHAs. Ownership data were collected at the property level and categories were aggregated to the PHA level and include the following:
- Mixed: Other LIHTC, other public/nonprofit.
- Mixed: Other LIHTC, other public/nonprofit, PHA sole/primary owner or member.
- Mixed: Other LIHTC, PHA sole/primary owner or member.
- Mixed: PHA sole/primary owner or member, other public/nonprofit.
- Other owner: LIHTC.
- Other owner: Public/nonprofit, other, PHA is sole/primary owner or member.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q4, Q5, Q6, Q9A, Q9B, Q13A, Q13B, Q16A, Q16B, Q21, Q21A, Q22, Q23

Although the number of RAD households has grown considerably over time, overall tenant use of the Choice Mobility option has also grown but remains low. Most eligible residents do not participate, and most eligible properties have few residents using the Choice Mobility option. Results from the PHA survey provide similar evidence and shed light on additional factors that might coincide with varying Choice Mobility use across PHAs of different sizes, market conditions, and PHA household characteristics. For example, Choice Mobility has grown more quickly over time for RAD PBV properties relative to RAD PBRA properties, likely due to the shorter eligibility period criteria; extra large PHAs (5,000+ units) tend to have lower relative lease-up rates than medium PHAs (100–999 units) or large PHAs (1,000–4,999 units); and Choice

Mobility users overall tend to be working-age adults, live in larger households, and are less likely to have a disability.

The next section details key findings around implementation that provide further insight into the conditions and contexts that are associated with resident lease up. The perspectives of residents shared in the resident survey help explain reasons for higher or lower Choice Mobility use across PHAs. These reasons include lease-up processes, waiting lists, PHA and resident communications, and PHA search supports.

2.2. Implementation

This section details the implementation processes of the Choice Mobility option as understood by PHA staff and residents. Specific questions involve the request and lease-up process, waiting lists, communication approaches, and PHA search supports. The key findings are as follows:

- Across PHAs, the process tenants undergo to make requests for Choice Mobility vouchers is similar. Tenants usually connect with PHA staff and sometimes property managers to make requests.

- PHAs report using a variety of tools to communicate the availability and workings of the Choice Mobility option to residents. The most commonly cited methods include notices sent by mail or email, informal conversations with residents, and presentations to residents.

- Overall, Choice Mobility users reported being relatively informed about the availability and workings of the Choice Mobility option, but non-Choice Mobility users were less informed (this difference was statistically significant).

- Most Choice Mobility users reported that after requesting a voucher, they received clear communication about whether they were placed on a waitlist, as well as whom to contact for updates on the status of their request.

- In communicating with residents about Choice Mobility requests and implementation, PHAs reported three primary challenges: difficulty contacting residents, literacy challenges among residents, and language barriers among residents.

- The relatively low rate of non-Choice Mobility RAD residents indicating that they knew about their option to use an HCV may indicate communication or outreach gaps on the part of PHAs or owners.

- The effect of Choice Mobility on waiting lists is unclear because waiting lists tend to be full. Even if Choice Mobility use is small, it can affect others on the voucher waiting list, but agencies tend not to track those ramifications directly.

- Most residents at PHAs that reported providing at least one form of search assistance were able to successfully lease up; PHAs that report providing multiple forms of search assistance report notably higher lease-up rates.

2.2.1. How Do Tenants Make Requests for Vouchers and What Is the Process to Obtain One?

Tenant responses in the resident survey revealed the processes tenants go through to obtain vouchers. Approximately two-thirds of both Choice Mobility users (65 percent) and RAD residents who did not use Choice Mobility (68 percent) reported that they reached out to PHA staff to make

requests for HCVs (exhibit 19). Approximately one-third also reached out to property managers (31 percent for Choice Mobility users and 41 percent for non-Choice Mobility users), and only a small number said they had reached out to someone else for information.

Exhibit 19.   Whom Did You Contact to Request the HCV?

Point of Contact	Choice Mobility User			RAD Residents Who Are Not Choice Mobility Users		
	PBV (n=383)	PBRA (n=106)	Combined (n=489)	PBV (n=45)	PBRA (n=10)	Combined (n=55)
PHA Staff	59%	45%	55%	20%	9%	16%
Property Manager	26%	26%	26%	12%	6%	10%
Someone Else	7%	14%	9%	7%	0%	4%

HCV = Housing Choice Voucher. RAD = Rental Assistance Demonstration. PHA = public housing authority. PBV = project-based voucher. PBRA = project-based rental assistance.
Notes: Those responding with "someone else" entered a range of responses, from "online" or "in the mail" to listing specific people. The differences between PBV and PBRA Choice Mobility users for PHA staff, property managers, and someone else are not statistically significant, with *P* values *P*=0.49, *P*=1.0, and *P*=0.90, respectively.
Source: Survey of RAD residents administered between February and May 2022

The qualitative findings in the *Early Findings on Choice Mobility Implementation* report found that the administration of Choice Mobility was similar across PHAs, typically starting with the PHA informing residents of the option. After residents complete an initial application, they are issued a voucher or placed on a waiting list.

Property managers (either at the PHA or a third party) track voucher requests. Staff that were interviewed reported a range of tracking systems for managing Choice Mobility requests and using Microsoft Excel spreadsheets to track dates of property conversion, the date that residents become eligible for Choice Mobility on the basis of tenure, and additional information on residents.

Is the Process Different for RAD PBRA, RAD PBV, and Non-RAD PBV Residents?
PHAs reported in the survey that requests for Choice Mobility vouchers by residents are directed to both PHA staff and property owners and managers. As exhibit 20 shows, such requests tend to involve both PHA staff and property managers in practice, although PHA staff alone also represent a significant share of approaches.

This pattern held across subsidy types, although PHAs with RAD PBRA residents reported having a slightly higher share of property owners/managers as the points of contact than did PHAs with RAD PBV residents or those with non-RAD PBV residents.

Exhibit 20.   Points of Contact for Choice Mobility Voucher Requests by Subsidy Type

Group	PHAs With RAD PBRA Residents (n=36)	PHAs With RAD PBV Residents (n=140)	PHAs With Non-RAD PBV Residents (n=53)
PHA staff	28%	32%	34%
Property owner/manager	14%	9%	8%
Both PHA staff and property owners/managers	39%	44%	47%
Other	0%	3%	4%
Missing	19%	11%	8%

PHA = public housing authority. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher.
Note: Only includes PHAs with RAD PBRA residents and/or PHAs with RAD PBV residents in 2019; 19 percent of PHAs with RAD PBRA residents who responded to the survey did not provide an answer.
Source: Survey of RAD PHAs administered between August and November 2021, Q10–Q12

2.2.2. How Do PHAs Track Such Requests and Make Eligibility Determinations?
Do PHAs Need to Maintain Waiting Lists for Such Requests?
Data availability and data quality were significant issues in PHAs' responses to questions about tracking voucher requests and making eligibility determinations for Choice Mobility requests, suggesting that PHAs may not consistently track Choice Mobility requests. Overall, approximately 49 percent of PHAs did not provide a response to questions about the number of residents eligible for Choice Mobility, and 27 percent reported that they did not have PHA-level data on the number of Choice Mobility residents. These findings are supported by the results of qualitative interviews with PHA staff. Many PHAs reported that they did not categorize or track RAD property residents' requests for Choice Mobility separately from those residents on other voucher waiting lists. This situation could indicate an opportunity for HUD to provide technical assistance guidance to ensure that tracking practices are approached in a standard manner.

2.2.3. What Are the Major Communication and Implementation Approaches Used by PHAs to Make Tenants Aware of the Option?
As noted above, previous evaluations of RAD found that residents' awareness of the Choice Mobility option was limited. To examine the status of knowledge and communication, the research team asked questions about overall resident awareness of Choice Mobility, familiarity with the process (from the perspectives of residents and PHA staff), and communication timing, methods, and challenges.

As a starting point, the resident survey asked whether RAD residents were familiar with the Choice Mobility option. Although 75 percent of residents who had used the Choice Mobility option reported their knowledge of the opportunity, one-fourth did not (exhibit 21). This finding may imply issues with communication to residents and/or resident understanding, such that even a substantial proportion of Choice Mobility users reported not knowing about the opportunity. Knowledge was lower among RAD residents who were not Choice Mobility users; approximately two-thirds of these respondents reported not knowing about the Choice Mobility option. This difference widens when comparing RAD PBV and RAD PBRA, with 56 percent of PBV and 85 percent of PBRA residents who were not Choice Mobility users indicating they did not know about the opportunity. These differences between Choice Mobility users and nonusers, as well as between PBRA and PBV households, were statistically significant.

This finding suggests that overall awareness of the program may be a key driver of residents' decision to participate. The fact that only approximately one-third (32 percent) of RAD residents who were not Choice Mobility users indicated that they knew about the option to use an HCV may indicate communication or outreach gaps on the part of PHAs and property managers. A terminology component to these response patterns may also exist, with the potential that a share of both users and non-users was unclear on the meaning of an HCV as asked in the survey.

Exhibit 21. Resident Knowledge of HCV Opportunity

Know About Opportunity	Choice Mobility User			RAD Residents Who Are Not Choice Mobility Users		
	PBV (n=415)	PBRA (n=125)	Combined (n=540)	PBV (n=114)	PBRA (n=63)	Combined (n=177)
Yes	78%	66%	75%	44%	12%	32%
No	22%	34%	25%	56%	85%	66%
Don't know/Refused/Web Blank	0%	0%	0%	0%	3%	1%

HCV = Housing Choice Voucher. RAD = Rental Assistance Demonstration. PBV = project-based voucher. PBRA = project-based rental assistance.
Notes: Numbers may not add up to 100 percent due to rounding. One PBRA mover and two PBRA non-movers did not answer. The difference between Choice Mobility users and non-users is statistically significant at the 1-percent level, with a p value of $p < 0.001$. The difference between PBV and PBRA Choice Mobility users is statistically significant, with a p value of $p = 0.0.23$. The difference between PBV and PBRA non-users is also statistically significant, with a p value of $p = 0.001$.
Source: Survey of RAD residents administered between February and May 2022

Likewise, of the subset of respondents who indicated hearing about Choice Mobility, a split between Choice Mobility users and nonusers exists, with 85 percent of users indicating that they were very or somewhat informed, versus 76 percent of nonusers (exhibit 22).

Exhibit 22. Resident Opinions on How Informed They Are on Choice Mobility Request Process

How Well Informed Respondent Felt About Choice Mobility	Choice Mobility User			RAD Residents Who Are Not Choice Mobility Users		
	PBV (n=370)	PBRA (n=105)	Combined (n=475)	PBV (n=46)	PBRA (n=8)	Combined (n=54)
Very Informed	43%	50%	45%	17%	8%	13%
Somewhat Informed	34%	21%	31%	11%	2%	7%
Not Too Informed or Not at All Informed	13%	12%	12%	14%	4%	10%

RAD = Rental Assistance Demonstration. PBV = project-based voucher. PBRA = project-based rental assistance.
Notes: Of respondents indicating they were familiar with the Choice Mobility option. Numbers may not add to 100 percent due to rounding. The difference between PBV and PBRA Choice Mobility users is statistically significant at the 10-percent level, with a p value of $p = 0.0712$.
Source: Survey of RAD residents administered between February and May 2022

Overall, resident assessments were similar to those of PHA staff; 80–90 percent of respondents (grouped by Choice Mobility request rates) indicated that residents were either very or somewhat informed (exhibit 23). Although PHA staff in agencies with medium and high Choice Mobility request rates tended to state that their residents were more informed than those in agencies with lower request rates, even staff from agencies with lower request rates indicated that most residents were informed.

Exhibit 23. PHA Opinions on How Informed Residents Are on Choice Mobility

Communication and Implementation Approaches	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)	PHA Total
Very Informed	44%	62%	56%	39%
Somewhat Informed	44%	38%	44%	38%
Not at All Informed	7%	0%	0%	2%
Missing	3.7%	0%	0%	21%

PHA = public housing authority.
Notes: Only includes PHAs with Rental Assistance Demonstration (RAD) project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Low/no, medium, and high request rate cutoffs were based on rounded natural breaks available for approximately 73 PHAs that had at least one reported Choice Mobility-eligible resident. Low/no request rate PHAs had a 0-percent request rate, medium had between a 1- and 20-percent request rate, and high had a 21-percent or above request rate. The universe for calculating the PHA-level summaries of the top methods is out of all the PHAs that answered the question, which is generally between 140 and 145. Only approximately 75 PHAs have data for both Choice Mobility request rates and these communication questions, so the percentages may differ slightly.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q26–Q31

These survey results indicate that PHA staff are communicating with most residents about Choice Mobility, although they are potentially overstating how familiar residents are with the option.

Communication Timing

According to the PHA survey, the most frequent times when residents are notified about Choice Mobility are prior to a RAD conversion (78 percent of PHAs), at the time when residents move in (76 percent of PHAs), and after a RAD conversion (62 percent of PHAs) (exhibit 24). Overall, PHA respondents reported notifying residents of the Choice Mobility option an average of 3.5 times. The research team examined whether communication timing and number of times varied by request rate but found no evidence of a relationship between communication timing and request rate.

Exhibit 24.   Communication and Implementation Approaches and Timing

Timing When Residents Are Notified of Choice Mobility	Percentage of PHAs
Prior to RAD conversion (n=143)	78.3%
After RAD conversion (n=88)	61.5%
When residents move into the property (n=109)	76.2%
Recertification meetings (n=77)	53.9%
Resident association meetings (n=31)	21.7%
After residents move in, but before they become eligible (n=24)	16.8%
When residents become eligible for Choice Mobility (n=48)	33.6%
Other (n=13)	9.1%
No effort to inform residents (n=2)	1.4%

PHAs = public housing authorities. RAD = Rental Assistance Demonstration.
Note: Only includes PHAs with RAD project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q26–Q31

Communication Methods

PHAs report using a variety of methods to communicate the availability and workings of the Choice Mobility option to residents (exhibit 25). Overall, the top three methods used include individual notices sent by mail or email (52 percent), informal conversations (50 percent), and presentations to residents (48 percent). PHAs with lower Choice Mobility request rates indicated relying more on posted flyers and less on presentations than those with higher Choice Mobility request rates. Consistent with qualitative findings in the *Early Findings on Choice Mobility Implementation* report, the most common method was informing residents during a RAD orientation session, with subsequent reminders after move-in sent through newsletters and flyers or at annual recertification meetings.

Exhibit 25.   Methods Used to Inform Residents of Choice Mobility Option

Communication and Implementation Approaches	All PHA Respondents (143 PHAs)	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)
Individual notices, mail, or email	52%	41%	62%	56%
Informal conversations with individual residents (for example, during an unrelated phone call or meeting)	50%	63%	46%	44%
Presentations to individual residents (in person or virtually)	48%	48%	51%	44%
Presentations to groups of residents (in person or virtually)	48%	44%	57%	67%
Informal conversations with groups of residents (for example, during an unrelated phone call or meeting)	19%	26%	16%	0%
Through resident associations or councils	16%	15%	11%	33%
Flyers posted in RAD-converted buildings	15%	11%	16%	11%
Other (please specify)	15%	11%	14%	0%
Individual notices, texts, or phone calls	10%	19%	8%	0%
Average number of methods used to inform residents of Choice Mobility	2.7	2.8	2.8	2.6

PHAs = public housing authorities. RAD = Rental Assistance Demonstration.
Notes: Only includes PHAs with RAD project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Low/no, medium, and high request rate cutoffs were based on rounded natural breaks available for 73 PHAs that had at least one reported Choice Mobility-eligible resident. Low/no rate PHAs had a 0-percent request rate, medium had a 1- to 20-percent request rate, and high had a 21-percent or higher request rate. The universe for calculating the PHA-level summaries of the top methods is all PHAs that answered the question, which is generally between 140 and 145. Approximately 75 PHAs have data for both Choice Mobility request rates and these communication questions, so the percentages may differ slightly.
Source: Survey of RAD PHAs administered between August and November 2021, survey question Q27

In tailoring communication about the Choice Mobility option to residents, PHA staff reported that using materials written in plain language (61 percent), using multiple distribution methods (42 percent), and translating materials into multiple languages (32 percent) were the most effective means for generating resident follow-up (exhibit 27).

Exhibit 26.   Outreach Methods Generating Most Resident Follow-Up

Communication and Implementation Approaches	All PHA Respondents (143 PHAs)	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)
Individual notices, mail, or email	45%	37%	51%	44%
Informal conversations with individual residents (for example, during an unrelated phone call or meeting)	43%	44%	43%	33%
Presentations to individual residents (in person or virtually)	41%	37%	51%	44%

Communication and Implementation Approaches	All PHA Respondents (143 PHAs)	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)
Presentations to groups of residents (in person or virtually)	36%	33%	38%	44%
Informal conversations with groups of residents (for example, during an unrelated phone call or meeting)	15%	11%	8%	0%
Individual notices, texts, or phone calls	13%	19%	11%	11%
Flyers posted in RAD-converted buildings	10%	7%	5%	0%
Through resident associations or councils	10%	4%	16%	0%

PHA = public housing authority. RAD = Rental Assistance Demonstration.
Notes: Only includes PHAs with RAD project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Low/no, medium, and high request rate cutoffs were based on rounded natural breaks available for 73 PHAs that had at least one reported Choice Mobility-eligible resident. Low/no rate PHAs had a 0-percent request rate, medium had a 1- to 20-percent request rate, and high had a 21-percent or higher request rate. The universe for calculating the PHA-level summaries of the top methods is out of all the PHAs that answered the question, which is generally between 140 and 145. Only approximately 75 PHAs have data for both Choice Mobility request rates and these communication questions, so the percentages may differ slightly.
Source: Survey of RAD PHAs administered between August and November 2021, survey question Q29

Exhibit 27. Methods for Tailoring Choice Mobility Outreach Materials

Tailoring Methods	All PHA Respondents (143 PHAs)	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)
Use materials with plain language	61%	48%	65%	78%
Distribute materials in a variety of ways	42%	44%	41%	33%
Translate materials into multiple languages	41%	30%	41%	33%

PHA = public housing authority.
Notes: Only includes PHAs with Rental Assistance Demonstration (RAD) project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Low/no, medium, and high request rate cutoffs were based on rounded natural breaks available for 73 PHAs that had at least one reported Choice Mobility-eligible resident. Low/no rate PHAs had a 0-percent request rate, medium had a 1- to 20-percent request rate, and high had a 21-percent or higher request rate. The universe for calculating the PHA-level summaries of the top methods is out of all the PHAs that answered the question, which is generally between 140 and 145. Only approximately 75 PHAs have data for both Choice Mobility request rates and these communication questions, so the percentages may differ slightly.
Source: Survey of RAD PHAs administered between August and November 2021, survey question Q26–Q31

Communication Challenges

Of respondents who requested a voucher, residents who were Choice Mobility users generally reported clear communication about being placed on a voucher waitlist as well as about whom to contact for updates on their voucher status. RAD residents who were not Choice Mobility users reported less clarity on these matters (exhibits 28 and 29).

Most Choice Mobility users who received a voucher reported either receiving clear communication about being placed on a waitlist (68 percent) or not being placed on a waitlist at all (19 percent).

Just 12 percent reported that they did not receive clear communication about being placed on a waitlist (exhibit 28). Of those who had requested vouchers, slightly more than half of respondents (56 percent) who were not Choice Mobility users reported receiving clear communication about being placed on a waitlist, and the number of non-Choice Mobility users who reported that they did not receive clear communication (30 percent) or were not placed on a waitlist (14 percent) are relatively few.

Exhibit 28.   Waitlist Communication After Voucher Request

After you requested a voucher, did you receive clear communication about being on a waitlist?						
Waitlist Communication	**Choice Mobility User**			**RAD Residents Who Are Not Choice Mobility Users**		
	PBRA (n=102)	**PBV (n=363)**	**Combined (n=465)**	**PBRA (n=10)**	**PBV (n=33)**	**Combined (n=43)**
Yes	68%	66%	68%	55%	60%	56%
No	13%	11%	12%	30%	30%	30%
I was not placed on a waitlist	18%	24%	19%	15%	10%	14%
Don't know/Refused	1%	0%	1%	0%	0%	0%

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher
Notes: Question asked of those who indicated requesting a voucher. The difference between Choice Mobility users and non-users is statistically significant at the 1 percent level, with a p value of $p = 0.0055$. Additionally, the difference between PBV and PBRA Choice Mobility Users is not statistically significant, with a p value of $p = 1$.
Source: Survey of RAD residents administered between February and May 2022

Of those who requested a Choice Mobility voucher, 77 percent of Choice Mobility users reported receiving clear communication about whom to contact for voucher status updates, compared to just under 50 percent for those who did not use Choice Mobility (exhibit 29).

Exhibit 29.   Communication After Voucher Request

After you requested a voucher, did you receive clear communication about whom to contact for updates on your voucher status?						
Clear Communication After Requesting Voucher	**Choice Mobility User**			**RAD Residents Who Are Not Choice Mobility Users**		
	PBRA (n=102)	**PBV (n=363)**	**Combined (n=465)**	**PBRA (n=10)**	**PBV (n=33)**	**Combined (n=43)**
Yes	77%	77%	77%	50%	45%	47%
No	23%	22%	22%	50%	52%	51%
Don't Know/Refused	0%	1%	1%	0%	3%	2%

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher.
Notes: Question asked of those who indicated requesting a voucher. The difference between Choice Mobility users and non-users is statistically significant, with a p value of $p = 0.000$. The difference between PBV and PBRA Choice Mobility users is not statistically significant, with a p value of $p = 0.495$. The difference between PBV and PBRA non-users is not statistically significant, with a p value of $p = 0.414$.
Source: Survey of RAD residents administered between February and May 2022

RAD PHAs reported three key challenges in communicating with residents about Choice Mobility (exhibit 30). The first was difficulty contacting residents (61 percent of PHAs), followed by literacy (42 percent of PHAs) and language challenges (32 percent of PHAs). For PHAs with the

highest rates of Choice Mobility requests, difficulty contacting residents proved to be a particular challenge, with 77 percent of PHAs reporting this problem.

Exhibit 30.   Communication Challenges

Challenge in Communication	All PHA Respondents (143 PHAs)	Low/No Choice Mobility Request Rate (27 PHAs)	Medium Choice Mobility Request Rate (37 PHAs)	High Choice Mobility Request Rate (9 PHAs)
Difficulty contacting residents	61%	48%	65%	77%
Literacy	42%	42%	41%	33%
Language	32%	30%	41%	33%
Average number of communication challenges	1.7	1.4	2	1.7

PHA = public housing authority.
Notes: Only includes PHAs with Rental Assistance Demonstration (RAD) project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Low/no, medium, and high request rate cutoffs were based on rounded natural breaks available for approximately 73 PHAs that had at least one reported Choice Mobility-eligible resident. Low/no rate PHAs had a 0-percent request rate, medium had between a 1- and 20-percent request rate, and high had a 21-percent or above request rate. The universe for calculating the PHA-level summaries of the top methods is out of all the PHAs that answered the question, which is generally between 140 and 145. Only approximately 75 PHAs have data for both Choice Mobility request rates and these communication questions, so the percentages may differ slightly.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q26–Q31

Residents reported a variety of modes through which they found out about their housing choice voucher opportunity, with Choice Mobility users reporting far higher rates of communication across all communication modes relative to non-Choice Mobility users.

Meetings between housing authority staff and residents were the most commonly cited method of communication, with more than 60 percent of Choice Mobility users reporting this method for finding out about their housing voucher opportunity, followed by informal conversations with housing authority staff and other residents, at approximately 55 percent. Mail, emails, texts, and telephone calls were common, but not universal; slightly over half (51 percent) of Choice Mobility users reported being reached this way. Recertification meetings were less commonly cited, and posted flyers were cited the least often.

Exhibit 31.   Method of Finding Out About Housing Choice Voucher Opportunity

2.2.4. Are Tenants Provided Mobility Counseling, Search Assistance, or Other Supports to Find Housing? How Are PHAs Funding Such Services?

Providing search assistance to residents considering and using the Choice Mobility option may increase use and successful HCV lease ups. PHAs provide a variety of supports to residents who try to use the Choice Mobility option, ranging from basic assistance, such as providing a list of landlords or properties that accept vouchers, to more intensive supports, such as search counseling or transportation assistance. Interviews with staff and residents in this qualitative study indicated that PHAs generally provided basic search assistance, although a few agencies reported actively engaging with residents during the process. The survey analysis, intended to provide a more systematic sense of what PHAs are doing, examined the use of search assistance and lease-up supports and whether those supports affected successful lease ups.

Many factors may drive Choice Mobility interest and use, so it is not possible to say whether more intensive search assistance is a primary factor in Choice Mobility use or success. Furthermore, PHAs were instructed to answer questions as of 2019, even though they responded to the survey in 2021; this instruction was to avoid issues associated with COVID-19-related disruptions as noted in the study methods section. This gap could have introduced uncertainty into PHA responses, dependent on institutional knowledge and capacity.

Overall, 93 percent of PHAs reported providing at least basic lease-up support (exhibit 32). PHAs reported meeting program requirements and offering assistance, such as landlord and property lists and referrals to search assistance services, but only a smaller number offered more intensive options (such as search counseling, financial assistance, or transportation). This finding aligns with findings from the qualitative report, in which PHAs indicated providing lists of local available properties as found on housing search websites (such as Craigslist or Apartments.com). PHAs generally provide these supports to all residents, not just RAD residents; search counseling had the highest share of respondents saying that their agency offered it only to RAD residents.

Exhibit 32. Search Assistance Offered to RAD Residents Trying to Use Choice Mobility

Search Assistance Offered?	List of Landlords or Properties That Accept Vouchers (n=146)	Search Counseling (n=146)	Transportation (n=146)	Financial Assistance (n=145)	Connections to Search Assistance Services (n=145)
Yes, only to RAD residents	4.4%	6.7%	0.6%	1.1%	2.8%
Yes, to both RAD and non-RAD residents	65.6%	23.9%	0.6%	10.0%	52.8%
No	11.1%	50.6%	80.0%	69.4%	25.0%
Missing	18.9%	18.9%	18.9%	19.4%	19.4%

RAD = Rental Assistance Demonstration.
Note: Each column in the table is out of all public housing authorities PHAs) that completed the survey (n=180).
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q25A–Q25E

The research team also considered whether successful Choice Mobility lease up varies by the number of forms of PHA search assistance offerings. Overall, 64 percent of residents at PHAs with at least one form of search assistance were able to successfully lease up, although those with *only*

one form of search assistance appeared to have notably lower successful lease-up rates than those with two or more forms of search assistance (exhibit 33). This compares to a recent analysis finding that for recipients of housing choice vouchers, 61 percent of housing searches in 2021 resulted in a successful lease up (Gould et al., 2023). Forty-four PHAs reported providing no search assistance, but this group only had two Choice Mobility requests (both of which led to successful lease ups).

Exhibit 33. Choice Mobility Successful Lease-Up Rate by Types of Search Assistance Provided by the PHA

| Number of PHA-Provided Search Assistance Practices	Number of PHA Responses	Successful Lease-Up Rate
One or more forms of search assistance	136	63.7%
One form of search assistance	29	32.7%
Two forms of search assistance	59	74.9%
Three or more forms of search assistance	48	64.5%

PHA = public housing authority.
Note: Includes PHAs with Rental Assistance Demonstration (RAD) project-based rental assistance, RAD project-based voucher (PBV), and/or non-RAD PBV residents in 2019. Successful lease-up rates reflect the percentage of those that requested/attempted a lease up that were successful. Ten PHAs provided no search assistance; there were no successful lease-ups for them.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q13A, Q13B, Q19A, Q19B, Q25A–Q25E

RAD residents using Choice Mobility can also request search-time extensions. According to responses in the PHA survey, 52 percent of residents who attempted to lease up with a Choice Mobility voucher requested such an extension. Such extensions were requested frequently across subsidy type (PBRA or PBV) and PHA size, and nearly all extensions were approved (exhibit 34). This finding, along with findings from interviews that residents were able to request extensions when needed, indicates that low use of Choice Mobility is not due to limitations on search-time extension.

Exhibit 34.   Search-Time Extensions

Group	Number That Received Voucher	Number of Requests for Search-Time Extensions	Share of Search-Time Extensions Approved (%)
All RAD PHAs (n=180)	1,031	535	99%
Subsidy Type			
PHAs with RAD PBRA residents (n=53)	53	12	100%
PHAs with RAD PBV residents (n=140)	983	528	99%
PHA Size			
Small (n=10)	0	0	N/A
Medium (n=54)	63	43	98%
Large (n=77)	115	187	100%
Extra large (n=39)	853	305	99%
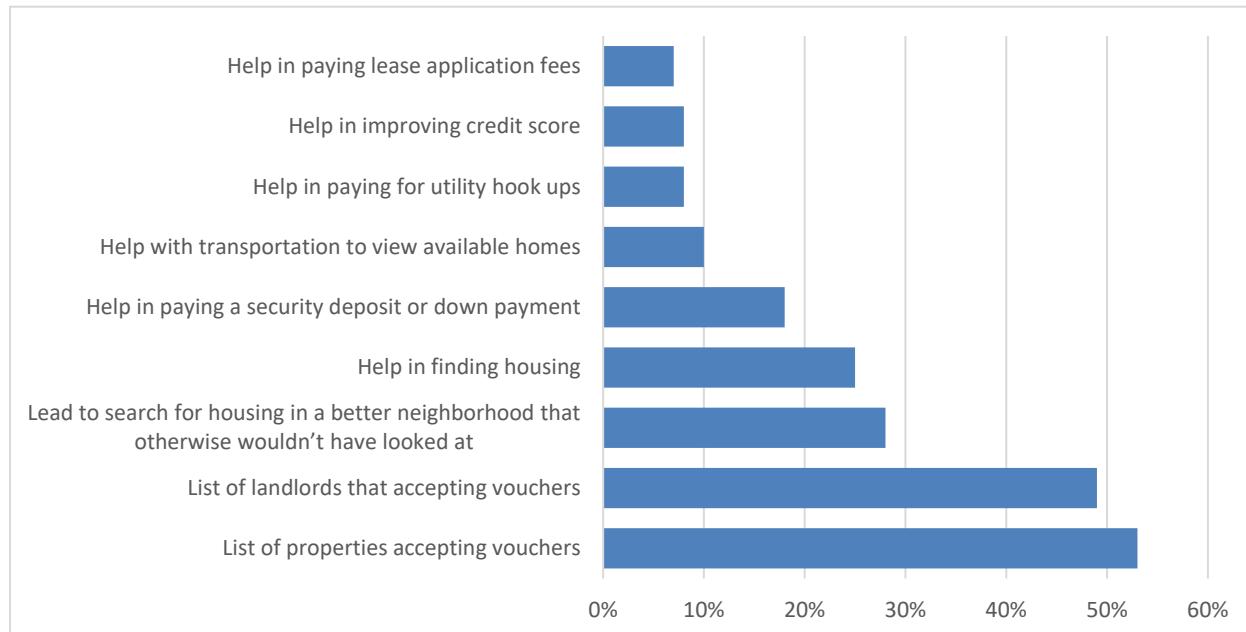
PHA = public housing authority. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher.
Notes: Only includes PHAs with RAD PBRA residents and/or PHAs with RAD PBV residents in 2019. Totals by subsidy type include all PHAs reporting a single RAD PBV or RAD PBRA resident resulting in single PHAs included in both categories and

higher totals than topline measures for all RAD PHAs.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q13A, Q13B, Q21, Q21A

Consistent with the findings from the PHA survey, RAD residents generally reported receiving little assistance with their housing search beyond the basic program requirements. Of PHA Choice Mobility user resident survey respondents, approximately 50 percent reported receiving a list of properties or landlords, with much smaller shares reporting receiving any other assistance (exhibit 35).

Exhibit 35. Choice Mobility User Reported Help Finding Housing

Source: Survey of RAD residents administered between February and May 2022, survey questions Q70–Q78

These survey findings on Choice Mobility voucher use illustrate several possible dynamics at work. First, the Choice Mobility option is only used by a small share of eligible residents. Take-up remains low, and PHA initiatives to assist Choice Mobility users tend to be limited to what they are already to offering regular TBV holders. Second, the most common search assistance efforts tend to be those with the lowest intensity and potentially the lowest level of value for the resident. Finally, it is also possible that over the course of residents' tenure, their RAD properties have been improved or are otherwise more desirable than what is available to a voucher holder in the marketplace.

Overall, there is no clear relationship between an individual form of search assistance and lease-up success (which was approximately two-thirds for all PHAs offering search assistance), although the number of supports may be positively correlated with successful lease up. Whether the lack of search assistance at some PHAs influenced the lack of Choice Mobility demand in those PHAs remains unclear from this analysis.

2.2.5. To What Extent Do PHAs Place Discretionary Limits on the Option?

PHAs can request to place discretionary limits on the Choice Mobility option. The analysis examined the effect of discretionary limits at PHA-owned properties (exhibit 36), finding that according to the PHA survey, a majority of PHAs were able to meet Choice Mobility voucher requests, regardless of whether they had put discretionary limits in place.

Exhibit 36. Choice Mobility Take-Up (2019) by Presence of Discretionary Limits

Discretionary Limit in Place	Share of PHAs Eligible to Put Discretionary Limits in Place
PHA put at least one discretionary limit in place that it was eligible to (n=29)	66%
PHA put none of the discretionary limits in place it was eligible to (n=15)	34%

PHA = public housing authority.
Note: Only includes PHAs with Rental Assistance Demonstration (RAD) project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019 and those reporting responses to survey questions regarding discretionary limits.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q4–Q6, Q9A, Q9B, Q13A, Q13B, Q14

The research team also considered the extent to which the presence of those discretionary limits affects whether the PHA was able to meet Choice Mobility requests as well as the share of households waiting to use Choice Mobility. Generally, PHAs without discretionary limits were better able to meet Choice Mobility requests; however, the presence of discretionary limits does not appear to increase the share of households placed on a waiting list (exhibit 37).

Exhibit 37. Choice Mobility Take-Up (2019) by Presence of Discretionary Limits

Discretionary Limit in Place	Share of PHAs Able to Meet Choice Mobility Voucher Requests	Choice Mobility Residents on Waiting List as Share of All Residents on HCV Waiting List
PHAs With RAD PBV Residents		
PHA limited number of turnover vouchers available in 2019 to 75 percent of annual turnover vouchers (n=15)	47%	0.50%
PHA did not adopt the limit (n=46)	83%	0.20%
PHAs With RAD PBRA Residents		
PHA limited number of vouchers available in 2019 to one-third of annual turnover vouchers **and** PHA limited number of Choice Mobility movers from any given property to 15 percent in 2019 (n=10)	60%	0.00%
PHA limited number of vouchers available in 2019 to one-third of annual turnover vouchers **but did not** limit number of Choice Mobility movers from any given property to 15 percent in 2019 (n=3)	100%	0.00%
PHA limited number of Choice Mobility movers from any given property to 15 percent in 2019 **but did not** limit number of vouchers available in 2019 to one-third of annual turnover vouchers (n=3)	33%	0.03%
PHA did not adopt either limit (n=16)	63%	0.30%

PHA = public housing authority. HCV = Housing Choice Voucher. RAD = Rental Assistance Demonstration. PBV = project-based voucher. PBRA = project-based rental assistance.
Note: Only includes PHAs with RAD PBRA residents and/or PHAs with RAD PBV residents in 2019.
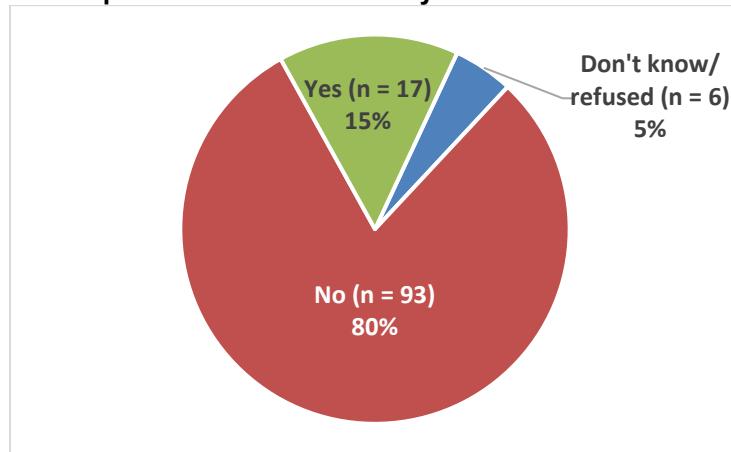
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q4–Q6, Q9A, Q9B, Q13A, Q13B, Q14

How Do Such Limits on the Total Number of Vouchers Provided for Choice Mobility Affect the Availability of the Mobility Option?

Of the resident nonmovers who were asked whether they did not request a voucher due to lack of availability, 15 percent said yes. Although this means that approximately 80 percent of residents said that lack of vouchers was not an issue and the overall number of respondents is small, it does indicate that in some situations, residents have decided not to request a Choice Mobility voucher due to perceived lack of availability.

Exhibit 38.   Nonmovers Told No Vouchers Available

Did you decide not to request a voucher because you were told no vouchers were available?

Number of respondents to this question =116
Source: Survey of Rental Assistance Demonstration residents administered between February and May 2022

2.2.6. How Does the Choice Mobility Option Affect the Administration of Waiting Lists?

PHAs generally reported that they have all their vouchers issued at all times. Because HUD does not grant PHAs new vouchers to use for Choice Mobility, PHA staff that were interviewed noted that residents wishing to make use of the Choice Mobility option were added to a waiting list. Although some PHAs instituted limits on annual Choice Mobility use, overall demand has generally remained well below the PHA limits to date. According to staff we interviewed, residents receive updates throughout the voucher request process by (1) calling the PHA to request updates on the status of their voucher request or their place on the waiting list and/or (2) receiving notification in the form of a telephone call, in-person meeting, or written letter when the HCV is available and ready to be issued.

PHA staff reported using various tracking systems to manage the number of incoming Choice Mobility requests. Most often, PHAs told us that they used their voucher waiting list as a mechanism for tracking Choice Mobility requests. RAD residents requesting a voucher under Choice Mobility were flagged so that the PHA could contact them when a voucher was available.

For more detailed discussion, see the report on *Early Findings on Choice Mobility Implementation (Treskon et al., 2022)*.

2.2.7. What Are Barriers and Successful Approaches to Implementing and Using the Choice Mobility Option?

PHAs and residents identified a number of barriers to successfully implementing and using the Choice Mobility option. Key findings include the following:

- Primary challenges that PHAs identified, such as making contact and keeping in touch with residents, residents' literacy challenges, and residents' language barriers.

- Among residents, those using Choice Mobility were more aware of the option and its processes than nonusers. This finding suggests potential communications gaps between PHAs and property managers and non-Choice Mobility users, particularly those who may not understand the option.

- Among PHAs, waiting-list use and related management practices seem to be largely informal, with no evidence of consistent or structured use across PHAs. This lack of consistency may not currently be a concern because Choice Mobility request rates are relatively low overall, but it will present challenges over time if participation rates increase.

- Evidence from PHA surveys and interviews shows that PHAs that offer more than one form of search assistance report higher lease-up rates.

2.3. Outcomes

This section reports the impact of the Choice Mobility option on residents, property management, and voucher program outcomes. The main findings are as follows:
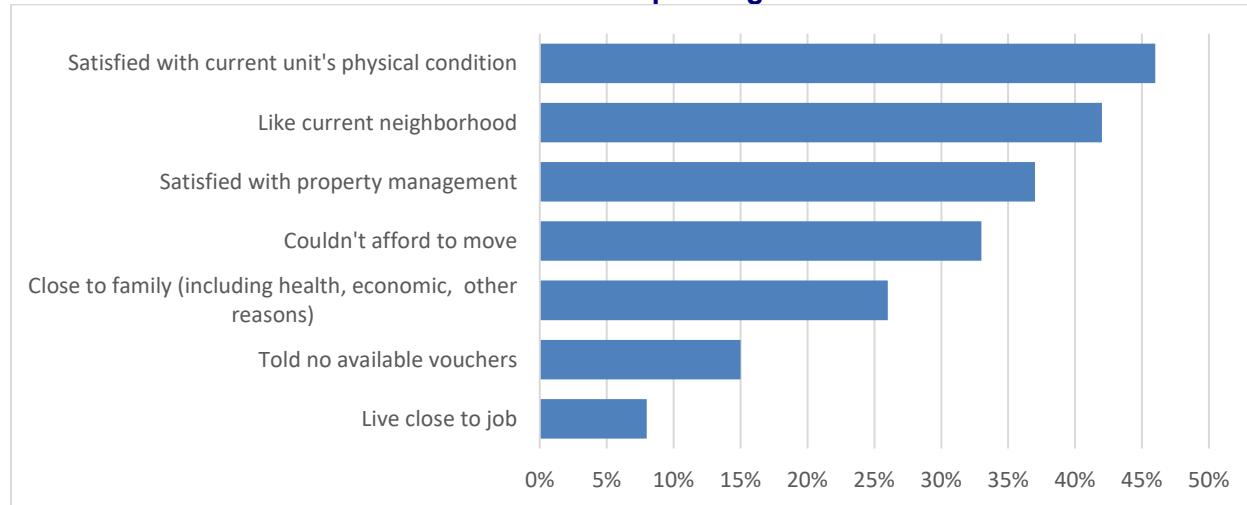
- Residents report that neighborhood characteristics are a stronger driver than employment opportunities for choosing to move using the Choice Mobility option.

- Overall, Choice Mobility users seem to be slightly more satisfied with their neighborhoods and housing units than non-Choice Mobility users, even though both rent and utility costs tend to be higher among those using the Choice Mobility option.

- Some residents who know about and wish to use the Choice Mobility option still face barriers to exercising the option, including long wait periods before obtaining a voucher, finding a home that meets their needs, finding landlords that accept the voucher, and other market limitations.

- Overall, there is little evidence that the Choice Mobility option leads to higher turnover at RAD properties when it first becomes available.

- Approximately two-thirds of PHAs report that they have enough vouchers to support Choice Mobility. Although that represents a sizable share, it points to the fact that even with low Choice Mobility usage, many PHAs do not. The bottom line is that, although the demand for Choice Mobility is limited thus far, the supply of vouchers is also limited.

2.3.1. Tenant Outcomes

For tenant outcomes, the research team analyzed the reasons for residents deciding to use or not use the Choice Mobility option, resident experiences with Choice Mobility, and resident satisfaction with their current housing and neighborhood.

For nonmovers, unit satisfaction was the most commonly cited reason for not requesting a voucher, followed by liking their current neighborhood (exhibit 39).
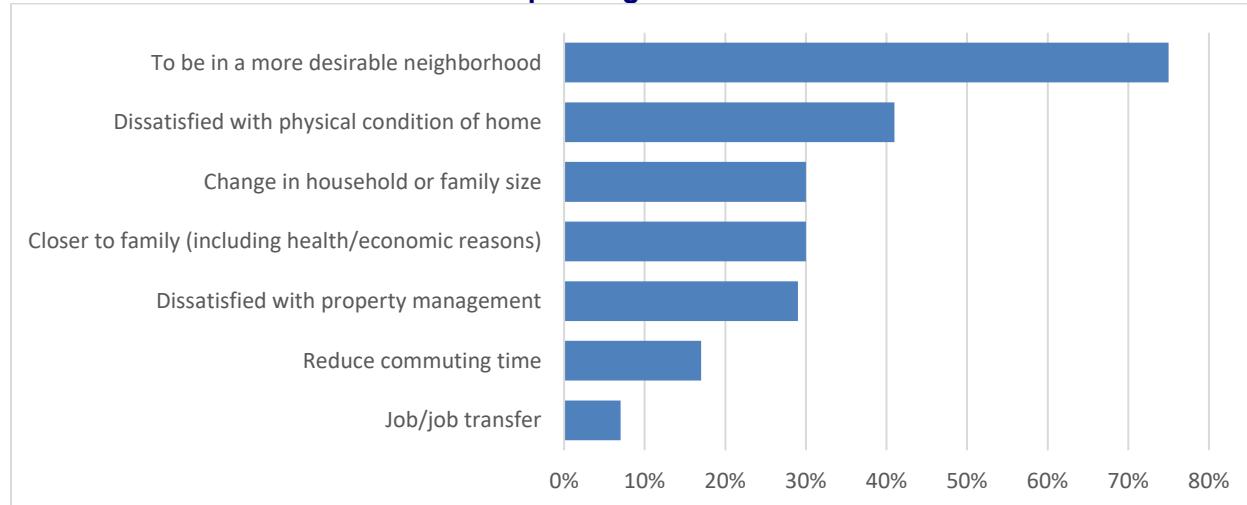
Exhibit 39.   Non-Movers' Reasons for Not Requesting Voucher

Number of respondents to this question =177.Source: Survey of Rental Assistance Demonstration residents administered between February and May 2022

For movers, the desire to live in a more desirable neighborhood was by far the most commonly cited reason for moving, followed by dissatisfaction with the physical condition of their homes. For both groups, job-related reasons (whether proximity to job or commute time) were the least-cited reasons for staying or leaving (exhibit 40).

Exhibit 40.   Movers' Reasons for Requesting Voucher

Number of respondents to this question =508.
Source: Survey of Rental Assistance Demonstration residents administered between February and May 2022

What is the Experience of Current and Former RAD Residents With Choice Mobility?

Residents reported that the Choice Mobility process itself often included a significant lag between request and receipt of a voucher: Approximately 41 percent reported being on a waiting list for more than 6 months (exhibit 41), and though most PHAs reported that they were able to handle

Choice Mobility requests on an institutional level, this indicates that, from the resident perspective, there may be a lag between requesting and receiving a voucher.

Exhibit 41.   Time on Waiting List Before Receiving Voucher

Including any time that you may have spent on a waiting list, how long did it take to receive the voucher after you requested it?	
Length of Time to Receive Voucher	**Share (n=459)**
Less than 2 Months	27%
2 Months	8%
3 Months	7%
3–6 Months	17%
More than 6 Months	41%

Source: Survey of Rental Assistance Demonstration residents administered between February and May 2022

In terms of what residents are paying, Choice Mobility users report paying more on both rent and utilities than they did prior to moving. In the resident survey, the majority of Choice Mobility users reported paying more for rent at their current home than they did at the RAD-converted property, with more than one-half reporting paying higher utilities costs (exhibits 42 and 43). Multiple reasons for these changes exist: family composition could change and be related to the decision to move, income changes coinciding with a move could lead to other changes, or families may decide to pay more than the payment standard for a valued unit and location.

Exhibit 42.   Rent and Utility Payment Comparison

Are you paying more, less, or about the same for rent at your current home than you did at [RAD-converted property]?			
Choice Mobility?	**More**	**Same Amount**	**Less**
Choice Mobility User	58% (n=256)	25% (n=109)	17% (n=79)

RAD = Rental Assistance Demonstration.
Source: Survey of RAD residents administered between February and May 2022

Exhibit 43.   Utility Payment Comparison

Are you paying more, less, or about the same for utilities at your current home than you did at [RAD-converted property]?			
Choice Mobility?	**More**	**Same Amount**	**Less**
Choice Mobility User	67% (n=297)	19% (n=86)	10% (n=43)
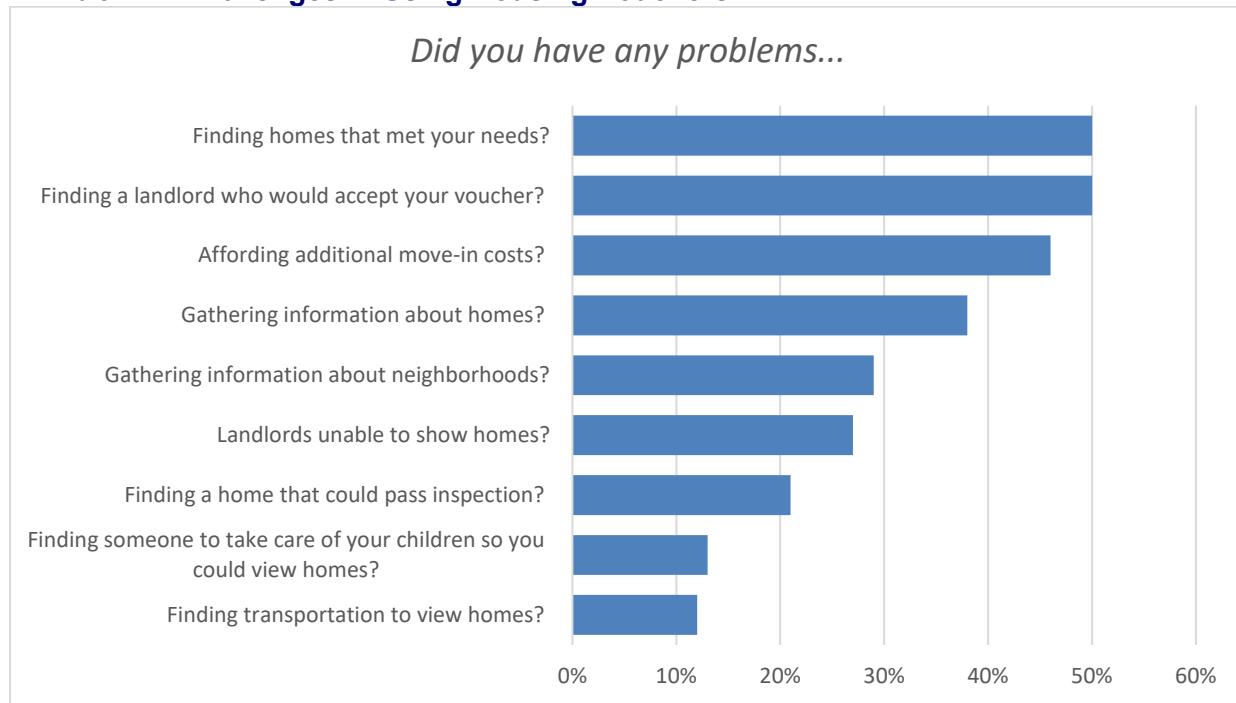
RAD = Rental Assistance Demonstration.
Source: Survey of RAD residents administered between February and May 2022

How Do RAD Residents Assess the RAD Choice Mobility Process?
For residents, challenges in obtaining a new unit reflected a range of experiences (exhibit 44). Approximately half of all respondents reported having problems finding homes that fit their needs and finding landlords willing to take their voucher, but notable shares pointed to other challenges in finding information about homes and neighborhood or affording additional move-in costs.

Exhibit 44.   Challenges in Using Housing Vouchers

Did you have any problems...

Number of respondents to this question =452.
Source: Survey of Rental Assistance Demonstration residents administered between February and May 2022

Do Former RAD Residents Who Used the Choice Mobility Option Move to Better Neighborhoods (as Measured by Factors Such as Poverty Rate, Access to Jobs, Quality of Schools)?

Overall, RAD residents who used the Choice Mobility option reported that access to neighborhood amenities such as parks, schools, transportation, and grocery stores in their new neighborhoods was at least the same or better than when they were living in RAD-converted properties (exhibit 45). About 40 percent reported that amenities were about the same, and slightly more than that (47 percent) reported that they were better. In contrast, just 7 percent reported that amenities in the new neighborhoods were worse.

Exhibit 45.   Access to Neighborhood Amenities Among Choice Mobility Users

How does your access to neighborhood amenities (such as parks, schools, transportation, and grocery stores) compare to your previous neighborhood when you were living at [RAD-converted property]?	
Comparison	**Share of Residents (n=447)**
About the Same	42%
Better	47%
I Live in the Same Neighborhood	4%
Worse	7%

RAD = Rental Assistance Demonstration.
Note: Asked of respondents who had self-identified as Choice Mobility users.
Source: Survey of RAD residents administered between February and May 2022

Are Current RAD Residents and Former RAD Residents Who Used the Choice Mobility Option Satisfied With the Housing and Neighborhood In Which They Lease?

Most Choice Mobility and non-Choice Mobility residents reported being satisfied with their current neighborhood, although the share expressing satisfaction was higher for Choice Mobility users than for nonusers. Approximately 70 percent of Choice Mobility users were very or somewhat satisfied with their current neighborhood, and 56 percent of non-Choice Mobility users were very or somewhat satisfied (exhibit 46). Choice Mobility users were more likely to state they were very satisfied (45 percent versus 32 percent for non-Choice Mobility users). This finding is consistent with the fact that neighborhood quality was the most commonly cited reason Choice Mobility users gave for wanting to move.

Exhibit 46.   Neighborhood Satisfaction

Which of the following statements best describes how satisfied you are with your current neighborhood? Would you say you are:		
Resident Type	Choice Mobility User (n=527)	RAD Residents Who Are Not Choice Mobility Users (n=158)
Very Satisfied	45%	32%
Somewhat Satisfied	25%	24%
In the Middle	17%	27%
Somewhat Dissatisfied	8%	7%
Very Dissatisfied	5%	10%

RAD = Rental Assistance Demonstration.
Note: The difference between Choice Mobility users and non-users is statistically significant at the 1-percent level, with a *p* value of $p = 0.001$.
Source: Survey of RAD residents administered between February and May 2022

Resident satisfaction with the physical condition of properties varies; although a higher share of Choice Mobility users than nonusers reported that their current unit was in excellent condition (exhibit 47), the overall difference was not statistically significant. Approximately one-third of each group indicated fair or poor housing conditions.

Exhibit 47.   Current Unit Physical Condition

Overall, how would you describe the physical condition of your current unit?		
Resident Type	Choice Mobility User (n=527)	RAD Residents Who Are Not Choice Mobility Users (n=153)
Don't Know/Refused/Web Blank	0%*	1%*
Excellent	29%	21%
Good	38%	40%
Fair	27%	28%
Poor	5%	10%

* = One "Don't Know" response for both Choice Mobility and non-Choice Mobility users. RAD = Rental Assistance Demonstration.
Note: The difference between Choice Mobility users and non-users is not statistically significant at the 5-percent level, with a *p* value of $p = 0.102$.
Source: Survey of RAD residents administered between February and May 2022
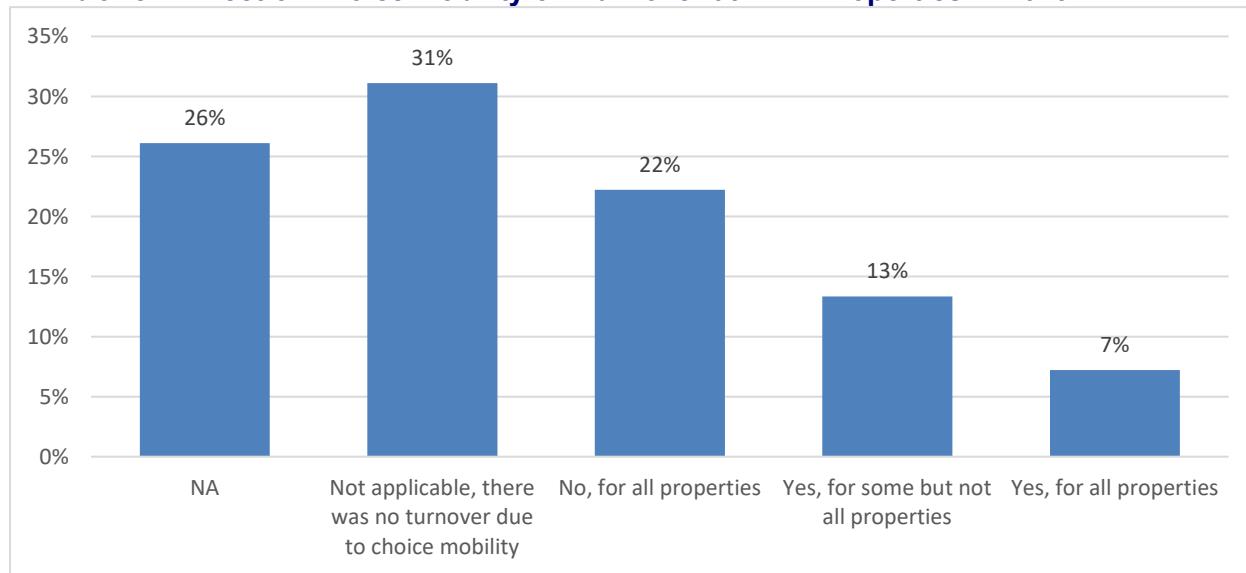
2.3.2. Property Outcomes

Do Choice Mobility Requests Represent a Net Increase to Normal Move-Outs at a Property When the Option First Becomes Available to Tenants?

Another question on the effects of the Choice Mobility option is whether it affected the rate of move-outs from a post-conversion property. Increased move-outs would require staff capacity to turn over units and lead to additional costs and potential disruptions of leasing individual units, especially if a sizable share of requests happened at once as an initial group of households became eligible for Choice Mobility at the same time (for instance, after the post-conversion move-out limits expire after 1 or 2 years).

Overall, little evidence indicates that Choice Mobility had a notable turnover effect on RAD properties. Only 20 percent of PHAs reported that Choice Mobility had any effect on increased turnover, and only 7 percent indicated that it increased turnover on all properties (exhibit 48). For the 22 percent of respondents reporting that Choice Mobility had no effect on turnover, it can be inferred that these residents would have moved even without the option available, so they reported that Choice Mobility itself had no impact on resident mobility.

Exhibit 48. Effect of Choice Mobility on Turnover at RAD Properties in 2019

RAD = Rental Assistance Demonstration. Number of respondents to these questions =180.
Source: Survey of RAD public housing authorities administered between August and November 2021, survey questions Q32A, Q32B

Does the Availability of the Choice Mobility Option and Residents' Ability to Move From the Site Improve the Responsiveness of Property Management?
According to PHA survey respondents, the Choice Mobility option did not change overall property manager responsiveness. Small shares of respondents reported additional responsiveness, and some, particularly among small PHA respondents, indicated less responsiveness, but no clear link exists between the Choice Mobility option and management responsiveness (exhibit 49). The analysis found no evidence that subsidy type (whether PBRA or PBV) influenced this relationship. This finding makes sense, given the relatively small use of the option to date. Although it is plausible that higher Choice Mobility interest could lead to increased management responsiveness in order to keep existing residents more satisfied, to date there is no clear "push" factor actually occurring.

Exhibit 49. Change in Property Manager Responsiveness With Availability of Choice Mobility Option

Group	Much Less Responsive	Somewhat More Responsive	No Change in Responsiveness	Much More Responsive	Missing
All RAD PHAs (n=180)	1%	4%	69%	1%	24%
PHAs With RAD PBRA Residents	3%	8%	53%	0%	36%
PHAs With RAD PBV Residents	1%	4%	75%	0%	19%

RAD = Rental Assistance Demonstration. PHA = public housing authority. PBRA = project-based rental assistance. PBV = project-based voucher.
Source: Survey of RAD PHAs administered between August and November 2021, survey question Q34

2.3.3. Voucher Program Outcomes

What Is the Trend in the Availability of TBVs in PHAs Participating in RAD?

One potential concern about the Choice Mobility option is that households requesting the option would become a significant share of all households being issued vouchers, which would potentially impede households on the broader HCV waiting list from obtaining vouchers because RAD households have priority over the waiting list. Limited RAD Choice Mobility use (as found in the analysis of administrative data) indicates that the effect on others on the waiting list may be a limited issue at present, although those data do not account for wait lists. To examine whether low Choice Mobility numbers may be in part due to growing waiting lists of households waiting for a Choice Mobility voucher, the PHA survey asked about the overall composition of wait lists. Overall, PHAs reported that RAD households waiting for a voucher make up a small share of all households waiting for a voucher. Even for PHAs with high Choice Mobility request rates, they only make up 2.2 percent of the overall waiting list on average (exhibit 50). Similarly, though Choice Mobility households make up a relatively larger share of the HCV waiting list in small PHAs, they only make up 2.1 percent of the overall waiting list on average. Although this comparison indicates that Choice Mobility households make up a small share of PHAs' overall wait lists, the study did not examine whether even those smaller shares affected the time on wait lists for other households.

Exhibit 50.   Current HCV Waiting List Composition by Household Shares

Group	RAD	Family Right to Move	Other Households
All RAD PHAs (n=180)	0.7%	0.8%	98.5%
Choice Mobility Request Rate			
Low Choice Mobility request rate (n=26)	0.1%	0.1%	99.8%
Medium Choice Mobility request rate (n=37)	1.7%	0.2%	98.0%
High Choice Mobility request rate (n=9)	2.2%	0.1%	97.8%
PHA Size			
Small (n=39)	2.1%	0.0%	98.0%
Medium (n=77)	1.5%	0.1%	98.4%
Large (n=54)	0.2%	0.3%	99.5%
Extra large (n=10)	0.8%	1.1%	98.1%

HCV = Housing Choice Voucher. RAD = Rental Assistance Demonstration. PHA = public housing authority.
Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q8A, Q8B, Q9A, Q9B, Q16A, Q16B, Q17, Q18
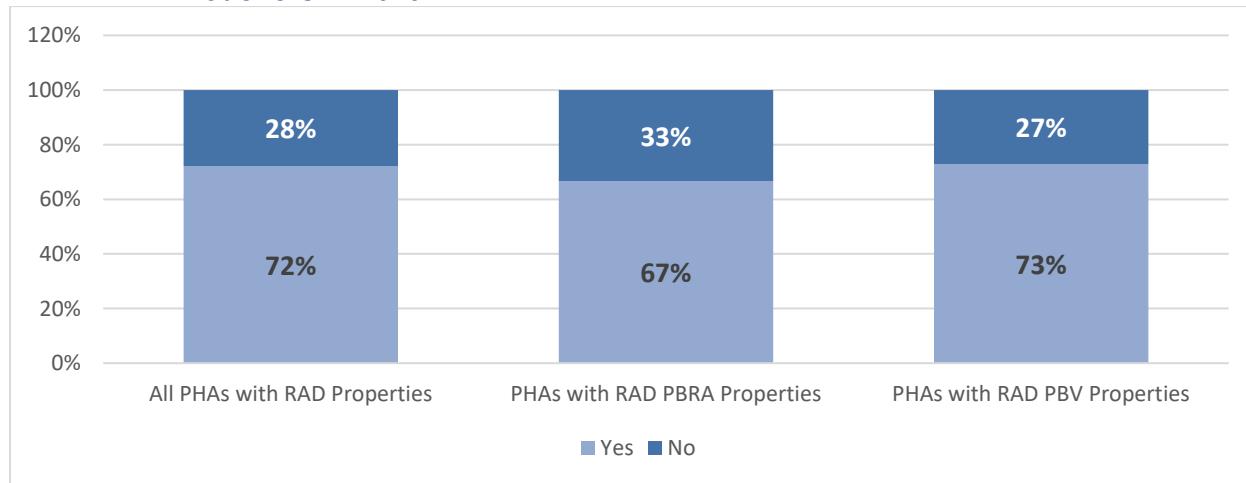
Are PHAs Able to Issue Vouchers to Satisfy All Choice Mobility Requests, or Do They Maintain a Waiting List of Families That Have Requested This Option?

PHAs reported varying capacity to grant requests for Choice Mobility vouchers in 2019 (exhibit 51). Most of the survey respondents reported having enough vouchers to grant requests (although they were not asked about the timeframe in which requests could be granted), but nearly one-fourth (24 percent) reported not having enough vouchers. Among PHAs responsible for issuing vouchers to RAD PBRA residents, 28 percent reported insufficient vouchers, and 24 percent of PHAs with RAD PBV residents reported insufficient vouchers.

Missing data were an issue in reporting on responses to voucher requests. Approximately 14 percent of all respondents did not report whether they had enough vouchers in 2019; among PHAs

serving RAD PBRA residents, approximately 17 percent did not answer the question. Among PHAs with RAD PBV residents, approximately 11 percent did not respond to the question.

Exhibit 51. Did PHAs Have Enough Vouchers to Grant All Requests for Choice Mobility Vouchers in 2019?

PHAs = public housing authorities. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher. n=154.
Note: PHAs can have conversions of different subsidy types, so individual PHAs could be represented in more than one of the subsidy type groupings. Of the 26 without a response, 6 were PHAs with PBRA properties and 15 were PHAs with PBV properties.
Source: Survey of RAD PHAs administered between August and November 2021, survey question Q14

Exhibit 52 shows how PHA-reported ability to fulfill Choice Mobility requests varies by neighborhood characteristics and housing market conditions; on average, a smaller share of PHAs where vacancy rates in the neighborhoods were higher reported being able to fulfill requests. This finding could indicate other factors in these markets. PHAs situated in markets with greater proximity to jobs and high-performing schools also reported a lower ability to fulfill requests; this finding could indicate constraints in moving in markets with more amenities.

Exhibit 52. Share of PHAs Able to Fulfill Choice Mobility Requests by Neighborhood Characteristics and Housing Market Conditions

Group	Share Able to Fulfill Choice Mobility Requests
Totals	61.7%
Local Rental Unit Vacancy Rate*	
0–0.49% (n=65)	70.8%
0.5–0.9% (n=70)	58.6%
1% and above (n=11)	54.6%
Proximity to Jobs for Low-Income People of Color (Index)	
0–8 (n=25)	64.0%
9–11 (n=62)	69.4%
11 and above (n=77)	55.8%
Proximity to High-Performing Elementary Schools for Low-Income People of Color (Index)	
0–2.9 (n=30)	76.7%
3–6.9 (n=61)	57.4%
7 and above (n=51)	58.8%

PHAs = public housing authorities.
Notes: Only includes public housing authorities (PHAs) with Rental Assistance Demonstration (RAD) project-based rental assistance residents and/or PHAs with RAD project-based voucher residents in 2019. Affirmatively Furthering Fair Housing

(AFFH) index measures were aggregated from the neighborhood (block group or census tract) levels to the Core-Based Statistical Area (CBSA) level where the median neighborhood values were used. The jobs proximity index quantifies the accessibility of a given residential neighborhood as a function of its distance to all job locations within a CBSA, with larger employment centers weighted more heavily; the values range from 0 to 100, and the higher the index value the better access to employment opportunities for residents. The school proficiency index uses school-level data on the performance of fourth-grade students on state exams to describe which neighborhoods have high-performing elementary schools nearby and which are near lower-performing elementary schools.

Sources: Survey of RAD PHAs administered between August and November 2021, survey questions Q8A–Q8B, Q9A–Q9B, Q13A–Q13B, Q14, Q19A–Q19B, Q20A–Q20B. Additional data sources for the market analysis included ACS 5-year estimates from 2014 to 2019 and AFFH mapping tool data and indexes released on July 10, 2020.

PHAs reported that the share of RAD households waiting for a voucher as a share of all those on waiting lists was low in 2019, with rates of 3.6 percent for PHAs with both RAD PBRA and PBV households, 3.4 percent for PHAs with only RAD PBRA households, and 1.7 percent for PHAs with only RAD PBV households (exhibit 53). Waiting list management and tracking varies by PHA size, however, and there was not a sufficient number of responses to compare across all PHA size and type characteristics. Where comparison is possible across PHA sizes and by PBV/PBRA type, minimal difference is found in the share of RAD Choice Mobility households on waiting lists. The number of PHAs with RAD PBV households, but no RAD PBRA households, on HCV waiting lists was sufficiently large to compare across medium, large, and extra large PHA sizes, such that the share of RAD Choice Mobility households on an HCV waiting list was 1.44, 0.2, and 0.61 percent, respectively.

Exhibit 53. Choice Mobility Voucher Waiting Lists at Time of Survey

Group	RAD Choice Mobility Households on HCV Waiting List	Non-RAD PBV Households on HCV Waiting List	Total Households on HCV Waiting List	Share of RAD Choice Mobility Households on HCV Waiting List
All RAD PHAs, Total (n=180)	3,376	3,852	502,385	4.6%
All RAD PHAs* (n=164)				
PHAs with both RAD PBRA and PBV households on HCV waiting list (n=12)	987	67	53,064	3.6%
PHAs with RAD PBRA households only on HCV waiting list (n=24)	1,326	73	39,035	3.4%
PHAs with RAD PBV households only on HCV waiting list (n=128)	2,197	374	131,693	1.7%
Small RAD PHAs (n=10)				
PHAs with both RAD PBRA and PBV households on HCV waiting list (n=2)	N/A	N/A	N/A	N/A
PHAs with RAD PBRA households only on HCV waiting list (n=0)	N/A	N/A	N/A	N/A
PHAs with RAD PBV households only on HCV waiting list (n=7)	114	0	2,261	5.0%
Medium RAD PHAs (n=54)				
PHAs with both RAD PBRA and PBV households on HCV waiting list (n=0)	N/A	N/A	N/A	N/A
PHAs with RAD PBRA households only on HCV waiting list (n=10)	37	1	2,076	1.8%
PHAs with RAD PBV households only on HCV waiting list (n=40)	309	28	21,527	1.4%

Group	RAD Choice Mobility Households on HCV Waiting List	Non-RAD PBV Households on HCV Waiting List	Total Households on HCV Waiting List	Share of RAD Choice Mobility Households on HCV Waiting List
Large RAD PHAs (n=77)				
PHAs with both RAD PBRA and PBV households on HCV waiting list (n=5)	79	9	21,394	0.4%
PHAs with RAD PBRA households only on HCV waiting list (n=7)	9	5	4321	0.2%
PHAs with RAD PBV households only on HCV waiting list (n=55)	250	297	122,903	0.2%
Extra Large RAD PHAs (n= 39)				
PHAs with both RAD PBRA and PBV households on HCV waiting list (n=5)	908	58	28,587	3.2%
PHAs with RAD PBRA households only on HCV waiting list (n=7)	225	0	50,115	0.45%
PHAs with RAD PBV households only on HCV waiting list (n=26)	1,441	3,354	234,365	0.61%

PHA = public housing authority. * = Only includes PHAs with both size category and subsidy type categorization available based on residential Choice Mobility eligibility in 2019. RAD = Rental Assistance Demonstration. HCV = Housing Choice Voucher. PBRA = project-based rental assistance. PBV = project-based voucher. N/A = not applicable.

Notes: For all these figures, PHAs had the option to select "More than one but not sure of the exact number." Those totals are not tabulated here. Reported waiting list numbers are point-in-time as of the time respondents completed the survey; counts of voucher use were from 2019.

Source: Survey of RAD PHAs administered between August and November 2021, survey questions Q16A, Q16B, Q17, Q18

How Is the RAD Choice Mobility Option Affecting the Length of Time Tenants Must Wait on the Waiting List Before Receiving Assistance?

Comparing interview findings to resident survey responses highlights two issues around waiting lists that may seem conflicting at first read. In interviews, PHA staff generally indicated that managing Choice Mobility user waiting lists had limited effects on overall waiting lists or program administration. PHA survey data also found that a majority of PHA respondents indicated being able to accommodate Choice Mobility voucher requests. From the PHAs' perspective, the small numbers of Choice Mobility requests have made it easier to handle the volume, even in the context of long and slow-moving waitlists. However, as discussed above, there is often a real lag between a Choice Mobility request and receipt of a voucher. This lag has additional spillover effects on the broader HCV population on waiting lists. Although the data analyzed for this report do not allow for a quantification of the spillover effects of Choice Mobility demand on overall HCV waitlists, slow or no movement on those overall lists means that even very limited Choice Mobility demand could have real effects for those on the broader lists.

3. Conclusions and Next Steps

3.1. Summary of Findings

This study was designed to assess the use of the Choice Mobility option among eligible households living in RAD-converted properties. Despite the name, Choice Mobility was not designed to be a true mobility program in the vein of Moving to Opportunity or other deliberate efforts to help households move to better neighborhoods; it was intended to serve as a clear and accessible option for residents in RAD properties. In other words, it was intended to equalize the level of mobility offered to tenant-based voucher (TBV) holders and PBV holders to ensure that PBV residents can move to new units, properties, and neighborhoods if their circumstances or needs change in the same way that TBV residents can already do.

Some of the impetus for this study was based on the previous RAD evaluation finding of limited awareness but interest among residents in the option (Stout et al., 2019), as well as a desire at HUD to ensure that the option was known and accessible to those interested in taking it.

Although Choice Mobility was designed to ensure that households did not face barriers in using it, it is not a mobility program. Prior to RAD, non-RAD PBV households already had the Tenant Right to Move option, so RAD opted to extend that option to RAD PBV and PBRA households as well. No resources or program components were dedicated to encouraging or assisting residents to use the option, and given that many RAD conversions have involved property renovation, it would be expected that—all else being equal—residents would be less likely to move away from such a property in the immediate years post-renovation. Finally, this program all takes place in a context in which demand for subsidized housing units far exceeds supply. Waitlists for vouchers are long, slow-moving, and often closed, so questions about the effect of Choice Mobility on the broader requesting population are important to address.

The analysis findings in this report bear these dynamics:

- The annual use of the Choice Mobility option has remained steady since 2018 as the number of eligible residents has continued to grow, with Choice Mobility use rates of 1.5–2 percent for households in PBV properties and 0.2–0.8 percent for households in PBRA properties. For households in PBV properties, these rates are in line with the annual rate of use of the Family Right to Move option in PHAs with closed RAD conversions; rates for households in PBRA properties are comparatively lower.

- Although the number of tenants in RAD-converted properties has grown quickly and substantially (from 4,371 in 2014 to 105,952 in 2021, according to analysis estimates), fewer than 3,000 residents have used the option across RAD PBV and PBRA properties: 6 percent cumulatively for those in PBV properties and 1–3 percent for those in PBRA properties.

- A gap in awareness remains between households using the Choice Mobility option and those not using the option; those using the option are more aware than nonmovers. Among nonmovers, evidence shows that some tenants are aware of the Choice Mobility option, but most report knowing little about it. Households in RAD PBV developments report being more aware, on average, of the option than those in PBRA developments. Coupled with

lower Choice Mobility use rates in PBRA, this finding points to an opportunity to build awareness more effectively among PBRA households.

- Tenants who know about and wish to use Choice Mobility still face barriers to exercising the option, including finding a home that meets their needs, finding landlords that will accept their voucher, other market limitations, and long wait periods before successfully leasing up.

- Most tenants report that neighborhood characteristics are a stronger driver than employment or other reasons for choosing to move; once moved, they are more satisfied with their neighborhood than non-Choice Mobility users (a higher share of survey-respondent Choice Mobility users reported their unit quality was "excellent" than non-users, but the overall distribution was not statistically significant), even though both rent and utility costs tend to be higher among those using the Choice Mobility option.

- PHA survey and interview data reveal limited effort on the part of PHAs to assist interested residents beyond providing routine Choice Mobility support. PHAs providing more than one form of search assistance tended to have higher lease-up success rates than those providing one form. Among PHAs, staff reported issues making and keeping contact with residents, as well as literacy and language barriers as limitations to communicating about the Choice Mobility option with residents.

- Little evidence indicates that the Choice Mobility option is associated with higher turnover at RAD properties when it becomes available.

- Choice Mobility has had limited effects on the broader voucher programs to date. Although Choice Mobility requests are given priority for housing vouchers over the broader voucher waiting lists, low numbers have meant that most PHAs reported being able to handle requests, even if a sizable share did not.

The Choice Mobility option as currently realized is a stable and relatively low-demand effort. Annual turnover has remained similar over the past few years, and although communication challenges remain, both Choice Mobility users and non-users remain relatively satisfied with their housing. Low use to date has also meant that the option's effects on other PHA residents (such as those on existing TBV waiting lists) and properties have been limited.

3.1.1. Implications for Programs and Policy

The majority of RAD tenants report limited interest in moving or exercising their Choice Mobility option. Although some evidence shows that some residents remain unaware of their option, this finding indicates that most residents are satisfied with their housing in general. No evidence points to deficiencies in RAD-converted units from a quality or management perspective, and those who did choose to use the Choice Mobility option did so to seek out a better neighborhood. Although most nonmovers were unaware of the Choice Mobility options, no evidence indicated that they found themselves "stuck" in RAD developments. That said, Choice Mobility users were more likely to be aware of the option than nonmovers, and residents in PBV developments were more likely to be aware of it than those in PBRA developments.

These findings have two main implications. The first relates to the intended use of the Choice Mobility option; the second relates to the importance of continuing to assess its use in the years ahead, as RAD-converted developments move beyond their initial postconversion years.

First, although the research finds limited barriers to using Choice Mobility, it also has found that few residents are exercising their option. To the extent that the focus of Choice Mobility remains on the *choice*, the current approach—with improved efforts to communicate the option as broadly and clearly as possible—may be appropriate. However, if interest in focusing more on *mobility* exists, additional supports to encourage households to use the option would likely need to be incorporated.

Second, RAD remains relatively new, and converted property renovations are still fresh. Ongoing assessment of Choice Mobility use in the years ahead will be important to monitor if this status changes. As noted throughout this report, there are existing challenges to capturing the true universe of RAD households (particularly those in PBV properties) and Choice Mobility use specifically. Tracking Choice Mobility waiting lists—and their relation to the regular HCV waiting lists—more systematically will be important for future work. Going forward, this approach would help identify developments in which Choice Mobility use may increase enough to have spillover effects on PHAs and their residents, including those on voucher waiting lists.

Related to these two points is the situation of the Choice Mobility option within RAD (and this evaluation) more generally. The option does not exist in a vacuum, and issues around long-term affordability or related to the specific developments themselves (such as property or neighborhood conditions) will not stay constant. Putting systems in place now is important to understanding how future rental market conditions may affect Choice Mobility demand, use, and success in the years ahead.

3.1.2. Implications for Research

Understanding more about the effects of Choice Mobility on overall voucher waiting lists may be instructive for HUD and could help inform option improvements and related management strategies. To date, low use has meant that limited resources have been needed to deal with Choice Mobility interest. Limited options are in place to handle increased demand, however, and in places where that may happen, regular waitlist times (already long) would increase even more.

More directly tracking how Choice Mobility fits into the broader movement of the waitlist would be useful. In examining HUD's administrative data, PHA staff interview response data, and survey responses from PHA staff relating to monitoring and tracking, clear gaps existed in data collection and tracking. Multiple PHA interviewees described limited or no such related tracking and data management practices. HUD could consider guidelines or requirements for tracking and managing such data, in addition to strategies or technologies to improve monitoring and oversight of these data at the PHA level.

More generally, as discussed in this report (particularly in appendix B), the analysis of RAD households uses HUD administrative data but is based on estimates, due to limitations. One limitation is that without a unique property code for PBV households, significant analysis needs to be done to identify which of these households are living in PBV properties that had converted from public housing via RAD. Another PBV-related limitation is that, unlike PBRA households

in TRACS, there is no Choice Mobility-specific use code in PIC to directly track Choice Mobility movers. Furthermore, while there is a flag in PIC for RAD households, it is not certain how fully that flag captures the universe of RAD households, and the analysis approach used by the research team indicates that it captures as many or more households than using the RAD flag. More systematic data collection in these areas would enable future research to track and evaluate RAD take-up and outcomes more easily.

Finally, if ensuring that residents have clear access to Choice Mobility is a goal, further research could also investigate Choice Mobility nonmovers in particular—that is, residents that tend to be older, live in smaller or single-person households, or have disabilities—to understand the needs and preferences for these populations, as well as communication and support strategies that could be tailored to them. HUD could consider other studies using community-engaged methods and related equity frameworks to engage residents in developing and identifying criteria and approaches for what responsible, equitable RAD conversion processes and outcomes would look like from the residents' perspective, as well as what options, supports, and resources would be most useful and valuable to residents in different housing, household, life stage, disability, and community contexts.

Appendix A: Glossary of Terms

Term	Definition
CBSA	**Core-Based Statistical Area:** consists of the county or counties (or equivalent entities) associated with at least one core (urban area) of at least 10,000 population, plus adjacent counties having a high degree of social and economic integration with the core as measured through commuting ties.
HAP	**Housing Assistance Payment** contract**:** Used in the Section 8 voucher program and constitutes the legal agreement between a Section 8 project's ownership entity and either HUD or the PHA that manages the Section 8 vouchers to provide housing assistance payments on behalf of eligible tenant households.
HCV	**Housing Choice Voucher:** A program of the Office of Public and Indian Housing (PIH) through which PHAs receive federal funds from HUD to administer HCVs locally. A family that is issued an HCV is responsible for finding a suitable housing unit of the family's choice where the owner agrees to rent under the program. This unit may include the family's present residence. Rental units must meet minimum standards of health and safety, as determined by the PHA. Maximum rents are set by HUD and the PHAs, and tenants generally pay 30 percent of their adjusted income.
PBRA	**Project-Based Rental Assistance:** A Section 8 program administered by HUD's Office of Multifamily Housing. Under the terms of a PBRA contract between HUD and a project owner, HUD provides a housing assistance subsidy that makes up the difference between what an eligible tenant household can afford and the approved contract rent for an adequate housing unit in a multifamily project. Eligible tenants must pay the highest of 30 percent of adjusted income, 10 percent of gross income, the portion of welfare assistance designated for housing, or the minimum rent established by HUD. PBRA contracts are attached to specific housing units and are not portable for the tenant. PHAs are not party to a PBRA contract unless the authority is a project owner.
PBV	**Project-Based Voucher:** Section 8 vouchers that are attached to specific housing units and administered as part of a PHA's HCV program. Under the PBV program, a PHA enters into an assistance contract with the project owner for a specified number of units and for a specified length of time. The PHA refers families to the project owner to fill project vacancies. Because PBV assistance is tied to the unit, when a family moves from the PBV unit, the assistance remains with the unit.
PHA	**Public Housing Authority:** A public housing agency (which can be any state, county, municipality, or other governmental entity or public body) that administers programs under the U.S. Housing Act, which could include public housing and HCVs. Many PHAs also act as local Redevelopment Agencies and are then referred to as Redevelopment and Housing Agencies.
PIC	**PIH Information Center:** An online data-tracking system. HUD's Inventory Management System (IMS)/PIC is responsible for maintaining and gathering data about all of PIH's inventories of PHAs, Developments, Buildings, Units, PHA Officials, HUD Offices and Field Staff, and IMS/PIC Users.
RAD	**Rental Assistance Demonstration:** Established under the Consolidated and Further Continuing Appropriations Act of 2012 to stem the potential loss of public housing and other subsidized housing units due to the growing backlog of unfunded capital needs. The program has two components: the first focuses on the conversion of existing public housing to project-based Section 8 assistance, and the second focuses on existing Section 8 projects that are being phased out.
TBV	**Tenant-Based Voucher:** Vouchers for which the family is responsible for finding a suitable housing unit of the family's choice on the private rental housing market (see HCV).
TRACS	**Tenant Rental Assistance Certification System:** A HUD computer system developed to help improve financial controls over assisted housing programs.

Appendix B: Choice Mobility Resident Identification Strategy

B.1. Overview

The Choice Mobility study relies on estimates of the total number of households living in former public housing properties that converted through the Rental Assistance Demonstration (RAD), households eligible to use Choice Mobility, and households that appeared to use Choice Mobility. These estimates help inform what the take-up of the program across public housing agencies (PHAs) has been to date. The research team used these estimates to create a sample of households that were eligible for Choice Mobility and households that used Choice Mobility for surveying.

U.S. Department of Housing and Urban Development (HUD) administrative data provide the best opportunity to identify these households and follow them over time. HUD data consists primarily of two longitudinal household-level datasets: the Inventory Management System/Public and Indian Housing Information Center (IMS/PIC) and the Tenant Rental Assistance Certification System (TRACS). Although they are the best sources to identify households that were eligible for and used Choice Mobility, they have several limitations that complicate that effort. In PIC, a unique property code is reported for households living in public housing. However, that unique property code is not reported for project-based voucher (PBV) households, including PBV households living in properties that had converted from public housing to PBV via RAD. That break in reporting makes it difficult to determine which households participating in the PBV program are living in RAD-converted properties and which are not—and thus, which households participating in the PBV program are eligible for Choice Mobility.

Although there is a flag in PIC for RAD households, uncertainty around how systematically it was reported led the research team to identify these households using another approach, detailed below. Analysis that compared household counts using the flag to those obtained by the research team's chosen approach indicated that the latter approach identified as many or more households. To confirm, the team compared the number of RAD PBV households found in its analysis approach (46,268) to the number identified in a RAD code dataset provided by HUD. HUD identified 43,980 RAD PBV households, including only RAD "public housing" households and excluding Moderate Rehabilitation, Rental Assistance Payment, and Rental Supplement households, as per the guidelines of this evaluation)—both in the third quarter of 2020. Although the research team's analysis only includes properties where conversions had closed for at least a year and excludes properties with exemptions from using Choice Mobility, it nonetheless identified more households than the baseline RAD flag approach.

Another challenge is that PIC does not explicitly capture a Choice Mobility move from the PBV program to the tenant-based voucher (TBV) program for RAD PBV households. A Choice Mobility move, for example, does not trigger an end-of-participation action in PIC for the PBV record and a new admission action in PIC for the TBV record. Therefore, it is more difficult to determine which RAD PBV households that were eligible for Choice Mobility used Choice Mobility, unlike for RAD property-based rental assistance (PBRA) households in TRACS, which includes a special code for Choice Mobility use.

In this appendix, the research team documents the approach designed and implemented to identify residents of RAD properties who were/are eligible to use Choice Mobility and those who moved using the Choice Mobility option, as well as the steps taken to account for PIC and TRACS data

limitations. The team describes how it cleaned, prepared, and merged datasets and its approach to identifying those eligible to move and those who appear to have moved with the Choice Mobility option, separately for RAD PBRA and RAD PBV residents.

B.2. Data Sources and Variables

This section discusses the data sources used for the analysis. These sources include property-level, RAD conversion-level, and household-level datasets (exhibit B-1). For each data source, the dataset name, a description, the unit of data (property or household), dates covered, and the source are provided. Because these are relational datasets that are meant to be used together, exhibit B-1 also provides the name of the variables that are used to link across datasets—both the original variable name and its new assigned name—to facilitate data linkage.

Exhibit B-1.   Summary of Data Sources

Dataset Name	Dataset Description	Observation Level	Dates Covered/ Extracted	Original Linking Variable Name	Renamed Linking Variable	Source
Choice Mobility Report	Choice Mobility exemptions	RAD conversion	CHAP dates between 1/1/2013 and 11/12/2019	PIC Number	RAD_ID (unique identifier for RAD conversions in PIC)	HUD
Removal From Inventory	Removal from public housing inventory date	Property-conversion	Removal from inventory dates between 9/18/2013 and 11/30/2020	RAD ID DEVELOPMENT ID	RAD_ID (unique identifier for RAD conversions) DEVELOPMENT_CODE (unique identifier for public housing properties in PIC)	HUD
HUD extract of RAD conversions	Characteristics of RAD conversions	Property	Closing dates between 9/20/2013 and 12/4/2020	PIC Development Number HAP Contract Number	RAD_ID (unique identifier for RAD conversions) CONTRACT_NUMBER (to connect conversions to HAP contracts in TRACS)	RAD Resource Desk
Publicly available extract of RAD conversions	Characteristics of RAD conversions	Property	Closing dates between 9/20/2013 and 11/20/2020	PIC Dev No.	DEVELOPMENT_CODE (unique identifier for public housing properties in PIC)	RAD Resource Desk
PIC	Household records	Household by quarter	Q1 2012 – Q3 2021	DEVELOPMENT_CODE	DEVELOPMENT_CODE (unique identifier for public housing properties in PIC)	PIC
TRACS	Household records	Household by quarter	Q1 2013 – Q3 2021	CONTRACT_NUMBER	CONTRACT_NUMBER (to connect conversions to HAP contracts in TRACS)	TRACS

RAD = Rental Assistance Demonstration. CHAP = Commitment to enter into a Housing Assistance Payment. PIC = HUD's Office of Public and Indian Housing Information Center. TRACS = Tenant Rental Assistance Certification System.

B.2.1. Property-Level and Conversion-Level Datasets

The team uses four property-level and conversion-level datasets for the analysis. The first is a spreadsheet on Choice Mobility exemptions, organized by RAD conversion and specifying whether the conversion had an approved Choice Mobility exemption. The second is a spreadsheet containing the date that public housing properties were removed from the public housing inventory. Because one property can experience more than one RAD conversion, the spreadsheet contains dates for each of those conversions when there are multiple conversions at the same property.

The third and fourth property-level datasets used in this analysis are RAD Resource Desk extracts detailing the RAD conversions. The third data spreadsheet, extracted by HUD on December 10, 2020, contains a unique RAD conversion identifier as well as a housing assistance payment (HAP) contract number (used for the purposes of linking to TRACS). The fourth spreadsheet is a publicly available extract from the RAD Resource Desk, downloaded on November 30, 2020. This extract includes information on RAD conversions that was also available in the third spreadsheet but contains a unique identifier for the public housing property.

B.2.2. Household-Level Datasets

This analysis used two household-level datasets: (1) quarterly PIC household-level files from the first quarter of 2012 through the third quarter of 2021 and (2) quarterly TRACS household-level files spanning the first quarter of 2013 through the third quarter of 2021. The PIC files contain public housing, PBV, and TBV records. The TRACS files contain PBRA records.

B.2.3. Data Linkages

There are three linking variables across these datasets:
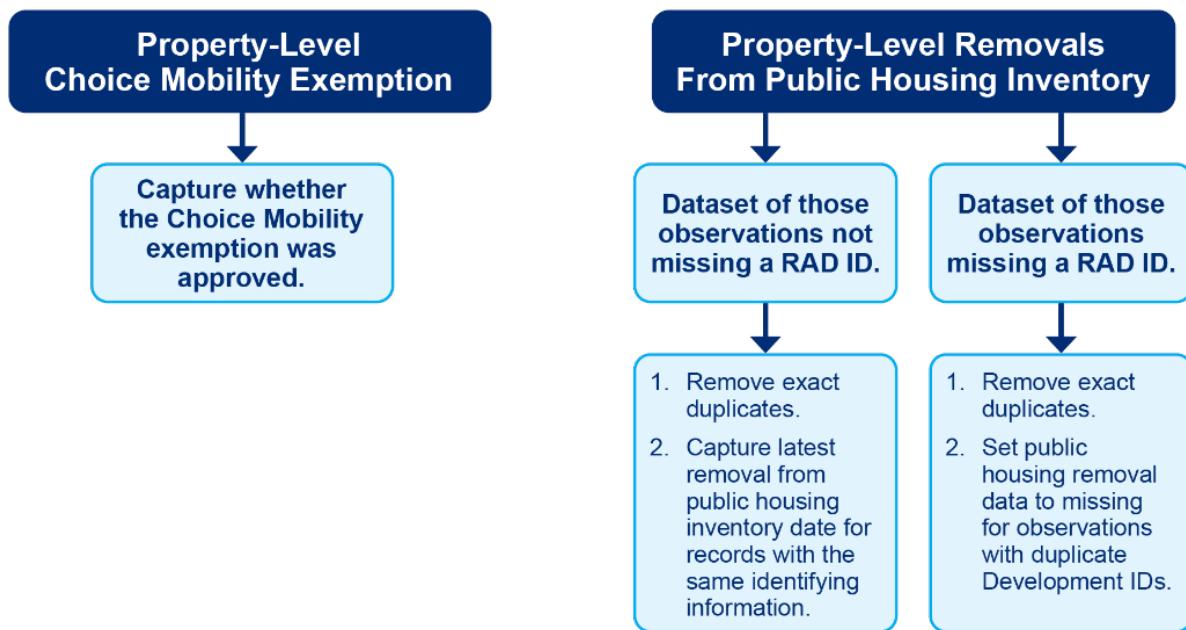
- **RAD ID:** This is the unique identifier for each RAD conversion.

- **Development ID:** This is an 11-digit identification code for public housing properties in PIC. A single Development ID can be associated with multiple conversions, and therefore multiple RAD IDs.

- **Contract Number:** This is a HAP identifier present in TRACS.

The research team relied on combinations of the property-level, conversion-level, and household-level datasets to determine, separately for RAD PBV and for RAD PBRA conversions, households living in RAD properties, those who were eligible for Choice Mobility, and those who used Choice Mobility.

B.3. Data Cleaning of Choice Mobility Report and Removal From Inventory Datasets

The team began its analysis by cleaning and preparing the datasets covering Choice Mobility exemptions and public housing inventory removal dates. These cleaned files are used later in the identification of residents who are and are not eligible for the Choice Mobility option and of those who moved using the option. This report visualizes the steps the team took in exhibit B-2 and then details those steps further.

Exhibit B-2. Summary of Data Sources

B.3.1. Cleaning Data on Choice Mobility Exemptions

To identify the properties that were exempt from Choice Mobility and therefore should have no residents who used Choice Mobility, the team analyzed data on conversions that received a Choice Mobility exemption. The spreadsheet column headers include the PIC Number, Project Name, PHA Name, CHAP Issued Date, Number of Units Converting, Round, Type of Subsidy, Date Closed, and Choice Mobility Exemption Approved. This Choice Mobility Exemption Approved variable indicates whether a specific property should have no residents who used the Choice Mobility option.

The data provide information on 1,139 RAD conversions with a CHAP Issued Date between September 20, 2013, and December 1, 2019, representing 126,310 converting units. As exhibit B-3 details, 95 closed conversions had an approved Choice Mobility exemption—almost entirely for RAD PBRA conversions. Those Choice Mobility exemptions affected a total of 10,318 units.

Exhibit B-3. Choice Mobility Exemption

Choice Mobility Exemption Type	RAD PBRA		RAD PBV	
	Conversions	Units	Conversions	Units
No	33	3,249	104	12,342
Yes	94	10,258	1	60
N/A	312	41,967	595	58,434
Total	439	55,474	700	70,836

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher.

Of the RAD PBV and RAD PBRA conversions included in this universe, only 16 conversions were not represented in this Choice Mobility report, representing 1,043 units and almost entirely representing conversions that closed between May and November 2020.

B.3.2. Cleaning Data on Removal From Public Housing Inventory

The team started with the Removal From Inventory dataset, containing the Development ID, Demolition Disposition (DD) Application Number, RAD ID, and the Removal From Inventory Date as column headers. This dataset contains 1,544 Removal From Inventory Dates, representing 1,154 unique Development IDs, 1,304 unique DD Application Numbers, and 1,225 unique RAD IDs. Two-hundred ten Development IDs are represented in this dataset more than once; these are properties that were removed in phases with different DD Application Numbers or RAD IDs.

The team took two steps to clean the Removal From Inventory dataset. First, the team removed four records with missing Removal From Inventory Dates, leaving 1,544 records. Among the remaining 1,544 records, 106 had a missing RAD ID. According to HUD, because RAD is not the only way public housing can be removed from inventory, these cases could represent RAD properties with incomplete data or public housing properties that were not part of RAD. The team proceeded with data cleaning to acquire as much information from the dataset as possible. Merges further on in the analysis inform whether any of those properties may not have been RAD.

Both the Development ID and RAD ID are used later in this analysis, and to utilize as much of this information as possible, the team split this dataset into two separate files:

- One file contains all the records with no missing data.
- One file contains *only* the records missing RAD IDs.

Dataset Without Missing RAD IDs

The first of these extracted files contains only the records with no missing information. That file has six exact duplicate records, so those were removed. Afterward, there were still four records with the same identifying data *(*Development ID, RAD ID, and DD Application Numbers), but different Removal From Inventory Dates. Exhibit B-4 provides the data for these records.

Exhibit B-4. Duplicates by Development ID, DDA Application Number, and RAD ID

Development ID	DD Application Number	RAD ID	Removal From Public Housing Inventory Date
CA019000120	DDA0005425	CA019000120B	5/30/2015
CA019000120	DDA0005425	CA019000120B	5/31/2015
GA106100000	DDA0005329	GA106100000	11/30/2013
GA106100000	DDA0005329	GA106100000	11/30/2014

RAD = Rental Assistance Demonstration. DD = Demolition Disposition.

The dates are only a day apart for the first two records; the team used the later date. For the second set of records, it appears that the public housing inventory was removed in phases that were 1 year apart. Because there is no way to differentiate between residents subject to the first phase and residents subject to the second phase, the team set the removal from public housing date to Missing.

Dataset With Missing RAD IDs

The second file contains the 106 records with a missing RAD ID. The team dropped six records that were exact duplicates across Development ID and Removal From Inventory Dates. Of the remaining 100 records, 72 were unique and 28 were duplicated by Development ID. These

duplicate observations also appear to be developments in which the public housing inventory was removed in phases. They represent 11 Development IDs:

- CA001000977
- CA019000120
- FL003000001
- FL003000010
- IL002022000
- NJ010000002
- NY012200004
- PA002000014
- TN003000006
- TN003000008
- WI002000070

Because there is no way to differentiate which residents are part of different removal phases, the team set the Removal From Inventory Dates to Missing for these Development IDs.

The team did not merge the two cleaned datasets with Removal From Inventory Dates information. Rather, they were saved for merging later on in the analysis. Removing duplicate observations and applying the data-cleaning discussed earlier resulted in the following numbers of records in the two cleaned datasets (exhibit B-5).

Exhibit B-5. Splitting the Removal From Public Housing Inventory Data
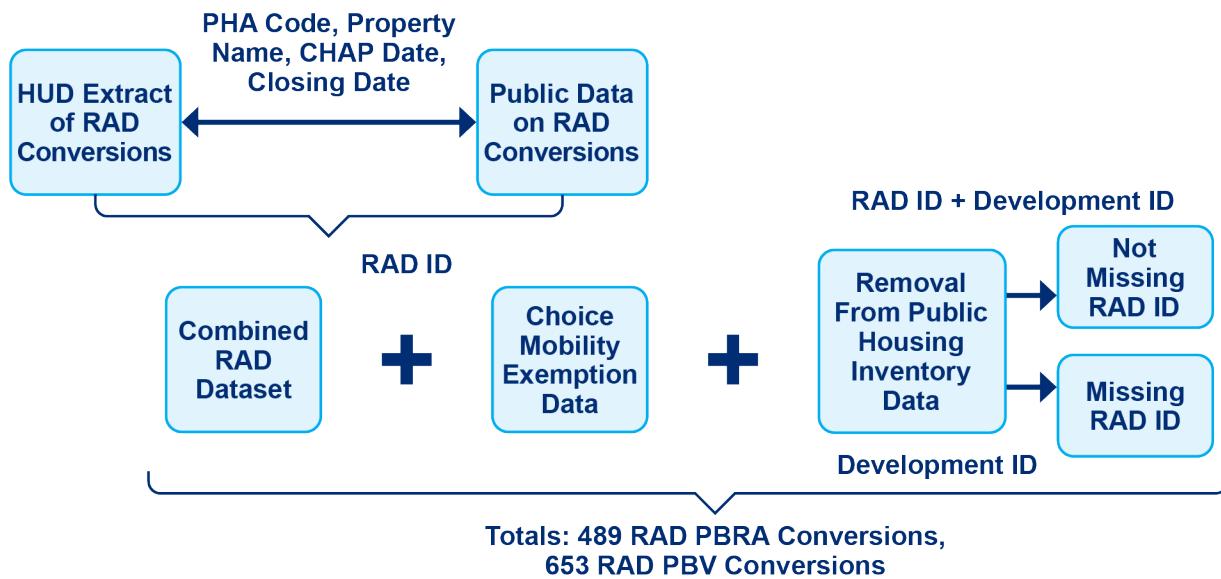
Total Useable Records	Not Missing RAD ID	Missing RAD ID
1,519	1,436	83

RAD = Rental Assistance Demonstration.

B.4. Creating RAD PBRA and RAD PBV Universe of Conversions Using RAD Resource Desk Data

To define the universe of RAD PBRA conversions and RAD PBV conversions, the team used the two RAD Resource Desk data extracts (HUD extract of RAD conversions and publicly available extract of RAD conversions) to define their characteristics and merge in the Choice Mobility exemptions data and the Removal From Inventory data. This process allowed for the inclusion of information about Choice Mobility exemptions and Removal From Inventory Dates. Exhibit B-6 summarizes the steps taken to create the RAD PBRA and RAD PBV conversion universes.

Exhibit B-6. Creating the RAD PBRA and RAD PBV Universe of Conversions

PHA = public housing authority. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher. CHAP = Commitment to enter into a Housing Assistance Payment.

B.4.1. RAD PBRA

To create the universe of RAD PBRA conversions, the team started with HUD's extract of RAD conversions (dated December 10, 2020) and only kept PBRA conversions that have closed (the Closing Date field is not missing). That dataset contains all the fields needed to merge in the Choice Mobility exemptions data and the Removal From Inventory data, with the exception of the 11-digit Development ID. To bring in that Development ID, the team merged in the publicly available extract of RAD conversions (dated November 30, 2020) by PHA Code, Property Name, CHAP Date, and Closing Date. Exhibit B-7 details the number of properties and units that matched and those that did not match.

Exhibit B-7. RAD PBRA Results of Merge Between HUD's Extract of RAD Conversions (File 1) and Publicly Available Extract of RAD Conversions (File 2)

Result of Merge	Number of RAD PBRA Properties	Number of RAD PBRA Units
Successful merge	490	60,641
Records in file 1 with no match in file 2	9	834
Total	**499**	**61,475**

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance.

Of the 499 closed RAD PBRA conversions, nine (representing 834 units) did not match with the publicly available RAD Resource Desk data. Four of these nine conversions closed in the fourth quarter of 2020 (November/December 2020), meaning they would not have had residents eligible for Choice Mobility. The other five appear to be mod rehab conversions and therefore are not relevant for this universe. The team dropped all nine conversions that did not merge with the publicly available RAD Resource Desk data, leaving 490 closed RAD PBRA conversions.

The team then merged in the data on Choice Mobility exemptions (exhibit B-8). Of the 490 closed RAD PBRA conversions, the team did not have Choice Mobility exemption information on 5

(representing 574 units), all of which were recent conversions (closing June to November 2020). The team assigned their Choice Mobility exemption information as Missing.

Exhibit B-8. Results of Merge Between RAD PBRA Universe and Choice Mobility Report

Result of Merge	Number of RAD PBRA Conversions	Number of RAD PBRA Units
Successful merge	485	60,067
Records in RAD-PBRA universe that did not match	5	574
Total	**490**	**60,641**

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance.

The research team then merged in the Removal From Inventory data, beginning by merging the dataset *without* missing RAD IDs. The 490 closed RAD PBRA conversion observations were merged with the removal from public housing inventory dates data using both the RAD ID and Development ID. Of the 490 closed PBRA conversions, 30 were missing removal from public housing inventory dates. To attempt to fill in those 30 missing dates, the dataset was then merged *with* missing RAD IDs. The team was able to fill in 16 Removal From Inventory Dates, leaving just 14 out of 490 RAD PBRA conversions without an inventory removal date (exhibit B-9).

Exhibit B-9. Results of Merge Between RAD PBRA Universe and Removal From Inventory Datasets

Result of Merge	Number of RAD PBRA Conversions	Number of RAD PBRA Units
Successful merge with dataset *without* missing RAD IDs	460	57,822
Successful merge with dataset *with* missing RAD IDs	16	1,677
No matches with removal from inventory data	14	1,142
Total	**490**	**60,641**

RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance.

Lastly, the team dropped one conversion that had a missing HAP Contract Number, which is the link between the RAD Resource Desk (detailing the characteristics of conversions necessary for determining which households are eligible for Choice Mobility) and TRACS data (the household-level file where PBRA households are reported). Any records with no HAP Contract Number cannot be merged. This merging and cleaning process resulted in a final universe of 489 closed RAD PBRA conversions that were considered in this analysis with Choice Mobility exemption and Removal From Inventory data appended.

RAD PBRA conversions can be associated with more than one HAP Contract Number, which is the field used to merge with TRACS. To set the data up for this merge, the team transforms the data so that each RAD PBRA conversion's unique HAP Contract Number has its own row. Doing this results in three pairs of HAP Contract Numbers with different information across Development ID, RAD ID, Development Name, and Closing Date (exhibit B-10).

Exhibit B-10. HAP Contract Number Duplicates and Closing Dates; PBRA Conversions

HAP Contract Number	RAD ID	Development ID	Development Name	Closing Date
MD06RD00017	MD002000107	MD002000107	Terrace Senior Building	11/30/2017
MD06RD00017	MD002000112	MD002000112	Broadway Overlook – Phase 3	8/11/2017

HAP Contract Number	RAD ID	Development ID	Development Name	Closing Date
RI43RD00001	RI002000001MP1	RI002000001	Prospect Heights	6/8/2017
RI43RD00001	RI002000001MP3	RI002000001	Prospect Heights MP3	12/17/2018
TN43RD00008	TN005000005A	TN00500005	Cheatham Place	5/14/2018
TN43RD00008	TN005000009B	TN005000009	Parkway Terrace	4/28/2017

PBRA = project-based rental assistance. HAP = housing assistance payment.

The team used the Closing Dates to identify which public housing records in PIC individual-level data predate RAD closing—that is, those households with a PIC effective date before the RAD Closing Date. Within each of the three pairs, the team kept the record with the later Closing Date; for these developments, this choice could result in incorrectly flagging residents who are eligible for the Choice Mobility option as not eligible. Using the earlier Closing Date risked identifying ineligible residents as eligible.

B.4.2. RAD PBV

To create the universe of RAD PBV conversions, the team started with HUD's extract of RAD conversions (dated December 10, 2020) and kept only PBV conversions that have closed (the Closing Date field is not missing). The first column in this spreadsheet, PIC Development Number, is the unique identifier for the RAD conversion, which was renamed as RAD ID. That dataset contains all the fields needed to merge in the Choice Mobility exemptions data and the Removal From Inventory data, with the exception of the 11-digit Development ID. To get the 11-digit Development IDs, the team merged in the publicly available extract of RAD conversions (dated November 30, 2020) by PHA Code, Property Name, CHAP Date, and Closing Date. Exhibit B-11 details the number of properties and units that matched and those that did not match.

Exhibit B-11. RAD PBV Results of Merge Between HUD's Extract of RAD Conversions (File 1) and Publicly Available Extract of RAD Conversions (File 2)

Result of Merge	Number of RAD PBV Conversions	Number of RAD PBV Units
Successful merge	818	81,112
Records in file 1 with no match in file 2	7	622
Total	**825**	**81,734**

RAD = Rental Assistance Demonstration. PBV = project-based voucher.

Of the 825 closed RAD PBV conversions, 7 (representing 622 units) did not match with the publicly available RAD Resource Desk data. All seven closed in the fourth quarter of 2020 (November/December 2020) and would not have had residents eligible for Choice Mobility. These seven conversions were removed.

The team then merged in information on Choice Mobility exemptions. Of the 818 PBV conversions, the team did not have Choice Mobility exemption information for 12 (representing 549 units), most of which were recent conversions (all closing between May and November 2020, with the exception of 1 that closed in March 2015). Their Choice Mobility information was assigned as Missing (exhibit B-12).

Exhibit B-12. Results of Merge Between RAD PBV Universe and Choice Mobility Report

Result of Merge	Number of RAD PBV Conversions	Number of RAD PBV Units
Successful merge	806	80,563

Result of Merge	Number of RAD PBV Conversions	Number of RAD PBV Units
Records in RAD PBV universe that did not match	12	549
Total	**818**	**81,112**

RAD = Rental Assistance Demonstration. PBV = project-based voucher.
Notes: The number of records in the Choice Mobility Report data that do not match are not shown because those data represent both RAD PBRA and RAD PBV conversions. Unmatched records in that dataset are expected.

Next, the team merged in Removal From Inventory Dates, starting with the dataset without missing RAD IDs. Both the RAD ID and Development ID were used for this merge. Of the 818 conversions, 59 were missing Removal From Inventory Dates. To attempt to fill in those 59 missing dates, the team then merged the dataset *with* missing RAD IDs, resulting in just 37 out of 818 conversions missing a public housing inventory removal date (exhibit B-13).

Exhibit B-13. Results of Merge Between RAD PBV Universe and Removal From Inventory Datasets

Result of Merge	Number of RAD PBV Conversions	Number of RAD PBV Units
Successful merge with dataset *without* missing RAD IDs	759	77,236
Successful merge with dataset *with* missing RAD IDs	22	1,531
No matches with removal from inventory data	37	2,345
Total	**818**	**81,112**

RAD = Rental Assistance Demonstration. PBV = project-based voucher.

These merges produced a file representing 818 closed RAD PBV conversions with Choice Mobility exemption data and Removal From Inventory data appended. Across those 818 RAD PBV conversions, 565 records represented public housing developments that went through just one RAD conversion—that is, their Development ID showed up only once. However, the other 253 out of 818 records represented multiple conversions at the same developments; these were records in which the Development ID showed up more than once with different RAD IDs.

When constructing the RAD PBRA files, the HAP Contract Number provided the link needed to assign households at developments that went through RAD conversions in multiple phases. That is, if one Development ID was associated with three RAD IDs—three separate RAD conversions occurring in phases—the team was able to use the HAP Contract Number to determine which households were subject to the first phase, the second phase, and the third phase.

The team did not have that same ability to link using the HAP Contract Number for RAD PBV conversions; PBV conversions are not assigned HAP Contract Numbers in the RAD Resource Desk data, which made it difficult to assign households to a particular phase for the 253 conversions that happened in phases at the same developments. This point is important because the RAD Closing Date provides information—at least for the original residents of RAD conversions—on when one might expect households to begin their tenancy in a RAD unit and "start the clock" on Choice Mobility eligibility.

For those 253 conversions, the team kept the record with the earliest removal from public housing inventory date. When duplicates by development still existed after this step, the record with the later Closing Date was kept. The team checked whether those records with repeated Development IDs had different Choice Mobility exemption, transfer of assistance, and new construction information (that is, one record with a yes and one record with a no). In cases where they differed, their status was set to Both. This data cleaning reduced the number of records from 818 to 653.

After this data cleaning, three PBV conversions that had HAP Contract Numbers appeared to be PBRA. All the other 650 records do not have a HAP Contract Number. The team kept them in the PBV analysis, but highlight them below:

- RAD ID: CA019000170A, Development Name: 7th Street, Closing Date: September 28, 2018, HAP Contract Number: CA39RD99918.

- RAD ID: MD018000104, Development Name: Freetown Village, Closing Date: May 31, 2018, HAP Contract Number: MD06RD00022.

- RAD ID: NJ017000001, Development Name: Summit Housing Authority, Closing Date: June 29, 2017, HAP Contract Number: NJ39RD00003.

Exhibit B-14 provides an accounting of the number of properties and units, separately for RAD PBV and RAD PBRA conversions, in the raw RAD Resource Desk files and then where the team ended after data cleaning. As discussed previously, the larger drop for RAD PBV conversions does not represent an exclusion of developments. Rather, the drop represents multiple conversions at the same development, and because RAD PBV conversions are not assigned HAP Contract Numbers, the team had to pick just one of the records for the particular conversion. The decrease from 81,734 units to 81,112 units for RAD PBV represents the seven conversions dropped because they did not merge with the publicly available extract of RAD conversions. The decrease from 61,475 units to 60,561 units for RAD PBRA represents the nine conversions dropped because they did not merge with the publicly available extract of RAD conversions and the one conversion dropped because of a missing HAP Contract Number.

Exhibit B-14. Count of Conversions

File	RAD PBV		RAD PBRA		Total	
	Conversions	Units	Conversions	Units	Conversions	Units
Raw File	825	81,734	499	61,475	1,324	143,209
Final File	**653**	**81,112**	**489**	**60,561**	**1,142**	**141,673**

RAD = Rental Assistance Demonstration. PBV = project-based voucher. PBRA = project-based rental assistance.

B.5. Identifying Choice Mobility Eligibility and Use Among RAD PBRA Residents

Households eligible to move from RAD PBRA developments using Choice Mobility must meet the following criteria:
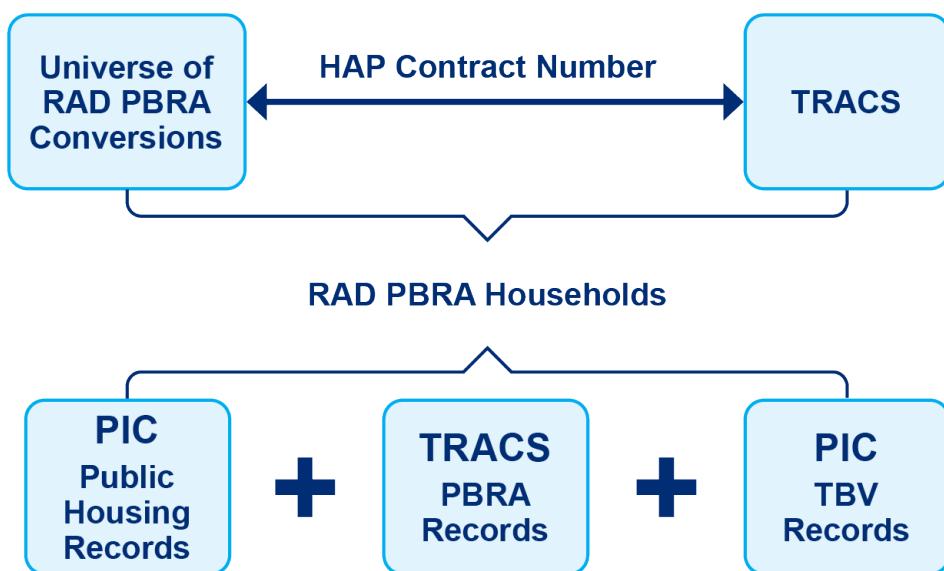
- Live in a RAD PBRA property not exempt from Choice Mobility.

- Live in a RAD PBRA unit for more than 730 days (more than 2 years), as determined by record effective dates.

Those who moved using the Choice Mobility option must meet the above criteria and have either of the following:

- A move out code of "11" in the TRACS dataset.

- A PIC record that indicated a TBV **after** a household's last TRACS record, based on the effective date of that record's certification.

The team's approach uses RAD Resource Desk data, quarterly household-level PIC files, and TRACS files. Exhibit B-15 outlines the steps taken, which are then summarized in the bullets below.

Exhibit B-15. Steps to Identify Choice Mobility Eligibility and Use Among RAD PBRA Residents

- **Merge HAP Contract Numbers with TRACS data:** The team determined which households in TRACS had a HAP Contract Number associated with a RAD PBRA conversion.

- **Search for records in PIC for all RAD PBRA households:** The team took the list of households and searched for all their records in PIC. These records would include public housing records (for the original households of the RAD conversion) and TBV records for those that may have used Choice Mobility.

- **Determine RAD PBRA households eligible to move using Choice Mobility:** The team determined eligibility for Choice Mobility using four methods (as detailed in Section B.5.3).

- **Determine RAD PBRA households that moved using Choice Mobility:** The team determined which RAD PBRA households appeared to leave their units using Choice Mobility.

B.5.1. Merge HAP Contract Numbers With TRACS Data

Using the final 489 closed RAD PBRA conversion records, the team first merged all records in the quarterly TRACS files, which span the first quarter of 2013 through the third quarter of 2021, that have the same HAP Contract Number as those from the RAD PBRA Resource Desk dataset. The team also kept the records of RAD PBRA households that were the original residents of the RAD unit according to the RAD Tracking Tool, ending with a file that represents all households that lived in a RAD PBRA unit. The team also dropped any records that occurred before the relevant conversion's Closing Date, using record effective dates. Exhibit B-16 provides the result of the merges.

Exhibit B-16. Results of Merge Between RAD PBRA Universe and RAD Tracking Tool With TRACS Data

TRACS Extract	HAP Contract Numbers From RAD PBRA Universe		RAD Tracking Tool		Total Households Identified as Living in RAD PBRA Unit
	Count That Merged	Count That Did Not Merge	Households Identified	Households Not Identified	
Q1 2013	0	501	0	63,637	0
Q2 2013	0	501	0	63,637	0
Q3 2013	0	501	0	63,637	0
Q4 2013	0	501	0	63,637	0
Q1 2014	2	499	293	63,344	295
Q2 2014	5	496	522	63,115	534
Q3 2014	7	494	619	63,018	728
Q4 2014	24	477	1,861	61,776	2,099
Q1 2015	48	453	4,221	59,416	4,812
Q2 2015	57	444	4,672	58,965	5,546
Q3 2015	60	441	4,873	58,764	6,040
Q4 2015	79	422	6,826	56,811	8,372
Q1 2016	100	401	9,017	54,620	11,112
Q2 2016	110	391	9,908	53,729	12,623
Q3 2016	123	378	10,980	52,657	14,250
Q4 2016	148	353	13,257	50,380	17,162
Q1 2017	193	308	16,448	47,189	21,579
Q2 2017	212	289	18,324	45,313	24,811
Q3 2017	226	275	19,078	44,559	27,009
Q4 2017	248	253	22,720	40,917	32,074
Q1 2018	284	217	25,075	38,562	35,760
Q2 2018	297	204	25,504	38,133	37,764
Q3 2018	313	188	27,005	36,632	40,369
Q4 2018	327	174	27,689	35,948	42,475
Q1 2019	343	158	28,460	35,177	44,669
Q2 2019	362	139	29,341	34,296	46,888
Q3 2019	369	132	29,198	34,439	48,102
Q4 2019	388	113	29,802	33,835	50,212
Q1 2020	420	81	33,687	29,950	55,551

TRACS Extract	HAP Contract Numbers From RAD PBRA Universe		RAD Tracking Tool		Total Households Identified as Living in RAD PBRA Unit
	Count That Merged	Count That Did Not Merge	Households Identified	Households Not Identified	
Q2 2020	440	61	33,648	29,989	56,604
Q3 2020	454	47	33,321	30,316	57,817
Q4 2020	466	35	32,852	30,785	58,743
Q1 2021	441	60	26,117	37,520	26,610
Q2 2021	441	60	25,422	38,215	25,948
Q3 2021	441	60	25,063	38,574	25,211

TRACS = Tenant Rental Assistance Certification System. HAP = housing assistance payment. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. Q1 = first quarter. Q2 = second quarter. Q3 = third quarter. Q4 = fourth quarter.

B.5.2. Search for Records in PIC for All RAD PBRA Households

That list of households (both households identified via HAP Contract Numbers and households identified by the RAD Tracking Tool) was used to search for all their records in PIC. This search pulled the public housing records of the original households of RAD PBRA units prior to RAD conversion. The search also pulled records for possible Choice Mobility movers, represented by TBV records in PIC that occurred after the households' last TRACS records (based on the effective date of the record's certification) (exhibit B-17).

Exhibit B-17. Results of Merge Between RAD PBRA Households and PIC

Extract	PIC Public Housing		PIC TBV	
	RAD PBRA Households Merged With Records Before RAD Closing	RAD PBRA Households Not Merged	RAD PBRA Households Merged With Records After TRACS Record	RAD PBRA Households Not Merged
Q1 2012	21,061	59,473	39	50,451
Q2 2012	21,931	58,392	41	49,509
Q3 2012	22,813	57,510	41	48,800
Q4 2012	23,784	56,539	41	47,678
Q1 2013	24,892	55,431	41	46,720
Q2 2013	25,879	54,444	41	45,812
Q3 2013	26,999	53,316	41	44,672
Q4 2013	27,369	52,581	43	43,964
Q1 2014	28,259	51,651	47	42,885
Q2 2014	28,645	50,775	59	41,949
Q3 2014	39,370	49,746	61	40,951
Q4 2014	28,722	48,868	75	40,016
Q1 2015	28,589	48,130	119	39,242
Q2 2015	27,608	47,468	148	38,515
Q3 2015	28,209	47,368	174	38,392
Q4 2015	26,198	46,809	239	37,756
Q1 2016	25,826	46,563	282	37,499
Q2 2016	24,435	48,932	333	39,740
Q3 2016	22,863	48,697	411	39,572

Extract	PIC Public Housing		PIC TBV	
	RAD PBRA Households Merged With Records Before RAD Closing	RAD PBRA Households Not Merged	RAD PBRA Households Merged With Records After TRACS Record	RAD PBRA Households Not Merged
Q4 2016	20,025	49,728	544	40,539
Q1 2017	18,879	49,435	686	40,134
Q2 2017	18,770	50,568	777	41,334
Q3 2017	16,003	51,245	821	42,035
Q4 2017	12,828	51,869	906	42,802
Q1 2018	12,084	53,020	988	44,271
Q2 2018	10,934	56,243	1,066	48,242
Q3 2018	10,373	56,767	1,164	48,938
Q4 2018	8,476	57,694	1,288	50,149
Q1 2019	8,443	59,410	1,413	52,000
Q2 2019	7,425	64,660	1,577	57,615
Q3 2019	6,759	65,031	1,726	57,983
Q4 2019	1,410	66,568	1,942	59,475
Q1 2020	1,137	68,200	2,180	61,338
Q2 2020	464	70,382	2,343	63,600
Q3 2020	442	70,802	2,484	64,243
Q4 2020	429	71,905	2,625	65,436
Q1 2021	398	72,361	2,794	65,905
Q2 2021	390	75,014	2,971	68,776
Q3 2021	390	78,850	3,147	72,546

PIC = HUD's Office of Public and Indian Housing Information Center. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. TBV = tenant-based voucher. TRACS = Tenant Rental Assistance Certification System.

B.5.3. Determine RAD PBRA Households Eligible to Move Using Choice Mobility

The team created one master analysis file, combining PIC public housing records of original households, TRACS records of RAD PBRA households, and all PIC records for those who had been in a RAD PBRA unit, including TBV records. If a household had a public housing record associated with a development that went through RAD conversion as well as a PBRA record in TRACS, it was labeled as an original household; otherwise, households that did not show up in public housing preconversion were labeled as new households.

The research team then created four different methods to "start the clock" on Choice Mobility eligibility. The team suspected that Method 1 would be the most appropriate but wanted to understand how the estimates might vary across the other three methods.

- **Method 1:** Uses the effective date of the household's first record in their RAD PBRA unit, both for original residents and new households.

- **Method 2:** Same as Method 1 for new households, but for original households, and uses the Removal From Inventory Date.

- **Method 3:** Same as Method 1 for new households, but for original households, and uses the HAP effective date.

- **Method 4:** Same as Method 1 for new households, but for original households, by development, and uses the earliest date in a RAD PBRA unit across all the development's original households.

For each method, the team flagged households as eligible for Choice Mobility if the number of days exceeded 730 days (the requisite minimum of 2 years). The team then determined whether households had the same eligibility determination across all four methods, as of their last record in their RAD PBRA unit. Approximately 94 percent of households had the same determination across all four methods.

The determination of eligibility agrees for all new households because they were all subject to the same approach (Method 1). Among original households that had a different determination, almost all were cases in which they were deemed ineligible using Method 1 but eligible by one of the other three methods (exhibit B-18).

Exhibit B-18. Determination of Choice Mobility Eligibility Across the Four Methods

Eligibility Agreement	New Households	Original Households	Total
Agreement of eligibility across the four methods	100%	89.2%	94.1%
Disagreement of eligibility across the four methods	0%	10.8%	5.9%
Total	**n=34,991**	**n=42,908**	**n=77,899**

The fact that the determination is the same for most households supports using Method 1 as the primary analysis method. The other three methods rely on dates that are specific to the RAD conversions rather than to the household. Remaining construction work after RAD conversion, for example, could delay when a household is able to lease up in their RAD PBRA unit. The dates used for Methods 2, 3, and 4 may not capture those delays, and using them would mean determining them as eligible for Choice Mobility before they are actually eligible.

B.5.4. Determine Which RAD PBRA Households That Moved Using Choice Mobility

Finally, the research team identified residents who appear to have used the Choice Mobility option. HUD documentation indicates that a move-out code of 11 in the TRACS dataset signifies a Choice Mobility user. Using this code, the team determined the number of households who appear to have moved using the Choice Mobility option.

The team classified households as Choice Mobility movers if they were eligible for Choice Mobility, had a Choice Mobility move-out code in TRACS, and had a TBV record in PIC after exiting the RAD PBRA unit. The team also identified households that met some but not all of the Choice Mobility criteria—households that had a Choice Mobility move-out code and a TBV record in PIC but were not eligible to move according to Method 1, and households that were eligible to move and had a TBV record in PIC but did not have a Choice Mobility move-out code in TRACS.
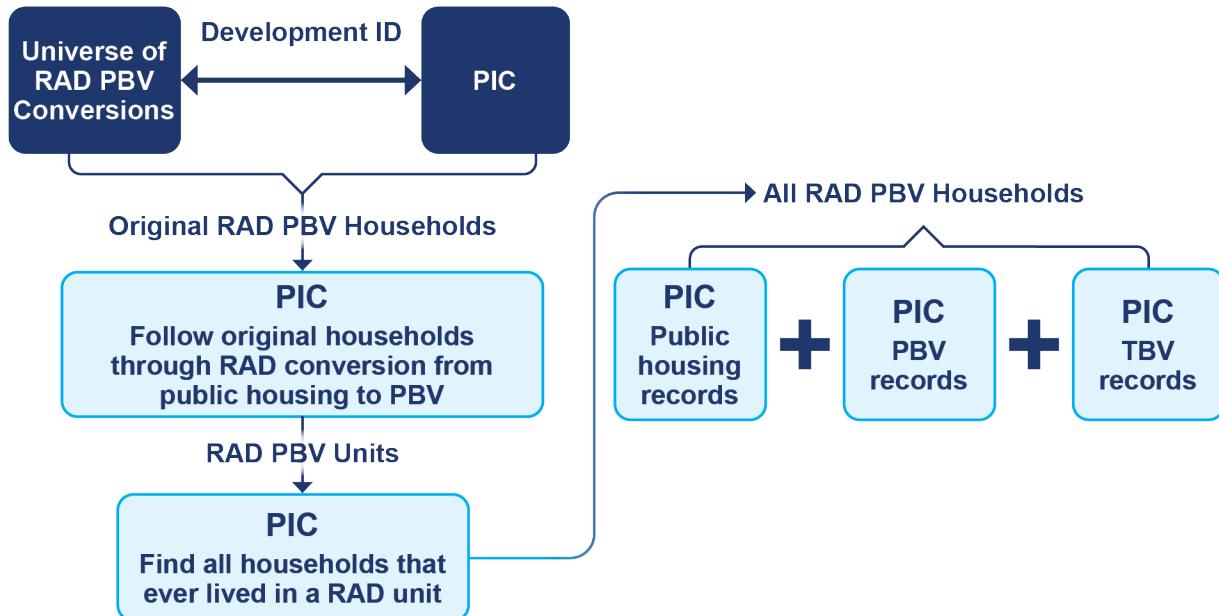
B.6. Identifying Choice Mobility Eligibility and Use Among RAD PBV Residents

Households eligible to move from RAD PBV developments using Choice Mobility must meet the following criteria:

- Have lived in a RAD PBV property that is not exempt from Choice Mobility.
- Have lived in a RAD PBV unit for at least 1 year.

The approach used here makes use of RAD Resource Desk data and quarterly household-level PIC files. Exhibit B-19 outlines the steps taken, which are then summarized in the bullets below.

Exhibit B-19. Steps to Identify Choice Mobility Eligibility and Use Among RAD PBV Residents

- **Use the list of original households and collect all their records in PIC to determine the locations of RAD PBV units:** The team followed the original households of RAD conversions from public housing through RAD conversion and search for records in the PBV program. They identified which public housing developments (and which households living in them) went through RAD, and they also incorporated the RAD Tracking Tool to identify the original residents of RAD PBV units.

- **Conduct checks and consolidate a list of RAD PBV locations:** The team used the original households to find the locations of RAD PBV units and summarized different scenarios, including whether the address changed from public housing to PBV. The team then consolidated a list of all geographic information for RAD PBV units to search for all households that have lived in those units over time.

- **Use the list of geographic coordinates of RAD PBV units to identify all households of RAD PBV units:** The team compiled an accounting of all households, including both the original residents and newer residents that had lived in RAD PBV units.

- **Use the list of all RAD PBV households and collect all their records in PIC:** The team created a final analysis file containing the public housing, PBV, and TBV records for all households that had lived in a RAD PBV unit.

- **Determine which RAD PBV households were eligible to use Choice Mobility:** The team determined eligibility for Choice Mobility using four methods (Section B.5.3).

- **Determine which RAD PBV households appeared to move using Choice Mobility:** The team then determined which RAD PBV households appeared to leave their units using Choice Mobility.

- **Comparison with PBV Family Right to Move:** The team then compared use of Choice Mobility by RAD PBV households with use of PBV Family Right to Move by non-RAD PBV households residing in PHAs that had closed RAD conversions.

B.6.1. Use the List of Original Households and Collect All Their Records in PIC to Determine the Locations of RAD PBV Units

To identify which public housing units went through a RAD PBV conversion, the research team merged the cleaned RAD Resource Desk dataset of closed RAD PBV property conversions with the individual-level PIC public housing data using Development ID. The team only kept records with a date before the development's RAD closing date. They then merged the list of original residents from the RAD Tracking Tool and only kept records that merged. These records represented the original residents of RAD PBV units prior to RAD closing, as identified by the RAD Tracking Tool. The team saved a file of all households represented in these public housing records (exhibit B-20).

Exhibit B-20. Results of Merge Between RAD Tracking Tool With PIC Data

PIC Extract	Households Identified With Records Before RAD Closing	Households Not Identified
Q1 2012	34,510	48,122
Q2 2012	35,367	46,509
Q3 2012	36,543	45,333
Q4 2012	37,736	44,140
Q1 2013	38,903	42,973
Q2 2013	39,143	42,733
Q3 2013	40,706	41,170
Q4 2013	41,351	40,384
Q1 2014	43,860	37,882
Q2 2014	44,935	36,941
Q3 2014	45,499	36,285
Q4 2014	44,863	35,908
Q1 2015	44,585	36,579
Q2 2015	45,328	36,057
Q3 2015	46,005	35,376
Q4 2015	43,884	37,090
Q1 2016	44,631	36,454
Q2 2016	44,717	36,421
Q3 2016	43,520	35,937
Q4 2016	36,215	40,976
Q1 2017	35,258	44,765
Q2 2017	32,509	45,874
Q3 2017	29,381	49,741
Q4 2017	23,552	53,934

PIC Extract	Households Identified With Records Before RAD Closing	Households Not Identified
Q1 2018	22,389	57,364
Q2 2018	19,456	59,525
Q3 2018	17,578	61,428
Q4 2018	13,106	66,570
Q1 2019	11,409	68,263
Q2 2019	10,346	69,997
Q3 2019	8,968	71,210
Q4 2019	6,636	73,629
Q1 2020	4,295	75,975
Q2 2020	2,610	77,599
Q3 2020	1,752	78,512
Q4 2020	839	79,266
Q1 2021	563	80,281
Q2 2021	430	80,777
Q3 2021	316	81,049

Q1 = first quarter. Q2 = second quarter. Q3 = third quarter. Q4 = fourth quarter. PIC = Office of Public and Indian Housing (PIH) Information Center. RAD = Rental Assistance Demonstration.

The research team searched for all records in PIC of original residents, including public housing records prior to RAD closing as well as TBV and PBV records after conversion. This step created a full accounting of all the records in PIC for households that were living in the public housing units prior to RAD conversion, including their records after RAD conversion.

This set of records was cleaned to be able to compare the last public housing record and first PBV record for all original households. First, the team removed households that did not appear to transition from public housing to the PBV program during RAD conversion. These included the following:

- Households whose last public housing record occurred before the RAD conversion's CHAP date.

- Households that never transitioned to the PBV program after RAD conversion.

The team noticed there were original households that left the public housing program and transitioned to a TBV before transitioning to a PBV, but a review of Office of Public and Indian Housing guidance did not show any clear explanation for these moves. The team hypothesized that these may be temporary relocations as a result of the RAD conversion. They included the number of households that had these moves in the next section.

The final dataset represented 51,531 RAD PBV households and contains the original households' last public housing records prior to RAD closing and their PBV records after RAD conversion. The next section describes how the team conducted checks and consolidated a list of locations of RAD PBV units. This list was used to identify all households that have lived in those units, both original households and new households.

B.6.2. Conduct Checks and Consolidate a List of RAD PBV Locations

The research team conducted a number of checks against the locations of RAD PBV households that were identified in the previous step. First, the team determined the share of those units that had the original households transitioned to the TBV program before transitioning to the PBV program after leaving the public housing program. Slightly more than 2 percent (1,181 units) had a household transition first to a TBV and then no change in address when transitioning to a PBV. Less than 1 percent (400 units) had a resident transition to a TBV and then a change in address before transitioning to a PBV.

The team then considered whether the PHA providing the housing assistance changed from the public housing record to the PBV record. Approximately 2 percent (966 units) did see a change in PHA, and of these cases, approximately 14 percent (137 units) had the original household transition first to the TBV program before transitioning to a PBV (overlapping with the units discussed in the paragraph above).

The team then determined whether the location changed from the public housing record to the PBV record. Latitude/longitude coordinates were used to determine location change for this check, rather than address, because there are cases when the address changed but the latitude/longitude coordinates did not. This appeared to be the case when the street address itself stayed the same, but an apartment number was added to the PBV record.

Over the analysis period, there were 51,531 RAD PBV units. The majority (73 percent) had no change in latitude/longitude coordinates from public housing to PBV. Because the characteristics of the RAD conversions influence whether we might expect the location to change from public housing to PBV, the team provided the transfer of assistance status and new construction status of all RAD PBV units in exhibits B-21 and B-22, respectively. Among those RAD PBV units where the latitude/longitude coordinates did change from public housing to PBV, the vast majority were actually not transfer of assistance or new construction conversions.

Exhibit B-21. Transfer of Assistance Status of RAD PBV Units, by Whether Location Changed From Public Housing

Transfer of Assistance	Location Did Not Change	Location Did Change	Total
No	95.0%	88.5%	93.2%
Yes	3.4%	6.7%	4.3%
Both	1.6%	4.8%	2.5%
Total	n=37,667	n=13,864	n=51,531

RAD = Rental Assistance Demonstration. PBV = project-based voucher.
Note: Units with a transfer of assistance type of "Both" had been at a development with multiple conversions of different transfer of assistance types.

Exhibit B-22. New Construction Status of RAD PBV Units, by Whether Location Changed From Public Housing

New Construction	Location Did Not Change	Location Did Change	Total
No	96.2%	86.3%	93.5%
Yes	1.2%	9.1%	3.3%
Both	2.7%	4.6%	3.2%
Total	n=37,667	n=13,864	n=51,531

RAD = Rental Assistance Demonstration. PBV = project-based voucher.
Note: Units with a new construction type of "Both" had been at a development with multiple conversions of different new construction types.

The team kept these 51,531 RAD PBV units in the universe of RAD PBV units and did not, for example, assign rules around which to drop depending on their transfer of assistance or new construction status or on other characteristics of the RAD conversion.

The team then consolidated a list of the geographic information for all RAD PBV units and noticed that the latitude/longitude coordinates of the RAD PBV units can shift slightly over time, even when the unit's street address remained the same. The team included these different latitude/longitude coordinate pairs in the accounting of RAD PBV unit locations. Among the 51,531 RAD PBV units, the team ended with 73,769 unique locations across the following geographic information:

- PARTICIPANT_CODE (PHA Code).
- Lat (latitude component of latitude/longitude coordinate pair).
- Lon (longitude component of latitude/longitude coordinate pair).
- STD_ADDR (street address).
- STD_CITY (city).
- STD_ST (state).
- STD_ZIP11 (11-digit ZIP Code).
- STATE (2-digit state FIPS code).
- CNTY (3-digit county FIPS code).
- TRACT (6-digit tract FIPS code).
- BG (1-digit block group FIPS code).
- UNIT_BLDG_NUM (unit building number).
- UNIT_APT_NUM (unit apartment number).

B.6.3. Use List of Geographic Coordinates of RAD PBV Units to Identify All Households of RAD PBV Units

The research team used this list of 73,769 unique RAD PBV locations to search for all households in PIC who appeared to have lived in those units, including original households and new households alike. The team looked for exact matches across the geographic information available for those 73,769 RAD PBV locations. Although the team could consider using fuzzy matching and a smaller threshold than a 100-percent match, they used exact matches for the estimates provided in this report.

B.6.4. Use List of All RAD PBV Households and Collect All Their Records in PIC

The research team took the list of all households that lived in RAD PBV units and pulled their records in PIC. They created one final RAD PBV household-level analysis file that contains the following:

- Public housing records of households that had been the original residents prior to RAD conversion.

- PBV records in the RAD PBV units.

- TBV records for any RAD PBV households that may have used Choice Mobility.

Using this full analysis file, the team then determined which households appear to have been eligible for Choice Mobility and which households moved using Choice Mobility.

B.6.5. Determine Which RAD PBV Households Were Eligible to Use Choice Mobility

The research team used four different methods to "start the clock" on Choice Mobility eligibility for RAD PBV residents. Like in the analysis of RAD PBRA Choice Mobility use, the team suspected that Method 1 would be the most appropriate but wanted to understand how the estimates might vary across the other three methods.

- **Method 1:** Uses the date of the household's first record in their RAD PBV unit, both for original households and new households.

- **Method 2:** Same as Method 1 for new households, but for original households, and uses the Removal From Inventory Date.

- **Method 3:** Same as Method 1 for new households, but for original households, and uses the HAP effective date.

- **Method 4:** Same as Method 1 for new households, but for original households, by development, and uses the earliest date in a RAD PBV unit across all the development's original households.

For each method, the team identified households as eligible for Choice Mobility if the number of days they had lived in their RAD PBV unit exceeded 365 days (more than 1 year). The team then checked whether households had the same eligibility determination across all four methods, as of their last record in their RAD PBV unit. Approximately 97 percent of households had the same determination across all four methods.

The determination is the same for all new households because they were all subject to the same approach (Method 1). Among original households that had a different determination, almost all were cases in which they were deemed ineligible using Method 1 but eligible by one of the other three methods (exhibit B-23).

Exhibit B-23. Determination of Choice Mobility Eligibility Across the Four Methods

Eligibility Status	New Households	Original Households	Total
Agreement of eligibility across the four methods	100%	95.5%	93.0%
Disagreement of eligibility across the four methods	0%	4.5%	7.0%
Total	**n=24,966**	**n=48,729**	**n=73,695**

The fact that the determination was the same for most households provides support for relying on Method 1. The other three methods rely on dates that are specific to the RAD conversions rather than to the households. As noted previously, multiple conversions have happened at the same public housing development. Methods 2, 3, and 4 would use the earliest removal from public housing inventory date, the earliest HAP effective date, and earliest post-RAD conversion record across multiple conversions; there is no straightforward way to assign RAD PBV conversions to households when conversions happen in phases at the same development. In the body of the report, the research team compares the number of households eligible for Choice Mobility using Method 1 with the number of households that were eligible under any of the four methods.

B.6.6. Determine Which RAD PBV Households Appeared to Move Using Choice Mobility

The research team then determined which households appeared to move using Choice Mobility, defining Choice Mobility users as those who had lived in their RAD PBV unit for at least a year using Method 1 and who then transitioned to the TBV program with a change in address. The team also identified households that did not meet all eligibility criteria—those households that moved to a TBV even though they were not yet eligible to move from the RAD PBV unit.

B.6.7. Comparison With PBV Family Right to Move

The research team included a comparison of PBV households residing in traditional, non-RAD PBV units that have transitioned to a TBV under the PBV Family Right to Move program. This analysis was limited to PHAs that also had RAD conversions that had closed by 2020. As such, the analysis does not account for use of the Family Right to Move option for *all* PHAs, only for the subset of PHAs that also had closed RAD conversions. To identify PBV households that lived in non-RAD units, the team used the list of geographic coordinates of RAD PBV units from Step 3 (Section B.6.3) to determine which PBV households lived in RAD units and which PBV households lived in non-RAD units. The team then repeated Step 4 (Section B.6.4) for PBV households of non-RAD units, pulling their records in PIC to create one analysis file that contains all their public housing, PBV, and TBV records. Method 1 was then used to determine their eligibility as the number of days they had lived in a PBV unit that is not RAD. The team identified PBV households as eligible for PBV Family Right to Move if they had lived in their PBV unit for more than 365 days (more than 1 year).

Households that moved using PBV Family Right to Move were defined as those who had lived in their PBV unit for at least a year using Method 1 and who then transitioned to the TBV program with a change of address. The research team also identified PBV households that moved to a TBV even though they were not yet eligible to move from their PBV unit.

B.6.8. Comparison between Administrative and Survey Data

Exhibit B-24 compares responses from the PHA survey to those found in HUD administrative data. Overall, survey respondents had higher counts and averages of eligible households than what was found in administrative data. Successful lease-up counts were similar when using the same PHAs in the survey and administrative data, although survey respondents indicated a higher average lease-up success rate compared with administrative data. Discrepancies between the two sources were higher for counts of PBRA households than for counts of PBV households.

Exhibit B-24. Choice Mobility or Family Right to Move Take-Up Unrestricted—All PHAs That Provided Survey Answers Included Compared to Available Administrative Data[5]

Subsidy Type	Number Eligible (Survey)	Number Eligible (Admin, Same PHAs as Survey)	Number Eligible (All Admin Data)	Successful CM Lease Up (Survey)	Successful CM Lease Up (Admin, Same PHAs as Survey)	Successful CM Lease Up (All Admin Data)
All RAD PHAs (Choice Mobility) (Number of PHAs: 180 survey, 370 admin)						
PHA Total (Choice Mobility)						
Total	25,711	15,862	32,443	724	759	1,064
Average	283	88.1	87.7	7.7	5.4	2.9
Number of PHAs Answered	91	180	370	94	140	370
RAD PBRA Residents (Choice Mobility) (Number of PHAs: 27 survey, 152 admin)						
Total	10,280	4,103	14,193	25	75	99
Average	857	236.6	197.1	1.7	12.5	9.9
Number of PHAs Answered	12	37	72	15	6	10
RAD PBV Residents (Choice Mobility) (Number of PHAs: 140 survey, 214 admin)						
Total	15,431	11,586	32,256	983	989	1259
Average	192.9	236.6	197.1	10	13.4	12
Number of PHAs Answered	80	37	168	99	74	105

CM = Choice Mobility. PHA = public housing authority. RAD = Rental Assistance Demonstration.
Notes: Includes PHAs with RAD project-based rental assistance, RAD project-based voucher (PBV), and/or non-RAD PBV residents in 2019. Because PHAs can have conversions of different subsidy types, PHAs could be represented in more than one of the subsidy type groupings. Successful lease-up rates reflect the percentage of those that requested/attempted a lease up that were successful.
Source: Survey of RAD PHA administered between August and November 2021, survey questions Q8A–Q8C, Q9A–Q9C, Q13A, Q13B, Q19A, Q19B

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[5] Each column refers to a progressively smaller group of households—the number requested is a subset of the number eligible, the number that received a voucher is a subset of the number who requested a voucher, and the number that successfully leased up is a subset of those who received a voucher. Many PHAs did not provide an estimate for each category. The research team also conducted a separate analysis considering only those PHAs that provided a numeric answer for every one of the four measures. The only groups that reported sufficiently large responses were the RAD PBV and non-RAD PBV groups, for which only the number eligible and number requested were collected.

Appendix C: Technical Survey Appendix: Nonresponse Bias Methodology

C.1. PHA Survey

This appendix details nonresponse considerations and describes the nonresponse analysis that was performed for the public housing authority (PHA) survey. Each of the three studies—Choice Mobility, asset management, and long-term preservation—required a separate nonresponse analysis due to their different study universes, though all analyses followed a standard framework. The PHA survey was sent to all qualified PHAs for each study, so the selection probability is 100 percent. There are no sampling considerations.

The analysis framework includes bivariate analysis and logistic regression over a set of known PHA characteristics. Because some respondents did not complete the survey, these analyses are conducted twice—once assuming a maximum response rate (that is, answering at least one question is considered a complete response) and once assuming a minimum response rate (that is, survey responses in which only respondents who viewed each question and reached the end of the section or survey are considered complete). Due to the structure of the survey, which included complex skip logic, nonresponse analysis is limited to each section and the entire survey; individual questions are not analyzed for nonresponse bias.

C.1.1. Response Designation

The PHA survey was divided into four sections, roughly corresponding to the three studies. Section 1 was presented to all respondents, Section 2 was presented to the PHAs included in the Choice Mobility study, and Sections 3 and 4 were presented to the PHAs included in the asset management study. The long-term preservation PHAs are a subset of the asset management PHAs and were presented with additional questions in Section 3.

Responses are designated both by section and for the entire survey:

- **Completed:** The respondent has answered or viewed all applicable questions in the section or survey.

- **Partially Completed:** The respondent has answered at least one question in the section or survey.

- **Nonresponse:** The respondent did not answer any questions in the section or survey.

The breadth of research questions addressed by the PHA survey and the high value of each survey question to this research effort means that respondents who chose to answer only a few questions in each section or who skipped an entire section should not be dismissed or devalued. The complexity of the survey logic also makes it difficult to categorize partial responses. To address the latter challenge, nonresponse analyses are conducted for both a maximum response rate and a minimum response rate.

Exhibit C-1 presents overall survey response rates for each study, and exhibit C-2 presents response rates for specific sections corresponding to the three studies. Note that variation in the response counts and rates are due to partial responses or nonresponses for specific sections. For example, a PHA that was included in both the Choice Mobility and asset management studies and

completed Section 2 but did not answer any questions in Section 4 would be considered a nonresponse for Section 4 (exhibit C-2) but a partial completion for the entire survey (exhibit C-1).

Exhibit C-1. PHA Survey Populations and Response Rates

Study	PHA Population	Completed Surveys	Partially Completed Surveys	Nonresponse	Maximum Response Rate	Minimum Response Rate
Choice Mobility	339	148	63	128	62.2%	43.7%
Long-Term Preservation	159	65	35	59	62.9%	40.9%
Asset Management	248	106	50	92	62.9%	42.7%

PHA = public housing authority.
Note: The maximum response rate assumes that all partial completes have enough information to be considered a complete response, and the minimum response rate assumes that all partial completes are nonresponses.

Exhibit C-2. PHA Survey Section Response Rates

Section	Study PHA Population	Completed Section	Partially Completed Section	Nonresponse	Maximum Response Rate	Minimum Response Rate
Section 2 (Choice Mobility)	339	163	48	128	62.2%	48.1%
Section 3 (Long-Term Preservation)	159	71	29	59	62.9%	44.7%
Section 4 (Asset Management)	248	113	43	92	62.9%	45.6%

PHA = public housing authority.
Note: The maximum response rate assumes that all partial completes have enough information to be considered a complete response, while the minimum response rate assumes that all partial completes are nonresponses.

C.1.2. PHA Characteristics Considered in the Nonresponse Analysis

After reviewing the available administrative data, the research team identified five potential sources of nonresponse bias and sources. The U.S. Department of Housing and Urban Development (HUD) recommended a sixth potential source for the Choice Mobility study.

- **PHA size:** The size of a PHA may influence its tendency to respond to the survey, particularly for larger PHAs that have dedicated asset managers or Rental Assistance Demonstration (RAD) managers. The analysis is conducted over a discrete variable with three values—small, medium, and large—and three binary variables for each size. PHA size is based on the PHA's pre-RAD public housing portfolio.

- **Census region:** The geographic location of a PHA may influence whether it responds to the survey or to specific sections. A plurality of RAD conversions has occurred in the South. The analysis is conducted over a discrete variable with four values—Northeast, Midwest, South, and West—and four binary variables for each region. Regions are defined by the U.S. Census Bureau.

- **Subsidy type:** The choice of a project-based voucher (PBV) or property-based rental assistance (PBRA) conversion may impact whether a PHA responds to the survey. PBV conversions generally have less direct HUD oversight than PBRA conversions, because PBRA conversions are no longer part of HUD's Office of Public and Indian Housing. Such

variance in oversight may influence whether a PHA responds to the survey. The analysis is conducted on binary variables indicating the presence of PBV or PBRA conversions (the number of PHAs with both types of conversions is too small to effectively analyze nonresponse).

- **RAD portfolio size:** The number of RAD conversions and units and the presence of an active Commitment to enter into a Housing Assistance Payment (CHAP) contract could influence whether a PHA responds to the survey. The analysis is conducted over three factors: (1) number of total RAD units, (2) number of closed RAD units, and (3) a binary variable indicating whether the PHA has an active CHAP. RAD portfolio statistics are based on HUD administrative data as of October 16, 2020. Total and closed units are separated into bins at 100, 200, and 400 units, which is a rough approximation of quartiles for the PHA populations for each study.

- **"Portfolio" conversion:** Whether a PHA is pursuing RAD conversions for its entire public housing portfolio, has completed its conversions, or has combined RAD with other programs to dispose of its entire public housing portfolio could impact whether the PHA responds to the survey. The analysis is conducted over three binary variables that indicate whether the PHA has converted its entire public housing portfolio or intends to do so:

  o RAD portfolio conversion authority: The PHA has received portfolio conversion authority and reserved RAD units from HUD.

  o All public housing disposed of: The PHA has disposed of its entire public housing portfolio or intends to do so by the end of 2022. This identification is based on Annual Contributions Contract unit counts in November 2021, active CHAPs, and a review of PHA plans for PHAs in the study populations that have fewer than 50 public housing units remaining and are not under an active CHAP.

  o A combination of portfolio conversion and disposition.

- **Choice Mobility exemption:** PHAs with RAD conversions that are exempt from the Choice Mobility requirements may not respond to a survey on Choice Mobility. PHAs with a Choice Mobility exemption were identified using HUD administrative data at the RAD conversion level.

C.1.3. Nonresponse Bivariate Analysis

The research team conducted a series of bivariate analyses (significance testing on cross-tabulations) that examined how response rates may vary across different PHA characteristics and whether any differences were statistically significant. Exhibit C-3 presents chi-square test statistics for PHA characteristics. Chi-square tests were conducted on both the maximum and minimum number of responses. The PHA population for each survey section corresponds to the relevant study population (that is, Section 2 corresponds to Choice Mobility, Section 3 corresponds to long-term preservation, and Section 4 corresponds to asset management).

None of the results are significant at the $p < 0.05$ level. Analyses examining overall survey completion produced similar results that are not significant at the $p < 0.05$ level. There appears to be no statistically significant nonresponse bias for any of the PHA characteristics identified as potential sources of such bias.

Exhibit C-3. Chi-Square Test Statistics

PHA Characteristic	Section 2: Choice Mobility		Section 3: Long-Term Preservation		Section 4: Asset Management	
	Max. Response	Min. Response	Max. Response	Min. Response	Max. Response	Min. Response
PHA Size	1.28	1.51	2.14	4.88	1.89	1.27
Small	0.47	0.01	0.18	0.05	1.23	0.00
Medium	0.00	0.35	0.15	2.79	0.13	0.59
Large	0.78	1.10	1.55	2.80	0.70	0.62
Census Region	3.10	3.99	2.88	5.36	1.18	1.78
Northeast	1.65	2.44	1.60	2.88	0.56	0.11
Midwest	1.42	0.07	0.07	0.20	0.29	0.00
South	0.00	0.00	0.79	3.16	0.00	0.74
West	0.00	1.40	0.07	0.00	0.01	0.86
PBV Conversion	1.29	1.60	1.20	2.00	0.72	1.43
PBRA Conversion	2.97	3.49	3.33	2.89	2.68	3.63
Total RAD Units	3.10	1.53	1.83	1.90	3.51	3.29
Closed RAD Units	4.12	0.89	1.09	1.41	3.34	3.07
Active CHAP	0.01	0.61	0.00	0.07	0.00	0.00
Portfolio Conversion Authority	0.37	2.92	1.24	2.16	0.43	0.00
All Public Housing Disposed of	0.98	0.54	1.13	0.57	1.58	0.00
Intent to Dispose of All Public Housing	0.34	0.23	0.02	0.01	0.55	0.00
Choice Mobility Exemption	0.09	0.31	N/A	N/A	N/A	N/A

Note: Chi-square test did not result in any statistically significant coefficient (P>0.05).
PHA = public housing authority. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher. CHAP = Commitment to enter into a Housing Assistance Payment. N/A = not applicable.

C.1.4. Nonresponse Multivariate Analysis

Although bivariate analyses found no statistically significant sources of nonresponse bias, the research team also conducted multivariate logistical regression analyses to assess the independent association of each explanatory variable with the response designation while adjusting for the other variables. Exhibit C-4 presents these results.

The regression model was simplified to include seven predictors of nonresponse: census region, PHA size, presence of PBV conversions, presence of PBRA conversions, intention to dispose of all public housing, presence of an active CHAP, and total number of RAD units. The Section 2 regression also included the presence of a Choice Mobility exemption as a predictor. As with the bivariate analyses, each regression was conducted on both the maximum and minimum response rates, and the PHA population for each survey section corresponds to the relevant study population.

Exhibit C-4. Log Odds (β) for Predictors of Nonresponse

Predictor of Nonresponse	Section 2: Choice Mobility		Section 3: Long-Term Preservation		Section 4: Asset Management	
	Max. Response	Min. Response	Max. Response	Min. Response	Max. Response	Min. Response
PHA Size (Reference Group: Large)						
Small	-0.292	-0.159	-0.734	-0.367	-0.544	-0.046
Medium	-0.264	-0.257	-0.593	-0.781	-0.312	-0.063
Census Region (Reference Group: Midwest)						
Northeast	0.632	0.354	0.477	0.557	0.453	0.120
South	0.325	0.043	-0.317	-0.442	0.242	-0.019
West	0.267	-0.384	-0.380	-0.001	0.048	0.443
PBV Conversion	-0.445	-0.348	-0.714	-0.218	-0.713	-0.462
PBRA Conversion	-0.831	-0.806	-1.171*	-0.687	-0.988*	-0.849
Total RAD Units	0.000	0.000	0.000	0.000	0.000	0.000
Active CHAP	-0.150	0.166	-0.478	-0.096	-0.256	-0.166
Intent to Dispose of All Public Housing	-0.264	0.095	-0.191	0.062	-0.316	-0.019
Choice Mobility Exemption	0.304	0.142	N/A	N/A	N/A	N/A
Constant	1.127	0.412	2.387*	0.733	1.814 *	0.927

* = Coefficient is statistically significant at $p < 0.05$.
PHA = public housing authority. RAD = Rental Assistance Demonstration. PBRA = project-based rental assistance. PBV = project-based voucher. CHAP = Commitment to enter into a Housing Assistance Payment. N/A = not applicable.

There are no statistically significant predictors of nonresponse for the Choice Mobility study (Section 2), but the presence of a PBRA conversion is statistically significant at the $p < 0.05$ level for both the asset management and long-term preservation studies when responses are categorized to give the maximum number of completions (that is, answering at least one question in the section is categorized as a complete response). When only respondents who answered or viewed all questions in the section are considered a complete response, the presence of a PBRA conversion is no longer statistically significant. Analyses examining overall survey completion produced similar results.

These multivariate results indicate that the presence of a PBRA conversion could be a source of nonresponse bias for the asset management and long-term preservation studies, but the evidence is not conclusive. The bivariate results indicate that the presence of a PBRA conversion alone is not a statistically significant source of nonresponse bias. To explore this question, the research team conducted additional multivariate analyses, specifically logistical regressions, using only the presence of a PBRA conversion as a predictor of nonresponse, and ordered probit regressions. These results are presented in exhibits C-5 and C-6.

Exhibit C-5. Estimated Coefficients for Presence of a PBRA Conversion in Section 3 (Long-Term Preservation)

Model Type	Logit With Maximum Number of Responses	Logit With Minimum Number of Response	Ordered Probit
Full Multivariate Model	-1.171*	-0.687	-0.581*

Model Type	Logit With Maximum Number of Responses	Logit With Minimum Number of Response	Ordered Probit
PBRA as the Only Predictor	-0.659*	-0.599	-0.253

* = Coefficient is statistically significant at p < 0.05.
PBRA = project-based rental assistance.

Exhibit C-6. Estimated Coefficients for Presence of a PBRA Conversion in Section 4 (Asset Management)

Model Type	Logit With Maximum Number of Responses	Logit With Minimum Number of Response	Ordered Probit
Full Multivariate Model	-0.988*	-0.849	-0.427*
PBRA as the Only Predictor	-0.467	-0.524*	-0.146

* = Coefficient is statistically significant at p < 0.05.
PBRA = project-based rental assistance.

The results of these additional regressions are mixed. For Section 3, the presence of a PBRA conversion is statistically significant for the maximum number of responses both as part of the full model and when it is the only predictor, but it is not statistically significant in either case for the minimum number of responses. For Section 4, the presence of a PBRA conversion is statistically significant for the maximum number of responses when it is part of the full model, but not when it is the only predictor. The results switch for the minimum number of responses, with the presence of a PBRA conversion being statistically significant only when it is the sole predictor in the model. For both sections, the ordered probit results are statistically significant as part of the full model but are not significant when the presence of a PBRA conversion is the only predictor.

C.1.5. Nonresponse Analysis Conclusions

For the Choice Mobility study (Section 2), neither the bivariate nor the multivariate analyses produce statistically significant indications of nonresponse bias. Therefore, the PHA survey analysis does not need to account for nonresponse bias.

For both the long-term preservation (Section 3) and asset management (Section 4) studies, the bivariate analyses indicate that there is no statistically significant difference between responding PHAs and nonresponding PHAs. For the multivariate analyses, in some cases the presence of a PBRA conversion is a statistically significant predictor for nonresponse, but no other predictor is statistically significant.

The multivariate results seem to indicate that the presence of a PBRA conversion becomes significant only when interacting with other predictors, and only for certain regression specifications. These analyses do not provide any evidence for which other predictors are interacting with the presence of a PBRA conversion to make it statistically significant; all other predictors in these regressions are not statistically significant. Because the multivariate results are inconclusive over the set of analyses used, and with no statistically significant results for the bivariate analyses, the research team concludes that the presence of a PBRA conversion is not a statistically significant source of nonresponse bias for either study.

C.1.6. Weights

Because the survey is a census of qualified PHAs, with a selection probability of 100 percent, and because nonresponse analysis results presented in this appendix show no evidence that auxiliary variables are related to response, adjusting for these variables was not done.

C.1.7. Note on Conversion-Level Primary Data

The PHA survey included nine questions about specific RAD conversions. To reduce respondent burden, these questions were limited to a maximum of three RAD conversions per PHA, except for Question 1A on the ownership structure, which was limited to a maximum of 11 RAD conversions.[6] By agreement with HUD, the responses to these conversion-level questions are analyzed without weights or other adjustments. A similar non-adjustment approach, also by agreement with HUD, is taken with regard to financial statements data provided by PHAs.

C.2. Tenant Survey Nonresponse Bias Analysis

This appendix details nonresponse considerations and describes the nonresponse analysis that was performed for the resident survey. The analysis framework includes a descriptive overview and bivariate analysis over a set of known resident characteristics. This analysis is conducted once for each relevant variable because partial and fully complete responses were used throughout the analysis, and only 18 of the 720 responses used in analysis were partially completed. Due to the structure of the survey, which included complex skip logic, nonresponse analysis is limited to each section and the entire survey; individual questions are not analyzed for nonresponse bias.

C.3. Nonresponse Bivariate Analysis

After reviewing the available administrative data, the Urban Institute team wanted to ensure that five key individual resident characteristics were not impacted by nonresponse bias, including if a resident was new to the project or an original resident, the race and ethnicity of the resident, their disability status, and finally their age.

The Urban Institute team conducted a series of bivariate analyses (significance testing on cross-tabulations) that examined how response rates may have varied for residents by individual-level characteristics and whether any differences were statistically significant. Exhibit C-7 presents both the descriptive and the chi-square test statistics these characteristics.

None of the results are significant at the $p < 0.05$ level. Analyses examining overall survey completion produced similar results that are not significant at the $p < 0.05$ level. There appears to be no statistically significant nonresponse bias for any of the individual characteristics identified as potential sources of such bias.

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[6] The nine PHAs eligible for the PHA survey that had the most RAD conversions were asked these nine questions for all their eligible conversions separately from the web-based survey.

Exhibit C-7. Descriptive Breakdown and Chi-Square Test Statistics of Individual-Level Characteristics

Individual Characteristics	Study Resident Population	Resident Survey Responses	Share of Survey Sample (%)	Share of Respondents (%)	Chi-squared
Resident Type					0.37
New Resident	395	172	25%	24%	0.37
Original Resident	1205	548	75%	76%	0.37
Mover Status					1.17
Eligible	420	179	26%	25%	1.17
Mover	1180	541	74%	74%	1.17
Race and Ethnicity of Head of Household					4.23
Hispanic	220	89	14%	12%	1.89
Non-Hispanic AIAN	32	12	2%	2%	0.47
Non-Hispanic Asian	*	*	*	*	*
Non-Hispanic Black	1063	494	66%	69%	2.59
Non-Hispanic White	277	120	17%	17%	0.30
Disability Status of Head of Household					4.22
Yes	522	233	33%	32%	4.22
No	1078	487	68%	67%	4.22
Age of Head of Household					0.24
Young Adult (18–25)	45	24	3%	3%	0.32
Working Age Adult (26–61)	1172	534	73%	74%	0.49
Older Adult (62+)	365	157	23%	22 %	0.65

Note: Chi-square test did not result in any statistically significant coefficient (P>0.05).
AIAN = American Indian / Alaska Native.
* = omitted due to low counts.
Note: Values were omitted for variable factors with fewer than 5 resident responses as it may produce inaccurate chi-squared results.

C.4. Nonresponse Analysis Conclusions

For the Resident survey, neither the descriptive summaries nor bivariate analysis produce statistically significant indications of nonresponse bias. Therefore, the Resident survey analysis does not need to account for nonresponse bias.

C.5. Weights

Based on the nonresponse analysis results presented in this appendix, the auxiliary variables do not show evidence of being related to response, so adjusting for these variables was not done.

Appendix D: Survey Instruments

This section includes the survey and interview instruments used as part of the data collection efforts for this study.

D.1. PHA Survey

Job #T1083

RAD PHA Survey
Questionnaire

[INTRODUCTION – PART 1]

[PN: SHOW INTRODUCTION – PART 1 TO SAMPLED EXECUTIVE DIRECTOR ONLY]

	U.S. Department of Housing and Urban Development **Rental Assistance Demonstration (RAD)** **Choice Mobility and Long-Term Affordability Evaluation**

Welcome to the PHA survey for the RAD Choice Mobility and Long-Term Affordability Evaluation.

Three research companies—Econometrica, the Urban Institute, and SSRS—are under contract to HUD to conduct this survey about the RAD program. This survey asks about your experiences with the RAD program. Your responses will remain strictly confidential. Neither you nor your agency will be identified in reporting findings to HUD or anyone else.

This survey will allow researchers to understand (1) the implementation and results of the Choice Mobility option for residents of properties converted to project-based voucher (PBV) or Section 8 project-based rental assistance (PBRA) developments under the RAD program (public housing component) and (2) the long-term financial viability and asset management for RAD developments. The survey should take about 45 minutes to complete.

The survey consists of up to four sections, each of which take 10–20 minutes to complete; the Executive Director or person who is most familiar with the PHA's RAD portfolio should be able to complete the survey, with assistance from financial, asset management, and voucher program staff as needed. Survey sections can be shared by e-mail as described in the survey instructions.

Findings from this study will enable HUD to:
- Understand how PHAs implement the Choice Mobility option;
- Identify effects of the Choice Mobility option on RAD properties and the voucher program; and
- Identify models of asset management of RAD properties.

Click "Next>>" to continue…

[INTRODUCTION – PART 2]

[PN: SHOW INTRODUCTION – PART 2 TO SAMPLED EXECUTIVE DIRECTOR ONLY]

Econometrica, the Urban Institute, SSRS, and HUD will schedule a webinar to share results from the survey and allow PHAs to learn from each other about different approaches to administering the Choice Mobility option and conducting asset management functions at RAD properties.

All of your responses to the questions will be combined with responses from other PHAs participating in the RAD program. These responses will only be used for research purposes and will NOT be used for compliance. HUD will receive a copy of the survey responses with all personally identifying information, as well as PHA and RAD development identifiers, removed.

If you have any technical questions about the survey, please email RADsurvey@EconometricaInc.com. If you have questions about the study, please contact Teresa Souza, Social Science Analyst, Office of Policy Development and Research, HUD at XXX-XXX-XXXX or [email], or Susan Popkin, the Urban Institute co-Principal Investigator at XXX-XXX-XXXX or [email].

This survey was approved by the U.S. Office of Management and Budget. The OMB control number is 2528-0330 and expires on 07/31/2021.

Privacy Act Statement

Authority: Section 502 (g) of the Housing and Urban Development Act of 1970 (Public Law 91-609) (12 U.S.C. §§ 1701z-1; 1701z-2(d) and (g)).
Purpose: Evaluation of the Rental Assistance Demonstration (RAD) Program.
Routine Use(s): The information will be used for the purpose set forth above and may be provided to Congress or other Federal, state, and local agencies, when determined necessary.
Disclosure: Disclosure of personal information is voluntary. Failure to disclose the personal information requested will not affect individuals.
System of Records Notice (SORN): PD&R/RRE.01 published in the Federal Register on January 22, 2015 (FR-5843-N-01), https://www.govinfo.gov/content/pkg/FR-2015-01-22/html/2015-01029.htm

Click "Next>>" to continue…

[SURVEY INSTRUCTIONS]

[PN: SHOW SURVEY INSTRUCTIONS TO SAMPLED EXECUTIVE DIRECTOR ONLY]

(SEC1, SEC2 SHOW TO ALL; SEC3 SHOW IF LTP_PHA=1; SEC4 SHOW IF AM_PHA=1)
[PN: FORCE RESPONSES]
[PN: PROGRAM AS GRID]
[PN: IN 'Section Status' COLUMN SHOW 'INCOMPLETE' WITH RED INDICATOR IF SECTION NOT STARTED OR NOT FINISHED; SHOW 'COMPLETE' WITH GREEN INDICATOR IS SECTION IS COMPLETE]

SEC1–SEC4.   This survey consists of four sections that ask a series of questions about your PHA's RAD program and portfolio. An overview of the questions in each section can be found in the table below.

You can preview a full version of the survey here. **[PN: LINK TO 'PLAIN TEXT' VERSION OF SURVEY]**.

While we **_strongly_** encourage **you** to complete as many sections as possible, we understand that in some cases only specialized PHA staff may be able to answer specific sections. Please select which sections you will answer and which sections you would like us to pass along to someone else.

RAD CHOICE MOBILITY AND LONG-TERM AFFORDABILITY SURVEY			
Section	**Topics covered**	**Who will complete this section?**	**Section Status**
SEC1. Section 1. RAD Property Information	Ownership and management status and contact information, and along with an update on construction and rehab status for select properties.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON
SEC2. Section 2. Implementation of Choice Mobility	Information on how Choice Mobility has been implemented in your RAD portfolio including data on voucher availability, limits, requests, and lease up. This also includes broad questions on wait list management, Choice Mobility outreach and communication, and property management.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON
(SHOW IF LTP_PHA=1) SEC3. Section 3. Financial Information	This section covers the strategic financial management of your PHA's RAD portfolio and asks for contact information for project financial statements.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON
(SHOW IF AM_PHA=1) SEC4. Section 4. Asset Management	This section covers your PHA's asset management activities for its RAD portfolio. Asset management consists of a series of interrelated functions or activities designed to enhance the physical stability and financial performance of income-producing properties over the long term.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON

[PN: SHOW SEC_1_PASS, SEC_2_PASS, SEC_3_PASS, SEC_4_PASS ON SINGLE SCREEN, IF APPLICABLE]

(ASK IF SEC_1=2; PASSED ALONG SECTION 1)
[PN: FORCE RESPONSE TO SEC1_NAME AND SEC1_EMAIL; DO NOT FORCE SEC1_PHONE]

SEC1_PASS. Could you provide contact information for the person we should contact about **Section 1: RAD Property Information**?

> SEC1_NAME.   FULL NAME: _____
> SEC1_EMAIL.   EMAIL ADDRESS: _____
> SEC1_PHONE.   PHONE NUMBER: _____

(ASK IF SEC_2=2; PASSED ALONG SECTION 2)
[PN: FORCE RESPONSE]
[PN: FORCE RESPONSE TO SEC2_NAME AND SEC2_EMAIL; DO NOT FORCE SEC2_PHONE]

SEC2_PASS. Could you provide contact information for the person we should contact about **Section 2: Implementation of Choice Mobility**?

> SEC2_NAME.   FULL NAME: _____
> SEC2_EMAIL.   EMAIL ADDRESS: _____
> SEC2_PHONE.   PHONE NUMBER: _____

(ASK IF SEC_3=2 AND LTP_PHA=1; PASSED ALONG SECTION 3)
[PN: FORCE RESPONSE]
[PN: FORCE RESPONSE TO SEC3_NAME AND SEC3_EMAIL; DO NOT FORCE SEC3_PHONE]

SEC3_PASS. Could you provide contact information for the person we should contact about **Section 3: Financial Information**?

> SEC3_NAME.   FULL NAME: _____
> SEC3_EMAIL.   EMAIL ADDRESS: _____
> SEC3_PHONE.   PHONE NUMBER: _____

(ASK IF SEC_4=2 AND AM_PHA=1; PASSED ALONG SECTION 4)
[PN: FORCE RESPONSE]
[PN: FORCE RESPONSE TO SEC4_NAME AND SEC4_EMAIL; DO NOT FORCE SEC4_PHONE]

SEC4_PASS. Could you provide contact information for the person we should contact about **Section 4: Asset Management**?

> SEC4_NAME.   FULL NAME: _____
> SEC4_EMAIL.   EMAIL ADDRESS: _____
> SEC4_PHONE.   PHONE NUMBER: _____

[PN: EMAIL DIRECT LINK TO CORRESPONDING SURVEY SECTION TO EMAIL ADDRESSES PROVIDED. IF SAME EMAIL GIVEN FOR MULTIPLE SECTIONS, SEND AS A SINGLE SURVEY LINK]

[PN: IF SEC_1=1 OR SEC_2=1 OR SEC_3=1 OR SEC_4=1 CONTINUE TO CORRESPOND SECTIONS;
IF SEC_1=2 AND SEC_2=2 AND SEC_3=2 AND SEC_4=2 END SURVEY, SHOW TEXT: "*Thank you for sharing this survey with your colleagues. Even though you have indicated you will not complete any of the sections yourself, you may still receive periodic reminders that they have not completed their assigned section(s). If that is the case, we ask that you please reach out to them and encourage them to complete their section(s).***"]**

[END SECTION TIMER]

[SECTION 1: RAD PROPERTY INFORMATION]

[START SECTION TIMER]

(SHOW ALL)

SEC1_INTRO. **SECTION #1: RAD PROPERTY INFORMATION**

This section collects property-level information on your PHA's closed RAD conversions that are included in this study. For PHAs with large RAD portfolios, some questions will be asked for only a sample of five properties.

At the bottom of each page there is a link to the glossary. Some key terms will also be defined within the survey. For additional help with the survey, please call XXX-XXX-XXXX and press "4" for survey, or email us at RADSurvey@EconometricaInc.com.

COVID-19
This RAD study was developed prior to the pandemic. Please approach the question in each section in a pre-coronavirus context – how did you do things in 2019? Scattered through the survey are questions that cover the current circumstances and potential changes to your PHA's operations. These questions are clearly marked. We appreciate you taking the time to complete the survey, especially considering the circumstances.

[PN: ASK Q1A THROUGH Q1E IN LOOP FOR EACH SELECTED PROPERTY;
  Q1A-Q1B ASKED TO UP TO 20 PROPERTIES POPULATED IN NAME_PROP_X;
  Q1C-Q1E ASKED TO UP TO 5 PROPERTIES POPULATED IN NAME_PROP_X;
  DISPLAY CORRESPONDING NAME_PROP_X AND ID_PROP_X AT THE TOP OF EACH SCREEN]

(SHOW BEFORE Q1A IN EACH LOOP)
Please answer the following questions in reference to: **[NAME_PROP_X] – [ID_PROP_X]**

(ASK ALL; UP TO 20 PROPERTIES)
Q1A. **[NAME_PROP_X] – [ID_PROP_X]**

Describe the project's ownership after RAD conversion.

001 The PHA continues to own the project
002 An affiliate entity in which the PHA is the sole owner or member
003 Another public or non-profit entity not affiliated with the PHA
004 LIHTC entity with the PHA (or PHA-affiliated entity) as the sole general partner/managing member
005 LIHTC entity with the PHA (or PHA-affiliated entity) as one of many general partners/managing members
006 LIHTC entity with the PHA (or PHA-affiliated entity) as a passive partner
007 LIHTC entity where the PHA is not a partner and retains control through a long-term ground lease
008 Control Agreement with other ownership and control arrangements approved by HUD
009 Other (SPECIFY)
999 Web blank

(ASK IF Q1A=3,6,7,8; UP TO 20 PROPERTIES)
Q1B. **[NAME_PROP_X] – [ID_PROP_X]**

Please provide contact information for the 3rd party owner/general partner/managing member.

SEC1_1B_COMP.   COMPANY NAME: _____
SEC1_1B_NAME.   CONTACT NAME: _____
SEC1_1B_EMAIL.   CONTACT EMAIL ADDRESS: _____

NO Q1C

(ASK IF AM_FLAG_PROP_X=1; UP TO 3 PROPERTIES)
Q1D. **[NAME_PROP_X] – [ID_PROP_X]**

What is the status of rehabilitation or new construction conducted as part of the RAD conversion?

001 Not applicable, no rehab/construction required per the RAD Conversion Commitment (RCC)
002 Construction required under the RCC was completed without major (3+ month) delays
003 Construction required under the RCC was completed with major (3+ month) delays
004 Construction required under the RCC is incomplete or still in process
999 Web blank

(ASK IF Q1D=4; UP TO 3 PROPERTIES)
[PN: ALLOW MULTIPLE REPONSES; CODE 1 EXCLUSIVE]
Q1E. **[NAME_PROP_X] – [ID_PROP_X]**

What construction required under the RCC is incomplete?

001 Not applicable, construction/rehabilitation still in process
002 Some immediate needs identified in the CNA
003 Some energy efficient or "green" improvements
004 Some work planned for residential units
005 Some work planned for common areas
006 Some work planned for building systems
007 Some "cosmetic" or decorative work (e.g., landscaping, mural, decorative lighting)
008 Other (SPECIFY)
999 Web blank

(SHOW AFTER ALL PROPERTIES IN LOOP COMPLETE)
Thank you for completing **Section 1: RAD Property Information**.

[END SECTION TIMER]

[SECTION 2: IMPLEMENTATION OF CHOICE MOBILITY]

[START SECTION TIMER]

(SHOW ALL)

SEC2_INTRO. **SECTION #2: IMPLEMENTATION OF CHOICE MOBILITY**

Questions in this section focus on your PHA's administration of vouchers for the Choice Mobility option, including voucher availability and limits, requests for vouchers for Choice Mobility, waiting list management, and voucher lease up. We also ask about the methods of communication you use to inform residents of the Choice Mobility option and any services or search assistance available to residents of RAD developments.

Under RAD, residents have a right called Choice Mobility. Unless an exception was granted at the time of the conversion, properties that convert assistance must provide residents the choice of moving with continued tenant-based rental assistance using a Housing Choice Voucher (HCV) within an established time after conversion. For PBV properties, this timeframe is 1 year after the resident moves into the unit, and for PBRA properties the timeline is 2 years.

Choice mobility does not mean that a voucher will be received immediately upon request; rather, the household gets first priority for a voucher when one becomes available. For more information about Choice Mobility, see RAD Fact Sheet #9: Choice Mobility or Notice H-2019-09/PIH-2019-23 (HA).

At the bottom of each page there is a link to the glossary that will bring up survey instructions and the survey glossary. Some key terms will also be defined within the survey. For additional help with the survey, please call XXX-XXX-XXXX and press "4" for survey, or email us at RADSurvey@econometricainc.com.

COVID-19
This RAD study was developed prior to the pandemic. Please approach the question in each section in a pre-coronavirus context – how did you do things in 2019? Scattered through the survey are questions that cover the current circumstances and potential changes to your PHA's operations. These questions are clearly marked. We appreciate you taking the time to complete the survey, especially considering the circumstances.

(ASK ALL)
[PN: ALLOW MULTIPLE RESPONSES]

Q2. This survey asks about residents living in RAD properties and non-RAD PBV units in 2019. Please indicate below if you had any residents in the following units during that year (select all that apply):

001 PHA did have RAD PBV residents in 2019
002 PHA did have RAD PBRA residents in 2019
003 PHA did have non-RAD PBV residents in 2019
999 Web blank

Voucher for Choice Mobility availability and limits

(ASK ALL)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 1-30000)

Q3. RAD PHAs use turnover vouchers to facilitate residents' right to Choice Mobility. A turnover voucher becomes available when a voucher holder leaves the HCV program, making a voucher available for another household.

How many turnover vouchers did your PHA have in 2019?

OF VOUCHERS: _____
00000 PHA had no turnover vouchers in 2019
99999 Web blank

(ASK IF Q3=1-998; IF HAD TURNOVER VOUCHERS)

Q4. PHAs can set certain limits on the number of vouchers available for Choice Mobility, which is different for PBV and PBRA properties. For more information, see RAD PBV Quick Reference Guide or RAD PBRA Quick Reference Guide.

For PHAs with RAD PBV properties, where the total number of PBV units under HAP contract exceeds 20 percent of the PHA's total authorized vouchers, the PHA may limit the number of choice-mobility vouchers it issues to residents of RAD PBV properties to 75 percent of its annual turnover vouchers.

Did your PHA limit the number of turnover vouchers available in 2019 to 75 percent of its annual turnover vouchers?

001 Yes
002 No, chose not to limit the number of vouchers
003 No, not eligible to limit the number of vouchers
999 Web blank

(ASK IF Q2=2; IF PHA DID HAVE RAD PBRA RESIDENTS IN 2019)

Q5.   For PHAs with RAD PBRA properties, PHAs may limit the number of vouchers used for choice-mobility to one-third of its annual turnover vouchers and may limit the number of choice-mobility moves from any given property in a year to 15 percent of the units in the project.

Did your PHA limit the number of turnover vouchers available in 2019 to one-third of its annual turnover vouchers?

001 Yes
002 No
999 Web blank

(ASK IF Q2=2; IF PHA DID HAVE RAD PBRA RESIDENTS IN 2019)

Q6.   Did your PHA limit the number of Choice Mobility movers from any given property to 15 percent in 2019?

001 Yes
002 No
999 Web blank

Vouchers for Choice Mobility requests

(SHOW TO ALL)

In this section, we ask about Choice Mobility requests.

Residents are eligible for a Choice Mobility voucher 1 year after they move into a PBV unit and 2 years after they move into a PBRA unit.

Families living in non-RAD PBV units who have spent at least 1 year in the unit also have a right to move with tenant-based rental assistance, called the Family Right to Move.

[PN: ASK Q7A THROUGH Q7C IN LOOP FOR EACH SELECTED PROPERTY WHERE CM_PHA=1;
Q7A-Q7C ASKED TO UP TO 3 PROPERTIES POPULATED IN NAME_PROP_X;
DISPLAY CORRESPONDING NAME_PROP_X AND ID_PROP_X AT THE TOP OF EACH SCREEN]

(SHOW BEFORE Q7A IN EACH LOOP)

We would like to know more about some of the RAD conversions that the PHA owns or operates.
[First/Now], please think about **[NAME_PROP_X] – [ID_PROP_X]**.

(ASK IF CM_PHA=1; UP TO 3 PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-1500)

Q7A.   **[NAME_PROP_X] – [ID_PROP_X]**

How many households were eligible for Choice Mobility for a voucher in 2019 at the property

OF HOUSEHOLDS: _____
9998 Data not available
9999 Web blank

(ASK IF CM_PHA=1; UP TO 3 PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-1500)

Q7B. **[NAME_PROP_X] – [ID_PROP_X]**

How many households requested a voucher in 2019 at the property?

OF HOUSEHOLDS: _____
9998 Unable to discern from available data
9999 Web blank

(ASK IF CM_PHA=1 AND SUBTYPE_PROP_X='PBRA'; UP TO 3 PROPERTIES)

Q7C. **[NAME_PROP_X] – [ID_PROP_X]**

For PHAs with RAD PBRA properties, PHAs may limit the number of choice-mobility moves from any given property in a year to 15 percent. Was the number of Choice Mobility moves limited to 15 percent of all units in the project in 2019?

001 Yes
002 No
003 Don't know
999 Web blank

(ASK IF PBV_COUNT + PBRA_COUNT>1; IF MORE THAN ONE PROPERTY IN SAMPLE)
(PN: SHOW Q8A-Q8C ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-10000)

Q8A–Q8C. Now we have some more general questions about the PHA's RAD program. How many residents living in a project-based unit were **eligible** to request a voucher for Choice Mobility or Family Right to Move at any point in 2019?

(SHOW Q8A IF Q2=1)   RAD PBV residents: _____
99998   Data not available
99999   Web blank

(SHOW Q8B IF Q2=2)   RAD PBRA residents: _____
99998   Data not available
99999   Web blank

(SHOW Q8C IF Q2=3)   Non-RAD PBV residents: _____
99998   Data not available
99999   Web blank

(ASK IF MORE THAN ONE PROPERTY IN SAMPLE)
(PN: SHOW Q9A-Q9C ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)

Q9A–Q9C.   How many residents who were eligible for Choice Mobility or Family Right to Move in 2019 **requested** a voucher in the same year?

(SHOW Q9A IF Q2=1)   RAD PBV residents: _____
                                      9998 Data not available
                                      9999 Web blank

(SHOW Q9B IF Q2=2)   RAD PBRA residents: _____
                                      9998 Data not available
                                      9999 Web blank

(SHOW Q9C IF Q2=3)   Non-RAD PBV residents: _____
                                      9998 Data not available
                                      9999 Web blank

(ASK IF Q2=2; IF PHA DID HAVE RAD PBRA RESIDENTS IN 2019)

Q10.   For RAD PBRA residents who want to request a voucher, what point of contact could the residents approach to request a Choice Mobility voucher?

001 Staff at your PHA
002 Property owner/manager
003 Both PHA staff and property owners/managers
004 Other (SPECIFY)
999 Web blank

(ASK IF Q2=1; IF PHA DID HAVE RAD PBV RESIDENTS IN 2019)

Q11.   For RAD PBV residents who want to request a voucher, what point of contact could the residents approach to request a Choice Mobility voucher?

001 HCV staff at your PHA
002 Property owner/manager
003 Both PHA staff and property owners/managers
004 Other (SPECIFY)
999 Web blank

(ASK IF Q2=3; PHA DID HAVE NON-RAD PBV RESIDENTS IN 2019)

Q12.   What point of contact could non-RAD PBV residents approach to request a voucher for Family Right to Move?

001 Staff at your PHA
002 Property owner/manager
003 Both PHA staff and property owners/managers
004 Other (SPECIFY)
999 Web blank

(ASK IF Q2=1,2; IF PHA DID HAVE RAD PBV OR PBRA RESIDENTS IN 2019)
(PN: SHOW Q13A AND Q13B ON THE SAME SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)

Q13A–B.   For requests made in 2019, how many RAD residents were issued a voucher for Choice Mobility in 2019?

(SHOW Q13A IF Q2=1)   PBV residents: _____
9998 More than one but not sure of the exact number
9999 Web blank

(SHOW Q13B IF Q2=2)   PBRA residents: _____
9998 More than one but not sure of the exact number
9999 Web blank

(ASK ALL)

Q14.   Did your PHA have enough vouchers to grant all the requests for Choice Mobility vouchers in 2019?

001 Yes
002 No
999 Web blank

(SHOW TO ALL)

As previously mentioned, while this RAD study was developed prior to the pandemic and examines PHA operations in 2019, we do have some questions about the current circumstances.

(ASK ALL)

Q15A. In general, how has COVID-19 impacted the overall number of households requesting vouchers?

001 Requests have decreased
002 No change in requests
003 Requests have increased
999 Web blank

(ASK ALL)

Q15B. How has COVID-19 impacted the number of households requesting vouchers for Choice Mobility?

001 Requests have decreased
002 No change in requests
003 Requests have increased
999 Web blank

Waiting List Management

(ASK ALL)
(PN: SHOW Q16A AND Q16B ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)

Q16A–Q16B. As of today, how many households on the HCV waiting list are trying to move using Choice Mobility?

Q16A. RAD PBV households:_____
9998 More than one but not sure of the exact number
9999 Web blank

Q16B. RAD PBRA households: _____
9998 More than one but not sure of the exact number
9999 Web blank

(ASK ALL)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-100000)

Q17. As of today, how many households on the HCV waitlist are trying to move through Family Right to Move?

Non-RAD PBV households: _____
999998   More than one but not sure of the exact number
999999   Web blank

(ASK ALL)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-100000)

Q18. As of today, how many households are on your agency's entire HCV waiting list?

All households on the waiting list: _____
999998   More than one but not sure of the exact number
999999   Web blank

Choice Mobility Lease Up

(ASK IF Q2=1; IF PHA DID HAVE RAD PBV RESIDENTS IN 2019)
(PN: SHOW Q19A-Q19B ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)
Q19A–Q19B. Please specify how many RAD PBV residents who were issued a voucher in 2019 were **able and not able** to successfully lease up before voucher expiration (including lease ups in 2020)?

Q19A. PBV households **able** to successfully lease up with a voucher for Choice Mobility: _____
9998 More than one but not sure of the exact number
9999 Web blank

Q19B. PBV households **not able** to successfully lease up with a voucher for Choice Mobility: _____
9998 More than one but not sure of the exact number
9999 Web blank

(ASK IF Q2=2; IF PHA DID HAVE RAD PBRA RESIDENTS IN 2019)
(PN: SHOW Q20A-Q20B ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)
Q20A–Q20B. Please specify how many RAD PBRA residents who were issued a voucher in 2019 were **able** and **not able** to successfully lease up before voucher expiration (including lease ups in 2020)?

Q20A. PBRA households **able** to successfully lease up with a voucher for Choice Mobility: _____
9998 More than one but not sure of the exact number
9999 Web blank

Q20B. PBRA households **not able** to successfully lease up with a voucher for Choice Mobility: _____
9998 More than one but not sure of the exact number
9999 Web blank

(ASK IF Q2=1,2; IF PHA DID HAVE RAD PBV OR RAD PBRA RESIDENTS IN 2019)
(PN: SHOW Q21A-Q21B ON A SINGLE SCREEN)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)
Q21. How many requests did your PHA receive for search-time extensions from RAD residents who were issued a voucher for Choice Mobility in 2019?

Requests: _____
0000 PHA did not receive any requests for search-time extensions in 2019
9999 Web blank

(ASK IF Q21=1-998; ASK IF AT ANY REQUESTS FOR SEARCH TIME EXTENSIONS)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000)
Q21A. How many of these search time extensions were approved?

Extensions approved: _____
0000 PHA did not receive any requests for search-time extensions in 2019
9999 Web blank

(ASK ALL)
Q22. Does your PHA allow RAD residents to immediately re-request a Choice Mobility voucher if they can't find a place they want to lease?

001 Yes
002 No, there is a waiting period
999 Web blank

(ASK ALL)
Q23. For RAD properties in which the PHA is part of the ownership, if a RAD resident requests and is issued a voucher, but is unable to lease up using the voucher, does the PHA have a policy allowing the resident to remain in their unit?

001 Yes, households can remain in their unit
002 No, households must move to a new unit
003 Mixed, depends on the property
999 Web blank

(ASK ALL)
Q24. As previously mentioned, while this RAD study was developed prior to the pandemic and focuses on PHA operations in 2019, we do have some questions about the current circumstances. Has COVID-19 impacted search-time—the time between being issued a voucher and leasing up in a new unit—for RAD residents with a voucher for Choice Mobility?

001 Yes
002 No
003 PHA has not issued vouchers for Choice Mobility since the COVID-19 pandemic started
999 Web blank

(ASK IF Q24=1; IF SEARCH TIME IMPACTED)
Q24A. How has COVID-19 impacted search time for RAD residents with a voucher for Choice Mobility?

001 Increase in the amount of time between when a household receives a voucher and when they lease a new unit
002 No change
003 Decreased in the amount of time between when a household receives a voucher and when they lease a new unit
004 Don't know
999 Web blank

(SHOW TO ALL)

Next, we would like to learn more about the search assistance your PHA offers RAD residents trying to move using a voucher through Choice Mobility.

(ASK ALL)

Q25A. Does the PHA provide a list of landlords or properties that accept vouchers?

001 Yes, only to RAD residents
002 Yes, to both RAD and non-RAD residents
003 No
999 Web blank

(ASK ALL)

Q25B. Does the PHA provide search counseling (e.g., workshops, one-on-one sessions with counselors) to residents moving with Choice Mobility?

001 Yes, only to RAD residents
002 Yes, to both RAD and non-RAD residents
003 No
999 Web blank

(ASK ALL)

Q25C. Does the PHA provide residents transportation to view units?

001 Yes, only to RAD residents
002 Yes, to both RAD and non-RAD residents
003 No
999 Web blank

(ASK ALL)

Q25D. Does the PHA provide any financial assistance (e.g., security deposit assistance, lease application fee assistance) to residents moving with Choice Mobility?

001 Yes, only to RAD residents
002 Yes, to both RAD and non-RAD residents
003 No
999 Web blank

(ASK ALL)

Q25E. Does the PHA work with partners with or refers residents to external organization or nonprofit to provide search assistance services (e.g., transportation, security deposit)?

001 Yes, only to RAD residents
002 Yes, to both RAD and non-RAD residents
003 No
999 Web blank

(ASK IF Q25A=3 AND Q25B=3 AND Q25C=3 AND Q25D=3 AND Q25E=3; IF NO TO ALL Q25A-E)

Q25F. Does the PHA offer any other search assistance we did not ask about?

    001 Yes
    002 No
    999 Web blank

Outreach and Communication

(SHOW TO ALL)

Questions in this section focus on the methods of communication your PHA uses to inform residents of the Choice Mobility option.

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES, CODE 9 EXCLUSIVE)

Q26. When does your PHA communicate with residents about the Choice Mobility option?

    001 Prior to RAD conversion
    002 After RAD conversion
    003 When residents move into the property
    004 Recertification meetings
    005 Resident association meetings
    006 After residents move in, but before they become eligible
    007 When residents become eligible for Choice Mobility (i.e., after 1 year for PBV residents, after 2 years for PBRA residents)
    008 Other (SPECIFY)
    009 No effort to inform residents
    999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES)

Q27. How does your PHA inform residents of the Choice Mobility option?

    001 Individual notices, mail/email
    002 Individual notices, text/call
    003 Presentations to individual residents (in person or virtually)
    004 Presentations to groups of residents (in person or virtually)
    005 Informal conversations with individual residents (e.g., during an unrelated phone call or meeting)
    006 Informal conversations with groups of residents (e.g., during an unrelated phone call or meeting)
    007 Posted flyers in RAD-converted buildings
    008 Through resident associations or councils
    009 Other (SPECIFY)
    999 Web blank

(ASK ALL)

Q28. How informed do you believe most residents are about their right to Choice Mobility?

        001 Not at all informed
        002 Somewhat informed
        003 Very informed
        999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES)

Q29. Based on your experience, what methods of communicating with residents about the Choice Mobility option have generated the most follow-up from residents, whether requests for vouchers or questions about the option?

        001 Individual notices, mail/email
        002 Individual notices, text/call
        003 Presentations to individual residents (in person or virtually)
        004 Presentations to groups of residents (in person or virtually)
        005 Informal conversations with individual residents (e.g., during an unrelated phone call or meeting)
        006 Informal conversations with groups of residents (e.g., during an unrelated phone call or meeting)
        007 Posted flyers in RAD-converted buildings
        008 Through resident associations or councils
        009 Other (SPECIFY)
        999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; CODE 9 EXCLUSIVE)

Q30. How does your PHA tailor the materials about the Choice Mobility option to help make them accessible to all residents?

        001 Translates materials into multiple languages
        002 Distributes materials in a variety of ways
        003 Diverse representation in photos used for materials
        004 Use materials with plain language
        005 Use materials with larger font
        006 Place flyers in areas that are wheelchair accessible
        007 Provide information in Braille or other options for visually impaired residents
        008 Other (SPECIFY)
        009 Does not tailor materials
        999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; CODE 7 EXCLUSIVE)

Q31.   What challenges has your PHA experienced in communicating with residents about the Choice Mobility option to move with a voucher?

001   Language
002   Literacy
003   Disability
004   Difficulty contacting residents
005   Difficulty with residents responding to outreach in general
006   Other (SPECIFY)
007   No challenges were experienced
999   Web blank

Property Turnover and Maintenance

(SHOW TO ALL)

This next section focuses on turnover and maintenance at your RAD properties in general and any impact on Choice Mobility.

(SHOW BEFORE Q32A IN EACH LOOP)

We would like to know more about some of the RAD converted properties that the PHA owns or manages. (First/Now), please think about: **[NAME_PROP_X] – [ID_PROP_X]**

[PN: ASK Q32A THROUGH Q32B IN LOOP FOR EACH SELECTED PROPERTY;
   Q32A-Q32B ASKED TO UP TO 5 PROPERTIES POPULATED IN NAME_PROP_X;
   DISPLAY CORRESPONDING NAME_PROP_X AND ID_PROP_X AT THE TOP OF EACH SCREEN]

(ASK IF CM_PHA=1; UP TO 3 PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-2000)

Q32A. **[NAME_PROP_X] – [ID_PROP_X]**

What was the total number of units whose tenants left the property because they received a voucher for the Choice Mobility option in 2019?

Units: _____
9997 Do not track unit turnover due to Choice Mobility
9998 PHA does not own or manage this property
9999 Web blank

(ASK IF CM_PHA=1; UP TO 3 PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-2000)
(PN: SUPPRESS CODE 9998; IF Q32A=9998 FORCE Q32B=9998)
Q32B. **[NAME_PROP_X] – [ID_PROP_X]**

What was the total number of units whose tenants left the property in 2019?

Units: _____
9998 PHA does not own or manage this property
9999 Web blank

(ASK IF Q2=1,2; IF PHA DID HAVE RAD PBV OR PBRA RESIDENTS IN 2019)
Q33.   In 2019, did the option for Choice Mobility increase turnover at the RAD properties the PHA owns or manages?

001 Yes, for all properties
002 Yes, for some but not all properties
003 No, for all properties
004 Not applicable, there was no turnover due to Choice Mobility
999 Web blank

(ASK IF Q33=1,2; IF TURNOVER INCREASED)
Q33A. In 2019, did the higher turnover due to Choice Mobility increase maintenance costs at the RAD properties you own or manage?

001 Yes, for all properties with increased turnover
002 Yes, for some but not all properties with increased turnover
003 No, for all properties
999 Web blank

(ASK IF Q33=1,2; IF TURNOVER INCREASED)
Q33B. In 2019, did the higher turnover due to Choice Mobility extend vacancies at your properties?

001 Yes, for all properties with increased turnover
002 Yes, for some but not all properties with increased turnover
003 No, for all properties
999 Web blank

(ASK ALL)
Q34.   To what extent has turnover at your RAD properties since the Choice Mobility option became available to residents changed how responsive property managers are to residents' maintenance issues and requests?

001 Much more responsive
002 Somewhat more responsive
003 No change in responsiveness
999 Web blank

(SHOW ALL)
Thank you for completing **Section 2: Implementation of Choice Mobility**.

[END SECTION TIMER]

[SECTION 3: FINANCIAL INFORMATION] – SKIP IF LTP_PHA=0]

[START SECTION TIMER]

(SHOW ALL)

SEC3_INTRO. **SECTION #3: FINANCIAL INFORMATION**

This section covers the strategic financial management of your PHA's RAD portfolio in general. This is a longer term asset management function distinct from the day-to-day or month-to-month budgeting and financial analysis that is more often associated with property management. It includes how financial performance is defined as a long-term goal for the property, as well as financial risk assessment.

At the bottom of each page there is a link to the glossary that will bring up survey instructions and the survey glossary. Some key terms will also be defined within the survey. For additional help with the survey, please call (301) 657-9883 and press "4" for survey, or email us at RADSurvey@EconometricaInc.com.

COVID-19
This RAD study was developed prior to the pandemic. Please approach the question in each section in a pre-coronavirus context – how did you do things in 2019? Scattered through the survey are questions that cover the current circumstances and potential changes to your PHA's operations. These questions are clearly marked. We appreciate you taking the time to complete the survey, especially considering the circumstances.

(ASK ALL)
[PN: ALLOW RESPONDENTS TO RANK ITEMS 1-6; FORCE RESPONDENT TO RANK ALL 6 BEFORE MOVING ON]
Q35. When you step back to review quarterly and annual performance, please rank each of the following factors from most (1) to least (6) emphasized when analyzing the financial health of your RAD portfolio.

We understand that all these factors are important, and your answer will not be interpreted as neglecting a factor.

___ Past performance to current performance
___ Progress towards longer-term financial goals, including those established through the RAD conversion
___ Financial risks
___ Financial opportunities
___ Investor needs and requirements, if applicable
___ Current and future adequacy of replacement reserves

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES)
Q36. How does financial reporting to the Board of Commissioners or chief executive officer compare between current reporting for the RAD properties and pre-conversion reporting for the public housing properties?

      001 More detailed/additional reports for RAD properties
      002 Less detailed/fewer reports for RAD properties
      003 More frequent reporting for RAD properties
      004 Less frequent reporting for RAD properties
      005 Special reporting for 3rd parties (investors/funders) involved in RAD properties
      006 New or different financial metrics for RAD properties
      007 Other (SPECIFY)
      999 Web blank

(ASK IF PBV_COUNT>0 AND PBRA_COUNT>0; IF HAS BOTH PBV AND PBRA)
[PN: ALLOW MULTIPLE RESPONSES]
Q37. Are there any differences in the financial reporting and analysis between your RAD PBV conversion properties and RAD PBRA conversion properties?

      001 No difference between PBV and PBRA financial reporting
      002 We conduct more reporting for PBRA projects
      003 We conduct more reporting for PBV projects
      004 Financial reporting and analyses have difference purposes/goals for each type of subsidy
      005 The people receiving or approving the financial reports are different for each type of subsidy
      006 Other (SPECIFY)
      999 Web blank

(ASK ALL)
(PN: RANDOMIZE ITEMS A-E; INCLUDE RANDOMIZATION VARIABLE IN DATASET)
Q38. How do you classify each of the following financial risks to the long-term preservation of your PHA's RAD portfolio?

      (INSERT ITEM)

      001 High risk
      002 Moderate risk
      003 Low risk
      004 No risk
      999 Web blank

      a. Insufficient net operating income (income over expenses)
      b. Insufficient replacement reserves to address future capital needs
      c. Changes in property costs (insurance, maintenance/construction wages, utilities, taxes)
      d. Insufficient demand (population/workforce changes, increased housing market competition)
      e. Insufficient Operating Cost Adjustment Factor (OCAF)

(ASK ALL)

Q39.   In financial terms, do you think that your PHA's RAD properties are better positioned for long-term preservation after the RAD conversion?

        001   Much better position
        002   Somewhat better position
        003   No change
        004   Somewhat worse position
        005   Much worse position
        999   Web blank

(ASK ALL)

Q40.   Does your PHA own or manage any non-RAD PBV projects or units?

        001   Yes
        002   No
        999   Web blank

(ASK IF Q40=1; IF OWN OR MANAGE ANY NON-RAD PBV PROJECTS OR UNITS)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-100000)

Q40A. How many non-RAD PBV units?

       _____ units in _____ projects.
       999999   Web blank

(SHOW IF ((PBV_COUNT>0 OR Q40=1) AND ANY LTP_FLAG_PROP_1-20=1))

FSR_INTRO. This evaluation includes an analysis of the financial health and long-term preservation of RAD projects compared to non-RAD PBRA, PBV, and public housing projects. To assist with this analysis, we are requesting certain financial statements from survey respondents.

(ASK IF PBV_COUNT>0 AND Q40=0 AND ANY LTP_FLAG_PROP_1-20=1)
[PN: FORCE RESPONSES IN BOTH TEXT BOXES]

FSR1.   Please provide the name and e-mail address of someone who can provide recent financial statements for your PHA's RAD PBV conversions. We would like "owner-certified" financial statements (audited or unaudited) from the first year of operation as a RAD property through FY 2020, if available. We will send a detailed request and instructions to the person you identify.

       Name: _____
       E-mail: _____

(ASK IF PBV_COUNT=0 AND Q40=1 AND ANY LTP_FLAG_PROP_1-20=1)
[PN: FORCE RESPONSES IN BOTH TEXT BOXES]

FSR2.   Please provide the name and e-mail address of someone who can provide recent financial statements for a sample of your PHA's non-RAD PBV projects or units. We would like "owner-certified" financial statements (audited or unaudited) for a sample of up to ten non-RAD PBV projects owned and managed by the PHA from FY 2015 through FY 2020, if available. We will send a detailed request and instructions

Name: _____
E-mail: _____

(ASK IF PBV_COUNT>0 AND Q40=1 AND ANY LTP_FLAG_PROP_1-20=1)
[PN: FORCE RESPONSES IN NAME 1 AND E-MAIL 1 ONLY]

FSR3.   Please provide the name(s) and e-mail address(es) of someone who can provide available and recent financial statements for your PHA's RAD PBV conversions and for a sample of your PHA's non-RAD PBV projects or units. We would like "owner-certified" financial statements (audited or unaudited) for all RAD PBV conversions and for a sample of up to ten non-RAD PBV projects owned and operated by the PHA from FY 2015 through FY 2020, if available. We will send a detailed request and instructions to the person or people you identify.

Name 1: _____
E-mail 1: _____
Name 2: _____
E-mail 2: _____

(SHOW ALL)

Thank you for completing **Section 3: Financial Information**.

[END SECTION TIMER]

SECTION 4: ASSET MANAGEMENT – SKIPPED IF AM_PHA=0

[START SECTION TIMER]

(SHOW ALL)
SEC4_INTRO. **SECTION #4: ASSET MANAGEMENT**

This section covers your PHA's asset management activities for its RAD portfolio and in comparison, to any non-RAD PHA-owned properties. Asset management typically involves a series of interrelated functions or activities designed to enhance the physical stability and financial performance of income-producing properties over the long term. Some or all of these functions may be performed directly by your PHA or prepared by others and reported to your PHA, for example, by the property owner, if the owner is separate from the PHA, or by the property management company, if property management is contracted out.

At the bottom of each page there is a link to the glossary that will bring up survey instructions and the survey glossary. Some key terms will also be defined within the survey. For additional help with the survey, please call XXX-XXX-XXXX and press "4" for survey, or email us at RADSurvey@EconometricaInc.com.

COVID-19
A reminder that this RAD study was developed prior to the pandemic. Please approach this section in a pre-coronavirus context – how did you do things in 2019? The last part of this section covers the current circumstances and potential changes to your PHA's asset management approach. Given the circumstances, we do appreciate you taking the time to complete this survey.

General Asset Management

(SHOW TO ALL)

This section covers asset management across the PHA. For this RAD evaluation, we have defined asset management as a series of interrelated functions or activities designed to enhance the physical stability and financial performance of income-producing properties over the long term. Asset management for affordable housing also involves balancing priorities while managing resource constraints, most notably limits on rents.

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES)
Q41.   Which of the following property types or programs does your PHA currently own, operate, manage, or in some other way participate?

(Some properties may qualify under multiple options.)

001   Public Housing
002   Non-RAD PBV projects
003   Non-RAD PBRA projects
004   Non-RAD housing funded by LIHTCs
005   Other affordable housing
006   Market rate housing
007   Commercial/retail property
999   Web blank

(ASK ALL)
[PN: ALLOW RESPONDENTS TO RANK ITEMS 1-7; FORCE RESPONDENT TO RANK ALL 7 BEFORE MOVING ON]

Q42.   In your PHA's overall oversight and asset management of all the properties owned by the PHA, rank the following asset management functions from most (1) to least (7) emphasized.

We understand that all these functions are important, and your answer will not be interpreted as neglecting a function.

__   Long Range or Strategic Planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
__   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating physical/capital needs assessments)
__   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
__   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
__   Financial Reporting and Analysis (i.e., analysis of financial ratios)
__   Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)
__   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)

(ASK ALL)
[PN: ALLOW RESPONDENTS TO RANK ITEMS 1-7; FORCE RESPONDENT TO RANK ALL 7 BEFORE MOVING ON]

Q43.   For your PHA's **RAD properties**, rank the following asset management functions from most (1) to least (7) emphasized.

(We understand that all these functions are important, and your answer will not be interpreted as neglecting a function.)

__   Long Range or Strategic Planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
__   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating capital needs assessments)
__   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
__   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
__   Financial Reporting and Analysis (i.e., analysis of financial ratios)
__   Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)
__   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)

(ASK ALL)

Q44.   For your PHA's RAD properties, are there significant differences in your approach to operations and asset management within the RAD portfolio (e.g., do you monitor different things, produce different reports, conduct a different budgeting process, and have different approaches to measuring performance and goals for specific RAD properties)?

       001   Yes
       002   No
       999   Web blank

(ASK IF Q44=1; IF SIGNIFICANT DIFFERENCES)
(PN: INSERT SINGLE LARGE OPEN ENDED TEXT BOX)

Q44A.   Please list the RAD properties that are operated/managed differently and describe the reasons that your asset management approach is different for these specific properties.

       OPEN END
       999   Web blank

(ASK IF PBV_COUNT>0 AND PBRA_COUNT>0; IF HAS BOTH PBV AND PBRA)
(PN: ALLOW MULTIPLE RESPONSES; CODE 1 EXCLUSIVE)

Q45.   Is there a difference between your approach to each of the following asset management functions for RAD PBV conversions and for RAD PBRA conversions?

Select each function where the approach differs.

       001   No difference in approach to RAD PBV and PBRA conversions
       002   Long range or strategic planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
       003   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating capital needs assessments)
       004   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
       005   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
       006   Financial Reporting and Analysis (i.e., analysis of financial ratios)
       007   Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)
       008   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)
       999   Web blank

(ASK IF Q45 = 2-8; ASK IF ANY DIFFERENCE SELECTED)
(PN: INSERT SINGLE LARGE OPEN ENDED TEXT BOX)
(PN: INSERT ITEMS SELECTED IN Q45)

Q45A.   For the asset management functions selected, please describe the differences.

       (INSERT ITEMS SELECTED IN Q45 AS LIST)

       OPEN END
       999   Web blank

(ASK IF PBV_COUNT>0 AND Q41=2; IF HAS RAD PBV and non-RAD PBV UNITS)
(PN: ALLOW MULTIPLE RESPONSES; CODES 1 AND 2 ARE EXCLUSIVE)

Q46.   Is there a difference between your approach to each of the following functions for RAD PBV properties compared to non-RAD PBV properties that your PHA owns or manages?

Select each function where the approach differs.

001   My PHA does not own or manage non-RAD PBV projects or units (i.e., we are only the contract administrator)   1
002   No difference in approach to RAD PBV and non-RAD PBV properties   2
003   Long range or strategic planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)   3
004   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating physical/capital needs assessments)   4
005   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)   5
006   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)   6
007   Financial Reporting and Analysis (i.e., analysis of financial ratios) 7
008   Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)   8
009   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)   9
999   Web blank

(ASK IF Q46 = 3-9; ASK IF ANY DIFFERENCE SELECTED)
(PN: INSERT SINGLE LARGE OPEN ENDED TEXT BOX)
(PN: INSERT ITEMS SELECTED IN Q46)
Q46A. For the asset management functions selected, please describe the differences.

(INSERT ITEMS SELECTED IN Q46 AS LIST)

OPEN END
999 Web blank

(ASK IF PBRA_COUNT>0 AND Q41=3; IF HAS RAD PBRA and non-RAD PBRA UNITS)
(PN: ALLOW MULTIPLE RESPONSES; CODE 1 EXCLUSIVE)

Q47.   Is there a difference between your approach to each of the following functions for RAD PBRA properties compared to non-RAD PBRA properties?

Select each function where the approach differs.

001   No difference in approach to RAD PBRA and non-RAD PBRA properties
002   Long range or strategic planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
003   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating physical/capital needs assessments)
004   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
005   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
006   Financial Reporting and Analysis (i.e., analysis of financial ratios)
007   Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)
008   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)
999   Web blank

(ASK IF Q47 = 2-8; ASK IF ANY DIFFERENCE SELECTED)
(PN: INSERT SINGLE LARGE OPEN ENDED TEXT BOX)
(PN: INSERT ITEMS SELECTED IN Q47)

Q47A. For each asset management function selected, please describe the differences.

(INSERT ITEMS SELECTED IN Q47 AS LIST)

OPEN END
999   Web blank

(ASK ALL)

Q48A–Q48G. For the following asset management functions, how has the emphasis changed for the RAD properties compared to pre-RAD public housing?

(INSERT ITEM)

001 Much more emphasis in RAD than pre-RAD Public Housing
002 A little more emphasis in RAD than pre-RAD Public Housing
003 No change in emphasis between RAD and pre-RAD Public Housing
004 A little less emphasis in RAD than pre-RAD Public Housing
005 Much less emphasis in RAD than pre-RAD Public Housing
999 Web blank

a. Long range or strategic planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
b. Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating capital/physical needs assessments)
c. Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
d. Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
e. Financial Reporting and Analysis (i.e., analysis of financial ratios)
f. Compliance and Reporting (i.e., meeting RAD and other program requirements such as affordability and income limits, reporting to oversight entities)
g. Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)

Oversight of RAD Asset Management

(SHOW TO ALL)

Whether or not your PHA owns or manages the RAD properties, in almost all cases it does have an interest in the long-term viability and preservation of RAD converted properties as affordable housing.

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES)

Q49. Does PHA staff coordinate oversight of RAD properties with any of the following entities?

001 PHA Board
002 LIHTC investors
003 Lenders
004 State agencies (e.g., HFA)
005 HUD Field Office
006 HUD Headquarters
007 Municipal or local government agencies
008 Other (SPECIFY)
999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; UP TO 3)

Q50.   Asset management experts agree that the choice of property manager is one of the most consequential decisions that an asset manager makes. At the time of the RAD conversion, which factors were most important in determining who would provide property management services for your post-conversion RAD properties?

Select up to 3 responses:

001   Capacity to effectively manage affordable housing
002   Capacity to deliver or coordinate resident services
003   Cost
004   Continuation of existing arrangements
005   Labor issues with respect to current workforce (e.g., avoid layoffs, retirement plan)
006   Experience with HUD systems and reporting requirements
007   Experience with non-public housing residential property management
008   Compliance experience with Section 8 PBV (if applicable)
009   Compliance experience with Section 8 PBRA (if applicable)
010   Compliance experience with LIHTC (if applicable)
011   Other (SPECIFY)
999   Web blank

(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-997)

Q50A. How many properties have property management contracted out to a third-party?

_____ properties
998   PHA does not own or manage properties
999   Web blank

(ASK ALL)
(PN: INSERT 'this property' IF MORE EXACTLY ONE PROPERTY IN SAMPLE; INSERT 'more properties' IF MULTIPLE PROPERTIES IN SAMPLE)

Q51.   In general, are you satisfied with the property management arrangements at the RAD properties?

001   Yes, they are working out well
002   It would have been better to contract out property management for **[**this property/more properties**]**
003   It would have been better to keep property management in house for more **[**this property/more properties**]**
004   No, there have been unexpected difficulties (e.g., replacing property management staff or companies)
005   Too soon to tell
999   Web blank

(ASK ALL)

Q52.   In terms of asset management and operations, do you think that your PHA's RAD properties are better positioned for long-term preservation after the RAD conversion?

        001   Much better position
        002   Somewhat better position
        003   No change
        004   Somewhat worse position
        005   Much worse position
        999   Web blank

Asset Management Activities

(SHOW ALL)

The following questions focus on activities common to general real estate asset management. Your answers will help us assess the similarities and differences between RAD asset management and private-sector asset management.

(ASK ALL)

Q53.   In general, does each RAD property have a business plan or a strategic plan?

        001   Yes
        002   No
        999   Web blank

(ASK IF Q53=1; IF HAS BUSINESS PLAN OR STRATEGY)

Q53A. In general, how often are the business or strategic plans updated?

        001   Annually or more frequently
        002   Every 2 to 4 years
        003   Every 5 years
        004   Less frequently than 5 years or only when necessary
        005   No updates are scheduled or expected
        999   Web blank

(ASK IF Q53=1; IF HAS BUSINESS PLAN OR STRATEGY)
(PN: ALLOW MULTIPLE RESPONSES)

Q53B. What goals are explicitly addressed in the business or strategic plan?

        001   Maximizing value
        002   Minimizing risks
        003   Ensuring compliance
        004   Improving efficiency
        005   Preserving affordability
        006   Capital investment and replacement reserves
        007   Other (SPECIFY)
        999   Web blank

(ASK IF Q53=1; IF HAS BUSINESS PLAN OR STRATEGY)

Q53C. Does the PHA Board approve the business or strategic plan?

      001 Yes
      002 No
      999 Web blank

(ASK ALL)

Q54. What is the primary way your PHA tracks property data?

      001 Excel spreadsheets
      002 Excel template or toolkit
      003 Commercial asset management software
      004 Accounting software
      005 E-mail correspondence
      006 Paper files
      007 Other (SPECIFY)
      999 Web blank

(ASK ALL)

Q55. Does your PHA use a toolkit or template to conduct performance assessments or "risk ratings" for the RAD properties?

      001 Yes, we use a 3rd party toolkit/template (e.g., AHIC)
      002 Yes, we use a template from HUD or developed by another PHA
      003 Yes, we use a custom template that we developed
      004 No
      999 Web blank

(ASK ALL)

Q56. How often do you conduct or update a physical/capital needs assessment at your RAD properties?

      001 Annually
      002 Every 2 to 4 years
      003 Every 5 years
      004 Every 6 to 10 years
      005 No plan to conduct or update a needs assessment in the next ten years
      999 Web blank

(ASK ALL)

Q57. How often does staff assigned as an asset manager or, in the absence of such staff, the PHA leadership purposefully walk or drive around and observe the neighborhood around one of your PHA's RAD properties?

001 Weekly
002 Bi-weekly
003 Monthly
004 Quarterly
005 Semi-annually
006 Annually
007 Rarely or Never
999 Web blank

(ASK ALL)
(PN: RANDOMIZE ITEMS A–F; INCLUDE RANDOMIZATION VARIABLE IN DATASET)

Q58A–Q58F. How often do you meet with the following to discuss a specific RAD property or the PHA's RAD portfolio?

(INSERT ITEM)

001 Often (at least once a month)
002 Quarterly
003 At least once a year
004 Only when necessary
005 Rarely or Never
999 Web blank

a. Property management staff
b. PHA leadership
c. PHA Board of Directors/Commissioners
d. Residents (informally, formally, or through the Resident Council)
e. Lenders and/or investors (if applicable)
f. Legal, accounting, and other professional staff

(ASK ALL)

Q59. Do you have a schedule or list of asset management activities and deadlines?

001 Yes
002 No
999 Web blank

(ASK IF Q59=1; IF THE PHA HAS A SCHEDULE/LIST OF AM ACTIVITIES)
(PN: ALLOW MULTIPLE RESPONSES)

Q59A. What does the schedule or list of asset management activities and deadlines include?

001 Compliance submission deadlines
002 Regular meetings with ownership
003 Regular meetings with property management staff
004 Regular financial reviews
005 Site visits
006 A schedule/process for annual budget preparation
999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; CODE 5 EXCLUSIVE)

Q60. Does your PHA or asset management staff belong to a local, state, or national real estate management or ownership association or advocacy group?

001 Local group
002 State or regional group
003 NAHRO, PHADA, or CLPHA
004 Another national group
005 None of the above
999 Web blank

(ASK ALL)

Q61. How often does PHA asset management staff or leadership attend a training program or conference exclusively focused on long-term asset management or real estate business planning?

001 Once or twice a year
002 Once every 2 or 3 years
003 Less often than every 3 years
004 Never
999 Web blank

COVID-19 RESPONSE

(SHOW TO ALL)

The COVID-19 pandemic is ongoing, but it provides an opportunity to assess the value of asset management, to identify core asset management principles, and to change or improve asset management practices.

(ASK ALL)

Q62. While no one was completely prepared for the disruptions caused by COVID-19, how prepared and able to respond was your PHA?

001 Very prepared
002 Somewhat prepared
003 Not too prepared
004 Not prepared at all
999 Web blank

(ASK ALL)

Q63. Were there differences in how your PHA responded to COVID-19 at your RAD properties and at other properties?

001 Yes
002 No
999 Web blank

(ASK IF Q63=1; IF THERE WERE DIFFERENCES)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q63A. Please describe the differences. In particular, were there differences in available financial resources?

OPEN END
999 Web blank

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q64. Can you identify one thing as an asset manager that really helped your PHA in responding to COVID-19?

OPEN END
999 Web blank

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q65. Can you identify one thing that you wish you had but didn't?

OPEN END
999 Web blank

Asset Management Conclusion

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)
COMMENT. Thank you for participating in this survey. If you have recommendations for improving asset management of RAD properties in general, or if you have additional thoughts about any of the topics covered in this section, please add them below. You can also send comments and thoughts to RADSurvey@EconometricaInc.com.

OPEN END
999   Web blank

(SHOW ALL)
Thank you for completing **Section 4: Asset Management**.

[END SECTION TIMER]

D.2. Owner/Operator Survey

RAD Owner/Operator Survey
Questionnaire

[PN: START SECTION TIMER]

[PASSCODE SCREEN]

	U.S. Department of Housing and Urban Development
	Rental Assistance Demonstration (RAD) **Choice Mobility and Long-Term Affordability Evaluation**

Thank you for participating in the Rental Assistance Demonstration (RAD) Choice Mobility and Long-Term Affordability Evaluation.

To access the survey, please enter your password in the box below. Your password appears in the email and/or letter that we sent you.

[INSERT TEXTBOX FOR PASSCODE AND 'START' BUTTON]

Here are some helpful hints:
- Your answers will be used for research purposes only. You are not required to answer any question you do not wish to answer.
- Please do not use your browser's back button to go back to previous questions. Instead, use the navigation buttons on each web page to move through the survey.
- For additional help with the survey, please call XXX-XXX-XXXX or email us at RADSurvey@EconometricaInc.com.

[INTRODUCTION – PART 1]

Welcome to the Property Owner and Operator survey for the RAD Choice Mobility and Long-Term Affordability Evaluation.

Three research companies—Econometrica, the Urban Institute, and SSRS—are under contract to HUD to conduct this survey about the RAD program (public housing component). You have been identified by **[PN INSERT: PHA_NAME]** or through administrative data as a key contact to complete this survey because you are the owner or general managing partner of one or more RAD properties. This survey asks about your experiences with the RAD program. Your responses will remain strictly confidential. Neither you nor your organization will be identified in reporting findings to HUD or anyone else.

This survey will be given to all RAD property owners or general managing partners not directly affiliated with a PHA to allow researchers to understand (1) the implementation and results of the Choice Mobility option for residents of properties converted to PBV or PBRA developments under the RAD program and (2) the long-term financial viability and asset management of RAD developments.

Findings from this study will enable HUD to:
- Identify effects of the Choice Mobility option on RAD properties;
- Identify models of asset management of RAD properties.

Click "Next>>" to continue.

[INTRODUCTION – PART 2]

The survey consists of two sections and should take about 20 minutes to complete. Any information you provide will be confidential to the extent permitted by law. All your responses to the questions will be combined with responses from PHAs and property owners and general managing partners of other RAD developments. These responses will only be used for research purposes and will NOT be used for compliance. HUD will receive a copy of the survey responses with all personally identifying information, company information, and RAD development identifiers removed.

For additional help with the survey, please call XXX-XXX-XXXX or email us at RADSurvey@EconometricaInc.com.

This survey was approved by the U.S. Office of Management and Budget. The OMB control number is 2528-0330 and expires on 07/31/2024.

Privacy Act Statement
Authority: Section 502 (g) of the Housing and Urban Development Act of 1970 (Public Law 91-609) (12 U.S.C. §§ 1701z-1; 1701z-2(d) and (g)).
Purpose: Evaluation of the Rental Assistance Demonstration (RAD) Program.
Routine Use(s): The information will be used for the purpose set forth above and may be provided to Congress or other Federal, state, and local agencies, when determined necessary.
Disclosure: Disclosure of personal information is voluntary. Failure to disclose the personal information requested will not affect individuals.
System of Records Notice (SORN): PD&R/RRE.01 published in the Federal Register on January 22, 2015 (FR-5843-N-01), https://www.govinfo.gov/content/pkg/FR-2015-01-22/html/2015-01029.htm.

Click "Next>>" to continue.

[SCREENER]

(ASK IF IREMS=1; IF SAMPLE COMES FROM IREMS DATABASE)
(PN: ALLOW MULTIPLE RESPONSES)
SCR1.   To ensure you are eligible for the survey, please select the relevant forms of ownership for ANY RAD conversions you own or operate. (SELECT ALL THAT APPLY)

001   The PHA continues to own the project
002   An affiliate entity in which the PHA is the sole owner or member
003   Another public or non-profit entity not affiliated with the PHA
004   LIHTC entity with the PHA (or PHA-affiliated entity) as the sole general partner / managing member
005   LIHTC entity with the PHA (or PHA-affiliated entity) as one of many general partners / managing members
006   LIHTC entity with the PHA (or PHA-affiliated entity) as a passive partner
007   LIHTC entity where the PHA is not a partner and retains control through a long-term ground lease
008   Control Agreement with other ownership and control arrangements approved by HUD
999   Web blank

[PN: IF SCR1=3 OR SCR1=6 OR SCR1=7 OR SCR1=8 CONTINUE TO MAIN SURVEY]
[PN: IF SCR1≠3 AND SCR1≠6 AND SCR1≠7 AND SCR1≠8, THANK AND TERMINATE – SHOW SCR1 TERM TEXT – RECORD AS 'SCR1 – IREMS NOT ELIGIBLE]
[PN: CS3 TERMINATION TEXT: "Based on the information you provided, this survey does not apply to you. Thank you for your time"]

[SURVEY INSTRUCTIONS]

[PN: SHOW SURVEY INSTRUCTIONS TO SAMPLED OWNER/MANAGER ONLY]

(SHOW TO ALL)
[PN: FORCE RESPONSES]
[PN: PROGRAM AS GRID]
[PN: IN 'Section Status' COLUMN SHOW 'INCOMPLETE' WITH RED INDICATOR IF SECTION NOT STARTED OR NOT FINISHED; SHOW 'COMPLETE' WITH GREEN INDICATOR IS SECTION IS COMPLETE]

SEC1–SEC2. This survey consists of two sections that ask a series of questions about the RAD properties you own or operate. An overview of the questions in each section can be found in the table below.

You can preview a full version of the survey here. [PN: LINK TO 'PLAIN TEXT' VERSION OF SURVEY].

While we *strongly* encourage **you** to complete as many sections as possible, we understand that in some cases only specialized staff members may be able to answer specific sections. Please select which sections you will answer and which sections you would like us to pass along to someone else.

Please note: Once you complete a section you will not be able to change your responses.

RAD Property Owner and Manager Survey			
Section	**Topics covered**	**Who will complete this section?**	**Section Status**
Section 1. Implementation of Choice Mobility	Information on how Choice Mobility has been implemented in your RAD portfolio.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON
Section 2. Asset Management and Long-Term Preservation	Information on the asset management and long-term preservation of your RAD portfolio.	1 Complete myself 2 Email to someone else	SHOW INCOMPLETE/ COMPLETE ICON

Click "Next>>" to continue.

[PN: SHOW SEC_1_PASS, SEC_2_PASS ON SINGLE SCREEN, IF APPLICABLE]

(ASK IF SEC_1=2; PASSED ALONG SECTION 1)
[PN: FORCE RESPONSE TO SEC1_NAME AND SEC1_EMAIL; DO NOT FORCE SEC1_PHONE]
SEC1_PASS. Could you provide contact information for the person we should contact about **Section 1: Implementation of Choice Mobility**?

SEC1_NAME.	FULL NAME:	_____
SEC1_EMAIL.	EMAIL ADDRESS:	_____
SEC1_PHONE.	PHONE NUMBER:	_____

(ASK IF SEC_2=2; PASSED ALONG SECTION 2)
[PN: FORCE RESPONSE]
[PN: FORCE RESPONSE TO SEC2_NAME AND SEC2_EMAIL; DO NOT FORCE SEC2_PHONE]
SEC2_PASS. Could you provide contact information for the person we should contact about **Section 2: Asset Management and Long-Term Preservation**?

SEC2_NAME.	FULL NAME:	_____
SEC2_EMAIL.	EMAIL ADDRESS:	_____
SEC2_PHONE.	PHONE NUMBER:	_____

Click "Next>>" to continue.

[PN: EMAIL DIRECT LINK TO CORRESPONDING SURVEY SECTION TO EMAIL ADDRESSES PROVIDED. IF SAME EMAIL GIVEN FOR MULTIPLE SECTIONS, SEND AS A SINGLE SURVEY LINK]

[PN: IF SEC_1=1 OR SEC_2=1 CONTINUE TO CORRESPOND SECTIONS;
IF SEC_1=2 AND SEC_2=2. SHOW TEXT: "*Thank you for sharing this survey with your colleagues. Even though you have indicated you will not complete any of the sections yourself, you may still receive periodic reminders that they have not completed their assigned section(s). If that is the case, we ask that you please reach out to them and encourage them to complete their section(s).***"]**

Click "Next>>" to continue.

[END SECTION TIMER]

[SECTION 1: IMPLEMENTATION OF CHOICE MOBILITY]

[START SECTION TIMER]

(SHOW ALL)
SEC1_INTRO. **SECTION #1: IMPLEMENTATION OF CHOICE MOBILITY**

Questions in this section focus on the role of property owners and operators in Choice Mobility implementation and communication, as well as the impact of Choice Mobility on property turnover and maintenance.

At the bottom of each page there is a link to the glossary. Some key terms will also be defined within the survey. For additional help with the survey, please call XXX-XXX-XXXX and press "4" for survey, or email us at RADSurvey@EconometricaInc.com.

Under RAD, residents have a right called Choice Mobility. Unless an exception was granted at the time of conversion, properties that convert assistance must provide residents the choice of moving with continuing tenant-based rental assistance using a Housing Choice Voucher (HCV) within an established time after conversion. For project-based voucher (PBV) properties, this timeframe is 1 year after the resident moves into the unit, and for Section 8 Project-based Rental Assistance (PBRA) properties the timeframe is 2 years.

Choice mobility does not mean that a voucher will be received immediately upon request; rather, the household gets first priority for a voucher when one becomes available. For more information about Choice Mobility, see RAD Fact Sheet #9: Choice Mobility or Notice H-2019-09/PIH-2019-23 (HA).

This section collects property-level information on the RAD properties in which you or your company has an ownership interest.

Please note: Once you complete a section you will not be able to change your responses. You can preview a full version of the survey here. [PN: LINK TO 'PLAIN TEXT' VERSION OF SURVEY].

COVID-19
This RAD study was developed prior to the pandemic. Please approach the questions in each section in a pre-coronavirus context – how did you do things in 2019? Scattered through the survey are questions that cover the current circumstances and potential changes to your organization's operations. These questions are clearly marked. Given the circumstances, we do appreciate you taking the time to complete this survey.

Click "Next>>" to continue.

(ASK ALL)
[PN: ALLOW MULTIPLE REPONSES; CODE 4 EXCLUSIVE]

Q1. This survey asks about residents living in RAD properties in 2019. Please indicate below if you had any residents in the following units during that year. (SELECT ALL THAT APPLY)

    001 Any of your properties had **RAD PBV** residents in 2019
    002 Any of your properties had **RAD PBRA** residents in 2019
    003 Any of your properties had **non-RAD PBV** residents in 2019
    004 Properties had no RAD residents or non-RAD PBV residents in 2019
    999 Web blank

(ASK IF Q1=1,2; IF HAD RAD PBV OR RAD PBRA RESIDENTS)

Q2. Prior to receiving this survey, did you know about the Choice Mobility option?

    001 Yes
    002 No
    003 To some extent
    999 Web blank

[ROLE IN CHOICE MOBILITY IMPLEMENTATION AND COMMUNICATION]

[PN: ASK Q3A THROUGH Q3B IN LOOP FOR UP TO 3 PROPERTIES IN SAMPLE;
    DISPLAY CORRESPONDING NAME_PROP_X AND ID_PROP_X AT THE TOP OF EACH SCREEN]

(SHOW IF Q1=2 OR SUBTYPE_PROP_1='PBRA' OR SUBTYPE_PROP_2='PBRA' OR SUBTYPE_PROP_3='PBRA'; IF
        ANY RAD PBRA PROPERTIES; SHOW FOR FIRST PROPERTY ONLY)

For RAD PBRA properties, PHAs may limit the number of choice-mobility moves from any given property in a year to 15 percent.

While we use the term "properties" in the following questions, the reference is to specific RAD projects. A development or property may have multiple RAD projects.

Next, we would like to know more about each PBRA RAD conversion that you or your company owns or operates.

    Click "Next>>" to continue.

(ASK IF Q1=2 OR SUBTYPE_PROP_1='PBRA' OR SUBTYPE_PROP_2='PBRA' OR SUBTYPE_PROP_3='PBRA'; IF ANY
        RAD PBRA PROPERTIES)

Q3A. Please now think about **[NAME_PROP_X] – [ID_PROP_X]**.

Was the number of Choice Mobility moves limited to 15 percent of all units in the project in 2019?

    001 Yes
    002 No
    998 Don't know
    999 Web blank

(ASK IF Q3A=1; IF CHOICE MOBILITY MOVES LIMITED)

Q3B.   Are you responsible for tracking Choice Mobility moves and the limits at **[NAME_PROP_X]** – **[ID_PROP_X]**?

001 Yes
002 No
998 Don't know
999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)
(PN: ALLOW MULTIPLE RESPONSES)

Q4.   For residents at your RAD PBV or PBRA properties that are eligible to request a voucher, what point of contact could residents approach to request a Choice Mobility voucher?

001 Staff at the PHA
002 Property owner/manager
003 Other, please specify (SPECIFY)
999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

For the following question, please indicate your role as the property owner, or the role of your designated property manager, in facilitating the Choice Mobility option at your RAD properties. If the answers differ between properties, please answer based on the most common situation.

Click "Next>>" to continue.

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

Q5A.   Is the property owner or property manager responsible for **informing residents** about the Choice Mobility option?

001 Yes
002 No
998 Don't know
999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

Q5B.   Is the property owner or property manager responsible for **tracking when residents become eligible** for the Choice Mobility option?

001 Yes
002 No
998 Don't know
999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

Q5C.   Is the property owner or property manager responsible for **tracking requests for a voucher** through the Choice Mobility option?

      001 Yes
      002 No
      998 Don't know
      999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

Q5D.   Is the property owner or property manager responsible for **informing the PHA of requests from residents** for a voucher through Choice Mobility?

      001 Yes
      002 No
      998 Don't know
      999 Web blank

(ASK IF Q5A=2-999 AND Q5B=2-999 AND Q5C=2-999 AND Q5D=2-999; ASK NOT 'YES' TO Q5A-Q5D)

Q5E.   Does the property owner or the owner's designated property manager have any role in facilitating the Choice Mobility option?

      001 Yes
      002 No
      998 Don't know
      999 Web blank

[PROPERTY TURNOVER AND MAINTENANCE]

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)
> Next, we ask about the turnover and maintenance at your RAD properties in general and any impact of Choice Mobility.
>
> **Click "Next>>" to continue.**

[PN: ASK Q6A THROUGH Q6B IN LOOP FOR UP TO 3 PROPERTIES IN SAMPLE; DISPLAY CORRESPONDING NAME_PROP_X AND ID_PROP_X AT THE TOP OF EACH SCREEN]

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-9997)
> Q6A.   We would like to know more about some of the RAD conversions that you or your company owns or operates.
>
> Please think specifically about **[NAME_PROP_X] – [ID_PROP_X]**.
>
> What was the total number of units whose tenants left the property because they received a voucher for the Choice Mobility option in 2019? Just your best guess is fine.
>
> # OF UNITS: _____
> 9998   Do not track unit turnover due to Choice Mobility
> 9999   Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)
(PN: INCLUDE SMALL TEXT BOX WITH VALID RANGE 0-9997)
> Q6B.   Still thinking about property **[NAME_PROP_X] – [ID_PROP_X]**
>
> What was the total number of units whose tenants left the property in 2019? Just your best guess is fine.
>
> # OF UNITS: _____
> 9998   Do not track unit turnover due to Choice Mobility
> 9999   Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)
> Q7.   In 2019, did the option for Choice Mobility increase turnover at the RAD properties you own or operate relative to turnover before the RAD conversion?
>
> 001   Yes, for all properties
> 002   Yes, for some but not all properties
> 003   No, for all properties
> 004   Not applicable, there was no turnover due to Choice Mobility
> 005   Do not track unit turnover due to Choice Mobility
> 999   Web blank

(ASK IF Q7=1,2; ASK IF CHOICE MOBILITY INCREASED TURNOVER IN ALL OR SOME PROPERTIES)

Q7A.   In 2019, did the higher turnover due to Choice Mobility increase maintenance costs at the RAD properties you own or operate?

    001 Yes, for all properties with increased turnover
    002 Yes, for some but not all properties with increased turnover
    003 No, for all properties
    999 Web blank

(ASK IF Q7=1,2; ASK IF CHOICE MOBILITY INCREASED TURNOVER IN ALL OR SOME PROPERTIES)

Q7B.   In 2019, did the higher turnover due to Choice Mobility increase the average number of days units spent vacant at your properties?

    001 Yes, for all properties with increased turnover
    002 Yes, for some but not all properties with increased turnover
    003 No, for all properties
    999 Web blank

(ASK IF CM_ELIGIBLE=1 AND Q1=1,2; ASK IF OWNER HAS CM ELIGIBLE PROPERTIES)

Q8.   Do you believe the availability of the Choice Mobility option made property managers more responsive to maintenance issues and requests?

    001 Yes, much more responsive
    002 Yes, somewhat more responsive
    003 No, not more responsive

[CHOICE MOBILITY CONCLUSION]

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)

SEC1_COMMENT.   Thank you for completing **Section 1: Implementation of Choice Mobility**. Please note that after you select "**Next>>**" and move forward you will no longer be able to edit your responses in this specific section.

    If you have recommendations for improving the implementation of Choice Mobility in general, or if you have additional thoughts about any of the topics covered in this section, please add them below. You can also send comments and thoughts to RADSurvey@econometricainc.com.

    OPEN END
    999 Web blank

[END SECTION TIMER]

[SECTION 2: Asset Management and Long-Term Preservation]

[START SECTION TIMER]

(SHOW ALL)
SEC2_INTRO. **SECTION #2: ASSET MANAGEMENT AND LONG-TERM PRESERVATION**

This section will cover your role in asset management as an owner/operator of a RAD property and in preserving the long-term affordability of the property. Asset management typically involves a series of interrelated functions or activities designed to enhance the physical stability and financial performance of income-producing properties over the long term. Some or all of these functions may be performed directly by your organization or by the property management company, if property management is contracted out.

Please note: Once you complete a section you will not be able to change your responses. You can preview a full version of the survey here. [PN: LINK TO 'PLAIN TEXT' VERSION OF SURVEY].

COVID-19
This RAD study was developed prior to the pandemic. Please approach the questions in each section in a pre-coronavirus context – how did you do things in 2019? Scattered through the survey are questions that cover the current circumstances and potential changes to your organization's operations. These questions are clearly marked. Given the circumstances, we do appreciate you taking the time to complete this survey.

Click "Next>>" to continue.

[GENERAL ASSET MANAGEMENT]

(SHOW TO ALL)

This section covers asset management across your organization's real estate portfolio. For this RAD evaluation, we have defined asset management as a series of interrelated functions or activities designed to enhance the physical stability and financial performance of income-producing properties over the long term. Asset management for affordable housing also involves balancing priorities while managing resource constraints, most notably limits on rents.

Click "Next>>" to continue.

(ASK ALL)
(PN: INCLUDE SMALL TEXT BOX FOR EACH WITH VALID RANGE 0-5000000)
Q9.   How large is your organization's residential portfolio? Just your best guess is fine.

_____   properties
_____   units
9999999   Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; CODE 7 EXCLUSIVE)
  Q10.   Which of the following property types does your organization currently own, operate, manage, or in some other way participate? (SELECT ALL THAT APPLY)

  (Some properties may qualify under multiple options.)

  001   Non-RAD PBV Projects
  002   Non-RAD PBRA Projects
  003   Non-RAD housing funded by LIHTCs
  004   Other affordable housing
  005   Market rate housing
  006   Commercial/retail property
  007   None of the above
  999   Web blank

(ASK ALL)
[PN: ALLOW RESPONDENTS TO RANK ITEMS 1-7; IF RESPONDENT DOES NOT RANK ALL ITEMS SHOW SOFT PROMPT BEFORE ALLOWING THEM TO MOVE ON; DO NOT FORCE RESPONDENT TO RANK ALL 7]
[PN: SOFT PROMPT MESSAGE: Please rank all the factors by dragging each item from the left side of the screen to the right side on the screen in your preferred order.]
  Q11.   In the overall oversight and asset management of all the properties owned or operated by your organization, rank the following asset management functions from most (1) to least (7) emphasized.

  We understand that all these functions are important, and your answer will not be interpreted as neglecting a function.

  (To rank the factors, drag each item from the left side of the screen to the right side on the screen in your preferred order.)

  __   Long Range or Strategic Planning (i.e., developing/updating a property business plan, developing a strategy for property plans 10-15 years in the future)
  __   Capital Planning (i.e., capital repairs to occur 2 or more years in the future, refinancing and recapitalization plans, updating physical/capital needs assessments or studies)
  __   Budgeting (i.e., examining multi-year trends in revenue and expenses, reviewing annual operating and capital plans and budgets)
  __   Operational Efficiency (i.e., monitoring property management performance, identifying and evaluating cost savings, etc.)
  __   Financial Reporting and Analysis (i.e., analysis of financial ratios)
  __   Compliance and Reporting (i.e., meeting any applicable program/funding requirements such as affordability and income limits, reporting to oversight entities)
  __   Assessment of External Factors (i.e., market research, insurance, taxes, legal issues)

(ASK ALL)

Q12.   Are there significant differences in your approach to operations and asset management for some properties within your rental housing portfolio? (e.g., do you monitor different things, produce different reports, conduct a different budgeting process, and have different approaches to measuring performance and goals)

001   Yes
002   No
999   Web blank

(ASK IF Q12=1; IF DIFFERENCES IN APPROACH)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q12A.   Please describe the reasons that your asset management approach is different for some residential properties.

OPEN END
999   Web blank

[RAD PROPERTY FINANCIAL INFORMATION]

(SHOW TO ALL)

This section covers the strategic financial management of RAD properties that you own or operate. This is a longer-term asset management function distinct from the day-to-day or month-to-month budgeting and financial analysis that is more often associated with property management. It includes how financial performance is defined as a long-term goal for the property, as well as financial risk assessment.

Click "Next>>" to continue.

(ASK ALL)
[PN: ALLOW RESPONDENTS TO RANK ITEMS 1-6; IF RESPONDENT DOES NOT RANK ALL ITEMS SHOW SOFT PROMPT BEFORE ALLOWING THEM TO MOVE ON; DO NOT FORCE RESPONDENT TO RANK ALL 7]
[PN: SOFT PROMPT MESSAGE: Please rank all the factors by dragging each item from the left side of the screen to the right side on the screen in your preferred order.]
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]

Q13. When you step back to review quarterly and annual performance of your RAD properties, including **[NAME_PROP_1, NAME_PROP_2,** and **NAME_PROP_3]**, please rank each of the following factors from most (1) to least (6) emphasized when analyzing the financial health of these RAD properties.

We understand that all these factors are important, and your answer will not be interpreted as neglecting a factor.

(To rank the factors, drag each item from the left side of the screen to the right side on the screen in your preferred order.)

___ Past performance to current performance
___ Progress towards longer-term financial goals, including those established through the RAD conversion
___ Financial risks
___ Financial opportunities
___ Investor needs and requirements
___ Current and future adequacy of replacement reserves

(ASK ALL)
[PN: DO NOT PROGRAM AS GRID]
[PN: RANDOMIZE ITEMS A-E; INCLUDE RANDOMIZATION VARIABLE IN DATAFILE]
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]

Q14. How do you classify each of the following financial risks to the long-term preservation of your RAD properties, including **[NAME_PROP_1, NAME_PROP_2,** and **NAME_PROP_3]** as affordable housing?

001 High risk
002 Moderate risk
003 Low risk
004 No risk
999 Web blank

a. Insufficient net operating income (income over expenses)
b. Insufficient replacement reserves to address future physical/capital needs
c. Changes in property costs (insurance, maintenance/construction wages, utilities, taxes)
d. Insufficient demand (population/workforce changes, increased housing market competition)
e. Insufficient Operating Cost Adjustment Factor (OCAF)

(ASK ALL)
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
Q15.   In financial terms, how well positioned are your RAD properties, including **[NAME_PROP_1,**
NAME_PROP_2, and **NAME_PROP_3]** for long-term preservation as affordable housing?

001   Very well-positioned
002   Somewhat well-positioned
003   Neutral position
004   Somewhat poorly positioned
005   Very poorly positioned
999   Web blank

[FINANCIAL STATEMENTS REQUEST]

(SHOW ALL)

This evaluation includes an analysis of financial health and long-term preservation of RAD projects
compared to non-RAD PBRA, PBV, and public housing projects. To assist with this analysis, we are
requesting certain financial statements from survey respondents.

Click "Next>>" to continue.

(ASK IF Q10_1=0; ASK IF DID NOT SELECT 'Non-RAD PBV Projects' IN Q10)
[PN: FORCE RESPONSES IN ALL TEXT BOXES]
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
FS1.   Please provide the name and e-mail address of someone who can provide recent financial statements
for the RAD properties that you own or operate**.** We would like "owner-certified" financial statements
(audited or unaudited) from the first year of operation as a RAD property through FY 2020, if available.
We will send a detailed request and instructions to the person you identify.

Name: _____
E-mail: _____

(ASK IF Q10_1=1; ASK IF SELECTED 'Non-RAD PBV Projects' IN Q10)
[PN: FORCE RESPONSES IN ALL TEXT BOXES]
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
FSR3.   Please provide the name(s) and e-mail address(es) of someone who can provide recent financial
statements for the RAD properties that you own or operate**.** and for a sample of up to 10 of your
organization's non-RAD PBV projects or units. We would like "owner-certified" financial statements
(audited or unaudited) from FY 2015 through FY 2020, if available. We will send a detailed request and
instructions to the person or people you identify.

Contact for RAD Properties:
Name 1: _____
E-mail 1: _____

Contact for Non-RAD PBV Properties:
Name 2: _____
E-mail 2: _____

[RAD PROPERTY ASSET MANAGEMENT]

(SHOW TO ALL)
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
> The remainder of this survey focuses on asset management activities at your RAD properties, including **[NAME_PROP_1, NAME_PROP_2,** and **NAME_PROP_3].**

> **Click "Next>>" to continue.**

(ASK ALL)
[PN: ALLOW MULTIPLE RESPONSES; CODE 10 EXCLUSIVE]
Q16.   Does your organization coordinate oversight of RAD properties with any of the following entities? (SELECT ALL THAT APPLY)

> 001   PHA Staff
> 002   PHA Board of Directors
> 003   LIHTC investors
> 004   Lenders
> 005   State agencies (e.g., HFA)
> 006   HUD Field Office
> 007   HUD Headquarters
> 008   Municipal or local government agencies
> 009   Other: please specify (SPECIFY)
> 010   None of the above
> 999   Web blank

(ASK ALL)
[PN: ALLOW MULTIPLE RESPONSES; CODE 8 EXCLUSIVE]
    Q17.   What entities have accept/reject power over the annual operating and capital budgets at
        [NAME_PROP_1, NAME_PROP_2, and **NAME_PROP_3]**? (SELECT ALL THAT APPLY)

        001 You or someone within your office
        002 Your CEO or your organization's Board of Directors
        003 The CEO/Board of the property management company
        004 PHA staff
        005 PHA Board of Directors
        006 Funders (bank, LIHTC investors, etc.)
        007 Other: please specify (SPECIFY)
        008 None of the above
        999 Web blank

(ASK ALL)
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
    Q18.   In general, do your RAD properties, including **[NAME_PROP_1, NAME_PROP_2,** and **NAME_PROP_3],**
        have business plans or strategic plans?

        001 Yes
        002 No
        999 Web blank

(ASK IF Q18=1; IF HAS BUSINESS/STRATEGIC PLANS)
[PN: IF ONE PROPERTY IN SAMPLE INSERT 'is' AND 'plan'; IF MORE THAN ONE PROPERTY IN SAMPLE INSERT 'are'
        AND 'plans']
    Q18A. How often (is/are) the business or strategic (plan/plans) updated?

        001 Annually or more frequently
        002 Every 2 to 4 years
        003 Every 5 years
        004 Less frequently than 5 years or only when necessary
        005 No updates are scheduled or expected
        999 Web blank

(ASK IF Q18=1; IF HAS BUSINESS/STRATEGIC PLANS)
(PN: ALLOW MULTIPLE RESPONSES)
[PN: IF ONE PROPERTY IN SAMPLE INSERT 'plan'; IF MORE THAN ONE PROPERTY IN SAMPLE INSERT 'plans']

Q18B. What goals are explicitly addressed in the business or strategic (plan/plans)? (Select all that apply)

001 Maximizing value
002 Minimizing risks
003 Ensuring compliance
004 Improving efficiency
005 Preserving affordability
006 Capital investment and replacement reserves
007 Other: please specify (SPECIFY)
999 Web blank

(ASK IF Q18=1; IF HAS BUSINESS/STRATEGIC PLANS)
[PN: IF ONE PROPERTY IN SAMPLE INSERT 'plan'; IF MORE THAN ONE PROPERTY IN SAMPLE INSERT 'plans']

Q18C. Does the PHA Board of Directors approve the business or strategic (plan/plans)?

001 Yes
002 No
999 Web blank

(ASK ALL)

Q19. How does your organization track property data?

*Please select the **primary** means of tracking.*

001 Excel spreadsheets
002 Excel template or toolkit
003 Commercial asset management software
004 Accounting software
005 E-mail correspondence
006 Paper files
007 Other: Please specify (SPECIFY)
999 Web blank

(ASK ALL)

Q20. Does your organization use a toolkit or template to conduct performance assessments or "risk ratings" for your RAD properties?

001 Yes, we use a 3rd party toolkit/template (e.g., AHIC)
002 Yes, we use a custom template that we developed
003 No
999 Web blank

(ASK ALL)
Q21. How often do you conduct or update a physical/capital needs assessment at your RAD properties?

001 Annually
002 Every 2 to 4 years
003 Every 5 years
004 Every 6 to 10 years
005 No plan to conduct or update an assessment in the next ten years
999 Web blank

(ASK ALL)
Q22. How often do asset management staff purposefully walk or drive around and observe the neighborhood around your RAD properties?

001 Weekly
002 Bi-weekly
003 Monthly
004 Quarterly
005 Semi-annually
006 Annually
007 Rarely or Never
999 Web blank

(ASK ALL)
(PN: RANDOMIZE ITEMS A-F; INCLUDE RANDOMIZATION VARIABLE IN DATASET)
(PN: DO NOT PROGRAM AS GRID)
[PN: INSERT NAMES OF UP TO 3 PROPERTIES, IN ORDER]
[PN: SHOW CODE 6 FOR ITEM E ONLY]
Q23. How often do you meet with each of the following to discuss your RAD properties, including **[NAME_PROP_1, NAME_PROP_2,** and **NAME_PROP_3]**?

[INSERT ITEM]

001 Often (at least once a month)
002 Quarterly
003 At least once a year
004 Only when necessary
005 Rarely or never
006 Not applicable
999 Web blank

a. Property management staff
b. PHA staff
c. PHA Board of Directors/Commissioners
d. Residents (informally, formally, or through the Resident Council)
e. Lenders and/or investors (if applicable)
f. Legal, accounting, and other professional staff

(ASK ALL)

Q24.   Do you have a schedule or list of asset management activities and deadlines?

> 001 Yes
> 002 No
> 999 Web blank

(ASK IF Q24=1; IF HAS SCHEDULE OR LIST)
(PN: ALLOW MULTIPLE RESPONSES; CODE 7 EXCLUSIVE)

Q24A. Does the schedule or list include the following? (SELECT ALL THAT APPLY)

> 001 Compliance submission deadlines
> 002 Regular meetings with your organization's directors or executives
> 003 Regular meetings with property management staff
> 004 Regular financial reviews
> 005 Site visits
> 006 A schedule/process for annual budget preparation
> 007 None of the above
> 999 Web blank

(ASK ALL)
(PN: ALLOW MULTIPLE RESPONSES; CODE 4 EXCLUSIVE)

Q25.   Does your organization belong to a local, state, or national real estate management or ownership association or advocacy group? (SELECT ALL THAT APPLY)

> 001 Local group
> 002 State or regional group
> 003 National group
> 004 None of the above
> 999 Web blank

(ASK ALL)

Q26.   How often do asset managers at your organization attend training programs or conferences exclusively focused on long-term asset management or real estate business planning?

> 001 At least once a year
> 002 Once every 2 or 3 years
> 003 Less often than every 3 years
> 004 Never
> 005 Not applicable to my organization
> 999 Web blank

[COVID-19 RESPONSE]

(SHOW TO ALL)

The COVID-19 pandemic is ongoing, but it provides an opportunity to assess the value of asset management, to identify core asset management principles, and to change or improve asset management practices.

Click "Next>>" to continue.

(ASK ALL)

Q27.   Were there differences in how your organization responded to COVID-19 at your RAD properties and at other properties?

001 Yes
002 No
999 Web blank

(ASK IF Q27=1; IF DIFFERENCES IN RESPONSE TO COVID-19)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q27A. Please describe the differences. In particular, were there differences in available financial resources?

OPEN END
999 Web blank

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q28.   Can you identify one thing as an asset manager that really helped your organization in responding to COVID-19?

OPEN END
999 Web blank

(ASK ALL)
(PN: INSERT LARGE OPEN END TEXT BOX)

Q29.   Can you identify one thing as an asset manager that you wish you had but didn't in responding to COVID-19?

OPEN END
999 Web blank

[**ASSET MANAGEMENT CONCLUSION**]

(**ASK ALL**)
(**PN: INSERT LARGE OPEN END TEXT BOX**)
    SEC2_COMMENT. Thank you for completing **Section 2: Asset Management and Long-Term Preservation**.
        Please note that after you select "**Next>>**" and move forward you will no longer be able to edit your
        responses in this specific section.

        If you have recommendations for improving asset management of RAD properties in general, or if you
        have additional thoughts about any of the topics covered in this section, please add them below. You
        can also send comments and thoughts to RADSurvey@econometricainc.com.

        OPEN END
        999   Web blank

[**END SECTION TIMER**]

[**CLOSING SCREEN**]

(**SHOW ALL**)
        That's the end of the survey. Thank you for your time.

D.3. Resident Survey

RAD Residents Survey
Draft Questionnaire

SAMPLE
Administration Mode:
1. Web
2. CATI (Outbound CATI to ABS Call-ins)
3. Hardcopy

TYPE_SAMPLE (RAD Resident Type from sample):
1. Choice Mobility User
2. RAD Residents who are Not Choice Mobility Users

INCENTIVES
- For <<$INSERT>> set up as $45. Set up switch to change to $55 upon release of hardcopy questionnaire. (Date to be provided by CS)

GLOBAL PROGRAMMING NOTES:
1. Use the RAD PHA Survey (T1083) as the starting point for the look-and-feel of the online survey. The online survey will use the U.S. Department of Housing and Urban Development (HUD) Logo. The theme should already be designed with the following in mind:
    a. Font: Verdana or some other sans-serif font like Arial.
    b. Respondents should be able to click anywhere within the radio buttons/check boxes or on the corresponding labels for those response options when selecting a response.

2. Display question numbers for testing purposes only. Do not display the section headers, question numbers, or other question labels for the live respondent survey.

3. Do not display "Web blank" categories unless otherwise specified.

4. Each question should be displayed on a new screen unless otherwise noted.

5. No progress bar.

6. Allow respondents to [1] finish the survey at a later time, and [2] resume the survey where they left off.

7. Navigation buttons are labeled "<<" and ">>". Back button should be on the left, and Next button should be on the right.

8. Browser title should read: RAD Resident Survey

9. If question or response text is in bold, italics, or underlined, please do the same in the online survey.

10. Include variables in the data for:
    a. All randomizations and rotates
    b. Overall LENGTH, measured in minutes, carried out to at least two decimal places.
    c. LENGTH of individual section timers
    d. Start date
    e. End date (if applicable)
    f. Device Type

g.   All variables from the sample file
h.   CALC variable that calculates completion rate within the survey

11.   Allow respondents to skip questions **only after they have received a soft prompt**. The following error message should be shown above the skipped question: *"Your answers to these questions are very important to us. Can you please take a moment to review your responses below for completion?"* The respondent should be allowed to skip the question after this message is shown; they should NOT be required to answer the question before moving on. After skipping a question, respondents should be taken to the next question they are eligible to receive, unless otherwise specified.

12.   Please code any skipped questions on Web for a question that a respondent saw as "Web Blank."
   - For Web mode, do not show code '999.'

13.   Footer for each page, displayed in a smaller text font, should contain the following information:

For additional instructions on how to complete this survey, <u>please click here</u>. [PN: Clicking the link will open a separate browser tab that contains the survey instructions in the TEXT FOR HELP LINK]
For more information about this survey, <u>please click here</u>. [PN: Clicking the link will open a separate browser tab that contains the **FAQ's** below]

[TEXT FOR "HELP LINK" INSTRUCTIONS]
NAVIGATING:
Do **not** use the browser's back button or browser menus while taking the survey. To move from page to page, use the navigation buttons at the bottom of each screen. On the bottom of each page, there are 2 buttons to help move you through the survey:

"<<" to go back to an earlier question.
">>" to go to the next question.

ANSWERING QUESTIONS:
Please answer EACH question by selecting the item or category that best describes your response.

To select responses in questions with buttons, click on the button beside your response. If a question asks for a text response, click in the box and begin typing.

FINISHING LATER:
When you wish to resume, return to the link you were provided, and re-enter your personal access code, and it will take you to the last question you answered.

[TEXT FOR "FAQ"]

About the Survey

Who is conducting this survey?
This survey is being conducted on behalf of the U.S. Department of Housing and Urban Development (HUD) by three research companies: Econometrica, Inc. (www.econometricainc.com), Urban Institute (www.urban.org), and SSRS (www.SSRS.com).

What is this survey for?
We hope to learn about your experiences with the opportunity to use a Housing Choice Voucher to move from public housing after a Rental Assistance Demonstration (RAD) conversion, which allows public housing agencies to convert public housing to project-based assistance. Your experiences with this opportunity to move will inform our final report, which will be made publicly available. This report will help inform lawmakers and HUD about how to make the program better, what has worked well, and what HUD may need to work harder at to be more successful.

Privacy

Why was I chosen for this survey?
You were chosen because you are either a current resident of a public housing property that converted through RAD or you are a former resident of a public housing property that converted through RAD and you used a Housing Choice Voucher to move.

How did you get my contact information?
We received your information in accordance with all applicable state and federal laws, from a database of addresses provided by HUD. Everyone involved in this study has signed a strict pledge of confidentiality to keep your information secure and confidential.

How will my answers be kept confidential?
Your name and other identifying information will be separated from your answers, and your answers will be reported together with everyone else's as a group. All of your responses will be kept completely private.

Taking the Survey

How long will it take to complete the survey?
Approximately 20 minutes.

What will I receive after completing this survey?
As a thank you for your time, we will email you a <<$INSERT>> electronic gift card after you complete the survey.

Who can I contact if I have questions about the survey?
For technical help completing the survey you may call (XXX-XXX-XXXX or email info@RADresidentsurvey.org.

[INBOUND CATI INTRODUCTION]

[START SECTION TIMER]

(ASK IF INBOUND CATI)

CS0.   Hello, thank you for your interest in completing the Rental Assistance Demonstration Resident Survey. This call may be monitored or recorded for quality assurance.

To start the survey, can you please tell me the Personal Access Code that was included in the letter we mailed you?

001   ENTER PASSCODE
999   **[PN: IF CATI:]** (DO NOT READ) Refused

[PN: IF CS0=001 GO TO CS2]
[PN: IF CS0=999, THANK AND TERMINATE – SHOW CS0 TERM TEXT – RECORD AS 'CS1-SCREENING REFUSAL']

[PN: CS0 TERMINATION TEXT: "Thank you for your time. Have a good day/evening."]

[OUTBOUND CATI INTRODUCTION]

(ASK IF OUTBOUND CATI)
(PN: INSERT RESPONDENT NAME FROM SAMPLE; PROGRAM 'Hello' THRU 'quality assurance' ON THE DISPOSITION
          SCREEN; PROGRAM 'May I please speak' AFTER CALL ANSWERED)

CS1.   Hello, my name is **[FULL NAME]**, and I am calling from SSRS on behalf of the U.S. Department of Housing and Urban Development, also known as "HUD." This is NOT a sales call. This call may be monitored or recorded for quality assurance.

May I please speak to **[RESPONDENT NAME]**?

[READ IF PERSON ON PHONE ASKS THE PURPOSE OF CALL: "We are conducting a survey to learn about people's experiences with public housing. This research will help inform HUD about how to make their programs better, what has worked well, and what HUD may need to work harder at to be more successful. Your responses will be kept strictly confidential"**]**

001   Respondent already on the phone
002   Respondent coming to phone
003   Respondent is unavailable
999   Refusal

[PN: IF CS1=001, 002, GO TO CS1T]
[PN: IF CS1=003, GET NAME AND SET FOR CALLBACK]
[PN: IF CS1=999, THANK AND TERMINATE – SHOW CS1 TERM TEXT – RECORD AS 'CS1-SCREENING REFUSAL']
[PN: CS1 TERMINATION TEXT: "Thank you for your time. Have a good day/evening."]

(ASK IF OUTBOUND CATI WITH TARGET RESPONDENT ON PHONE, CS1=001, 002)
(PN: IF RESPONDENT CAME TO PHONE (CS1=002), INSERT TEXT AS SHOWN)
    CS1T. **[INSERT IF CS1=002:** Hello, my name is **[FULL NAME]**, and I am calling from SSRS on behalf of the U.S. Department of Housing and Urban Development, also known as "HUD". This is NOT a sales call. This call may be monitored or recorded for quality assurance.**]**

If you qualify, you will receive a <<$INSERT>> check in the mail for completing the survey.

[READ IF PERSON ON PHONE ASKS THE PURPOSE OF CALL: "We are conducting a survey to learn about people's experiences with public housing. This research will help inform HUD about how to make their programs better, what has worked well, and what HUD may need to work harder at to be more successful. Your responses will be kept strictly confidential."**]**

        001 Continue
        999 Refusal

[PN: IF CS1T=001, GO TO CS2]
[PN: IF CS1T=999, THANK AND TERMINATE – SHOW CS1 TERM TEXT –RECORD AS 'CS1T-SCREENING REFUSAL']
[PN: CS1 TERMINATION TEXT: "Thank you for your time. Have a good day/evening."]

[CATI SCREENER]

(ASK IF CS0=1 OR CS1T=1)
    CS2.   Before we continue, are you speaking on a cell phone or landline?

        001 Cell phone
        002 Landline
        999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused

[PN: IF CS2=001,999 GO TO CS3]
[PN: IF CS2=002, GO TO CS4]

(ASK IF CS2=001,999; IF CELL OR DK/REF)
    CS3.   Are you driving or doing any activity requiring your full attention?

        001 Yes, driving
        002 No, not driving
        999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused

[PN: IF CS3=002, GO TO CS4]
[PN: IF CS3=001, SET FOR CALLBACK]
[PN: IF CS3= 999, THANK AND TERMINATE – SHOW CS3 TERM TEXT – RECORD AS 'CS3-SCREENING REFUSAL']

[PN: CS3 TERMINATION TEXT: "Thank you for your time. Have a good day/evening."]

(ASK IF CS2=002 OR CS3=002)

CS4.   And are you under 18 years old, OR are you 18 or older?

      001 Under 18
      002 18 or older
      999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused

[PN: IF CS4=001, THANK AND TERMINATE – SHOW CS4 TERM TEXT – RECORD 'CS4–UNDER 18']
[PN: IF CS4=002 CONTINUE TO INTRO PAGE 1]
[PN: IF CS4=999, THANK AND TERMINATE – SHOW CS4 TERM TEXT – RECORD AS 'CS4-SCREENING REFUSAL']
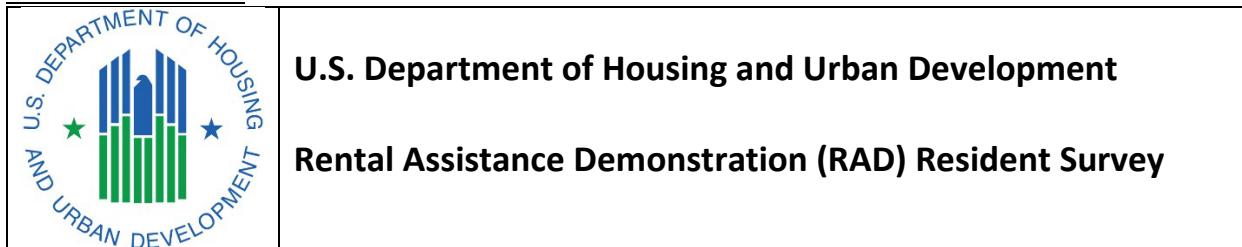
[PN: CS4 TERMINATION TEXT: "Thank you very much for your time. We are currently only accepting adults age 18 or older."]

[WEB INTRODUCTION]

(SHOW IF WEB)
WEB GATEWAY PAGE

(U.S. Department of Housing and Urban Development seal)	**U.S. Department of Housing and Urban Development** **Rental Assistance Demonstration (RAD) Resident Survey**

Welcome to the 2022 RAD Resident Survey!
To continue, please enter the Personal Access Code found on the letter we mailed you.

Access Code:	[TEXT BOX]
Preferred language Idioma preferido	[INSERT DROP-DOWN MENU WITH OPTIONS FOR "English" and "español"]

[SURVEY INTRODUCTION]

(SHOW ALL)
INTRO PAGE 1
   [PN: IF CATI: I am now going to share a little information about this survey.**]**

Three research companies—Econometrica, the Urban Institute, and SSRS—are under contract to the U.S. Department of Housing and Urban Development (HUD) to conduct a survey about the Rental Assistance Demonstration (RAD) program. The RAD program allows public housing agencies to convert public housing to project-based assistance. This survey focuses specifically on the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. You will be offered a <<$INSERT>> gift card as a thank you for completing the survey. The survey should take about 20 minutes to complete.

Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. In addition, neither HUD nor your current or former housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your current or former housing authority will see your responses to the questions.

Any information you provide will be kept confidential to the extent permitted by law. All your responses to the questions will be combined with responses from other residents in your community and other communities participating in the RAD program. These responses will only be used for research purposes and will not be published in any way that would identify you.

If you have any questions about this survey, you can contact SSRS at info@RADresidentsurvey.org or XXX-XXX-XXXX.

[PN: IF WEB:] Click "Next>>" to continue.

(ASK ALL)
(PN: FORCE RESPONSE)
    CONSENT.   Do you agree to participate?

        001 Yes
        002 No

[PN: IF CONSENT=001, GO TO Q1]
[PN: IF CONSENT =002 AND CATI: THANK AND SET FOR CALLBACK; SHOW INTRO CATI In ACTION TEXT, RECORD AS
        'CONSENT – CONSENT NOT GIVEN']
[PN: IF CONSENT =002 AND WEB; CLOSE SURVEY, SHOW INTRO CATI TERMINATION TEXT, RECORD AS 'CONSENT –
        CONSENT NOT GIVEN'; ALLOW R TO RE-ENTER SURVEY AT LATER TIME FROM BEGINNING]
[PN: INTRO CATI TERMINATION TEXT: "Thank you for your time. Have a good day/evening."]
[PN: INTRO WEB TERMINATION TEXT: "Thank you for your time. If you change your mind and would like to participate
you can re-enter the survey by going to www.RADresidentsurvey.org and entering your passcode."]

[END SECTION TIMER]

[START SECTION TIMER]

[SCREENING]

(SHOW ALL)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property' and 'property street address)
(PN: FORCE RESPONSE)

Q1.   Thank you for agreeing to participate in this survey. We will first start with some background questions.

First, we want to ask you a few questions about **[RAD converted property]** and the opportunity to use a Housing Choice Voucher, also known as Section 8, to move from that property.

Were you ever a resident at **[RAD converted property]**, located at **[property street address]**?

001 Yes, and I still live here
002 Yes, but I no longer live there
003 No, I never lived there
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q2.   A Housing Choice Voucher allows residents to rent a privately-owned home and get help paying rent each month. After you lived at **[RAD converted property]** for 1 or 2 years, you could request a Housing Choice Voucher to move from **[RAD converted property]**.

Did you or anyone in your household know about the opportunity to use a Housing Choice Voucher to move from **[RAD converted property]**?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q3.   Did you or anyone in your household **request** a Housing Choice Voucher to move from **[RAD converted property]**?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q4.   Did you or anyone in your household **receive** a Housing Choice Voucher to move from **[RAD converted property]**?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q5.   Did you or anyone in your household **use** that Housing Choice Voucher to move from **[RAD converted property]**?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

[PN: CREATE VARIABLE "TYPE_SURVEY"
1 "Choice mobility user – via survey"
2 "Non-Choice Mobility user – via survey
9 "Ineligible – sent to compensation"

IF TYPE_SAMPLE=1 AND Q1=2,3,999 AND (Q2=1,999 OR Q3=1,999 OR Q4=1,999) AND Q5=1,999 TYPE_SURVEY=1
IF TYPE_SAMPLE=1 AND Q1=2,3,999 AND (Q2=1,999 OR Q3=1,999 OR Q4=1,999) AND Q5=2, TYPE_SURVEY=2
IF TYPE_SAMPLE=1 AND Q1=2,3,999 AND Q2=2 AND Q3=2 AND Q4=2 AND Q5=2, TYPE_SURVEY=2
IF TYPE_SAMPLE=1 AND Q1=1 AND Q2=2 AND Q3=2 AND Q4=2 AND Q5=2, TYPE_SURVEY=9
IF TYPE_SAMPLE=1 AND Q1=1 AND (Q2=1,999 OR Q3=1,999 OR Q4=1,999) AND Q5=1, TYPE_SURVEY=1
IF TYPE_SAMPLE=1 AND Q1=1 AND (Q2=1,999 OR Q3=1,999 OR Q4=1,999) AND Q5=2-999, TYPE_SURVEY=2
IF TYPE_SAMPLE=2 AND Q1=2 AND Q2=1 AND Q3=1 AND Q4=1 AND Q5=1, TYPE_SURVEY=1
IF TYPE_SAMPLE=2 AND Q1=1,3,999 AND Q2=1 AND Q3=1 AND Q4=1 AND Q5=1, TYPE_SURVEY=1
IF TYPE_SAMPLE=2 AND Q1=2 AND (Q2=2-999 OR Q3=2-999 OR Q4=2-999 OR Q5=2-999), TYPE_SURVEY=9
IF TYPE_SAMPLE=2 AND Q1=1,3,999 AND (Q2=2-999 OR Q3=2-999 OR Q4=2-999 OR Q5=2-999), TYPE_SURVEY=2]

[PN: IF TYPE_SURVEY=9 SKIP TO COMPENSATION SECTION]

[ASK ALL SECTION]

(ASK ALL)
(PN: INSERT TEXTBOXES FOR NUMERIC RESPONSES)

Q6.   How long in years and months have you lived at your current address?

[PN: IF WEB:] (Enter '0' if a year or month does not apply)
[PN: IF CATI:] (INTERVIEWER NOTE: Enter a '0' if a year or month does not apply)

_____ years (range 0-99)
_____ months (range 0-11)
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q7.   The next set of questions ask about your **current neighborhood**.

Which of the following statements best describes how satisfied you are with your current neighborhood? Would you say you are:

[PN: IF CATI: [READ LIST]**]**

001 Very satisfied
002 Somewhat satisfied
003 In the middle
004 Somewhat dissatisfied
005 Very dissatisfied
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q8.   Now, we want to know more about the quality and maintenance of your unit and building.

Overall, how would you describe the physical condition of your current unit?

[PN: IF CATI: [READ LIST]**]**

001 Excellent
002 Good
003 Fair
004 Poor
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q9.   In the past 12 months, has your unit needed any **major** maintenance or repairs?

      001 Yes
      002 No
      999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q10.   Thinking about your most recent service request, how long did it take for property management staff to respond to your service request?

    [PN: IF CATI: [READ LIST]**]**

      001 Less than one week
      002 One or two weeks
      003 Three or four weeks
      004 More than four weeks
      005 **[PN: IF CATI:]** Or have you not made any service requests?
      005 **[PN: IF WEB:]** I have not made any service requests
      999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q11.   We have some questions about property management before the COVID-19 pandemic and now. Property management includes building and grounds maintenance and lease enforcement.

    Before the COVID-19 pandemic, that is, before March 2020, how responsive was property management to your questions or concerns?

    [PN: IF CATI: [READ LIST]**]**

      001 Very responsive
      002 Somewhat responsive
      003 Not too responsive
      004 Not at all responsive
      999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q12.   How responsive is property management to your questions or concerns **now**?

    [PN: IF CATI: [READ LIST]**]**

      001 Very responsive
      002 Somewhat responsive
      003 Not too responsive
      004 Not at all responsive
      999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q13. **Before the COVID-19 pandemic**, that is, before March 2020, how courteous and professional was property management?

[PN: IF CATI: [READ LIST]**]**

001 Very courteous and professional
002 Somewhat courteous and professional
003 Not too courteous and professional
004 Not at all courteous and professional
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q14. How courteous and professional is property management **now**?

[PN: IF CATI: [READ LIST]**]**

001 Very courteous and professional
002 Somewhat courteous and professional
003 Not too courteous and professional
004 Not at all courteous and professional
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q15 How supportive is property management of your involvement with resident associations **now**?

[PN: IF CATI: [READ LIST]**]**

001 Very supportive
002 Somewhat supportive
003 Not too supportive
004 Not at all supportive
005 **[PN: IF CATI:]** Or are you not a member of a resident association?
005 **[PN: IF WEB:]**
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q16. Overall, how satisfied were you with the property management of your current housing **before the COVID-19 pandemic** (that is, before March 2020)?

[PN: IF CATI: [READ LIST]**]**

001 Very satisfied
002 Somewhat satisfied
003 Not too satisfied
004 Not at all satisfied
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q17.   Overall, how satisfied have you been with the property management of your current housing **during the COVID-19 pandemic** (that is, since March 2020)?

[PN: IF CATI: [READ LIST]]

001 Very satisfied
002 Somewhat satisfied
003 Not too satisfied
004 Not at all satisfied
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW ALL)

The next set of questions are on rent and utility costs at your current home. Utility payments include any payments made for electricity, water, gas, and waste disposal. **Please remember that all your responses are strictly confidential.**

(ASK ALL)
(PN: INSERT SMALL TEXT BOX WITH RANGE 0-40)

Q18.   People sometimes have trouble paying their utility bills on time. How many times in the last 12 months were you more than 15 days late paying your electric, gas, or water bill?

[PN: IF WEB:] (If never, please put '0')
[PN: IF CATI:] (INTERVIEWER NOTE: If respondent says 'Never been late on a bill' put '0')

_____ Times (Range: 0-40)
998 I am not responsible for paying utilities
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q19.   In the time living at your current home, have you received a notice that your electricity, gas, or water would be shut off because the bill was not paid?

[PN: IF CATI: If you were not responsible for paying utilities, please say so.]

001 Yes
002 No
003 I am not responsible for paying utilities
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q20.   In the past year, has the COVID-19 pandemic affected your ability to pay rent or utilities?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q21.   What is your current employment status **now**?

[PN: IF CATI: [READ LIST]**]**

001   I am employed part time
002   I am employed full time
003   I am not working
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q22.   The next set of questions are about your health. We would like to remind you that all your answers to these questions are confidential.

Would you say your health, in general, is excellent, very good, good, fair, or poor?

[PN: IF CATI: [READ LIST]**]**

001   Excellent
002   Very good
003   Good
004   Fair
005   Poor
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q23.   Has your health worsened as a result of COVID-19?

001   Yes
002   No
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK ALL)
(PN: INSERT TEXT BOX FOR NUMERIC RESPONSE RANGE 0-99)

Q24.   We want to learn more about you and your household.

Since you were 18 years old, how many years have you lived in public housing altogether?

[PN: IF WEB: *If less than 1 year, please enter '0'***]**
[PN: IF CATI: INTERVIEWER NOTE: IF LESS THAN 1 YEAR, ENTER '0'***]**

_____ Years (Range: 0 - 99)
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK ALL)

Q25.　Are you currently married?

      001　Yes, I am married
      002　No, I am not married
      999　**[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999　**[PN: IF WEB:]** Web Blank

(ASK ALL)

Q26.　What is the highest grade or level of regular school you have ever completed?

      001　Less than a high school diploma
      002　High school diploma, GED, or equivalent
      003　Some college, no degree
      004　Associate's degree (AA, AS) or technical certificate
      005　Bachelor's degree (BA, BS)
      006　Some graduate/professional school courses
      007　Graduate/professional degree
      999　**[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999　**[PN: IF WEB:]** Web Blank

(ASK ALL)

Q27.　Do you have a valid driver's license?

      001　Yes
      002　No
      999　**[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999　**[PN: IF WEB:]** Web Blank

(ASK ALL)

Q28.　 Does anyone in your household own a car, van, or truck that runs? (Do not include motorcycles or recreational vehicles)

      001　Yes
      002　No
      999　**[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999　**[PN: IF WEB:]** Web Blank

(ASK ALL)

Q29.　Do you speak English fluently?

      001　Yes
      002　No
      999　**[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
      999　**[PN: IF WEB:]** Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENTS TO SKIP TO CONTINUE "CHOICE MOBILITY SECTION" OR SKIP TO "NON-CHOICE MOBILITY SECTION"

[CHOICE MOBILITY SECTION]

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'current residence address')

Q30.   Are you using a Housing Choice Voucher to rent your current house or apartment at your current address?

> 001 Yes
> 002 No
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q31.   Including your current home, how many places have you lived since moving from **[RAD converted property]**?

> 001 One place
> 002 Two places
> 003 Three places
> 004 Four places
> 005 Five or more places
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q32.   Is your current neighborhood better, worse, or about the same compared to the neighborhood at **[RAD converted property]**?

[PN: IF CATI:] If you still live in the same neighborhood, please say so.

> 001 Better
> 002 Worse
> 003 About the same
> 004 **[PN: IF CATI:]** Or do you live in the same neighborhood?
> 004 **[PN: IF WEB:]** I live in the same neighborhood
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q33. Overall, do you feel safer, less safe, or about as safe now compared to when you lived at **[RAD converted property]**?

[PN: IF CATI:] If you still live in the same neighborhood, please say so.

001 Safer
002 Less safe
003 About as safe as before
004 **[PN: IF CATI:]** Or do you live in the same neighborhood?
004 **[PN: IF WEB:]** I live in the same neighborhood
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q34. How does your access to neighborhood amenities (such as parks, schools, transportation, and grocery stores) compare to your previous neighborhood when you were living at **[RAD converted property]**?

[PN: IF CATI: [READ LIST]]

001 Better
002 Worse
003 About the same
004 **[PN: IF CATI:]** Or do you live in the same neighborhood?
004 **[PN: IF WEB:]** I live in the same neighborhood
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q35. Thinking about the place you lived at **[RAD converted property]**, would you say your…

[PN: IF CATI: [READ LIST]]

001 Current unit is in worse physical condition
002 About the same physical condition
003 Current unit is in better physical condition
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q36.   Would you say your current unit has less space, about the same space, or more space than the place where you lived in **[RAD converted property]**?

> 001   Current unit has less space
> 002   About the same space
> 003   Current unit has more space
> 999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q37.   Compared to when you lived at **[RAD converted property]**, would you say your current unit has:

> **[PN: IF CATI:** [READ LIST]**]**

> 001   Better maintenance
> 002   Worse maintenance
> 003   About the same maintenance
> 999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q38.   Compared to when you lived at **[RAD converted property]**, would you say that the property management in your current unit is:

> **[PN: IF CATI:** [READ LIST]**]**

> 001   More responsive
> 002   Less responsive
> 003   As responsive
> 999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q39.   Are you paying more, less or about the same amount for rent at your current home than you did at **[RAD converted property]**?

> 001   More rent
> 002   Less rent
> 003   Same amount
> 999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q40.   Are you paying more, less, or about the same amount for utilities at your current home than you did at **[RAD converted property]**?

   [PN: IF CATI: If you were not responsible for paying utilities, please say so.**]**

OGC concurring: This Report must be accessible as required by Section 508. Specifically, this Report must ensure it provides persons with disabilities with equal access to information and data to the same extent as persons without disabilities. Accessibility Check indicates there are 759 instances of hard to read text contrast. Consider revisions to these texts so that it may be easier to read.

   001   More in utilities
   002   Less in utilities
   003   Same amount
   004   I am not responsible for paying utilities now nor did I pay for utilities then
   999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
   999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q41.   Which best describes your employment status when you were living at **[RAD converted property]**?

   [PN: IF CATI: [READ LIST]**]**

   001   I was employed part time
   002   I was employed full time
   003   I was not working
   999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
   999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE=1; IF A CHOICE MOBILITY USER)
(PN: SHOW 'Sometimes people have problems using their Housing Choice Voucher' ON FIRST SCREEN ONLY)
(PN: SHOW CODE 003 FOR ITEM G ONLY)

Q42.   (Sometimes people have problems using their Housing Choice Voucher.)

   Did you have any problems... **(INSERT)**?

   [PN: INSERT FOR ITEM G ONLY: If you do not have any children, please say so.**]**

   001   Yes
   002   No
   003   I do not have children
   999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
   999   **[PN: IF WEB:]** Web Blank

   a.   Finding a landlord who would accept your voucher
   b.   With landlords unable to show homes
   c.   Finding a home that could pass inspection
   d.   Gathering information about homes
   e.   Gathering information about neighborhoods
   f.   Finding transportation to view homes
      g. Finding someone to take care of your children so you could view homes
   h.   Finding homes that met your needs

(ASK IF TYPE_SURVEY=1; IF A CHOICE MOBILITY USER)

Q42I. Did you have any problems affording additional move-in costs?

[**PN: IF CATI:** If you did not have move-in costs, please say so.]

001 Yes
002 No
003 I did not have additional move-in costs
999 [**PN: IF CATI:**] (DO NOT READ) Don't know/Refused
999 [**PN: IF WEB:**] Web Blank

(ASK IF TYPE_SURVEY=1; IF CHOICE MOBILITY USER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q43. After receiving a voucher, how long did it take to move from [**RAD converted property**]?

[**PN: IF CATI:** [READ LIST]]

001 Less than two months
002 Two months
003 Three months
004 Between three and six months
005 More than six months
999 [**PN: IF CATI:**] (DO NOT READ) Don't know/Refused
999 [**PN: IF WEB:**] Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENTS TO SKIP TO CONTINUE "BLENDED SECTION"

[NON CHOICE MOBILITY SECTION]

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO Q34 BASED ON Q2B

(SHOW IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
> Next, we will ask about a list of reasons someone might not want to move and request a Housing Choice Voucher. For each please indicate if this is a reason why you didn't want to move and request a Housing Choice Voucher. Please consider all reasons and not just the main reason you didn't want to move.

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
> Q44.   Did you decide not to request a voucher because you live close to your job?

> 001 Yes
> 002 No
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
> Q45.   Did you decide not to request a voucher because you are close to family, including for health reasons, economic reasons, or for any other reasons?

> 001 Yes
> 002 No
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
> Q46.   Did you decide not to request a voucher because your commute time is reasonable?

> 001 Yes
> 002 No
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
> Q47.   Did you decide not to request a voucher because you like your current neighborhood?

> 001 Yes
> 002 No
> 999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
> 999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)

Q48. Did you decide not to request a voucher because you are satisfied with the physical condition of your current unit?

    001 Yes
    002 No
    999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
    999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)

Q49. Did you decide not to request a voucher because you are satisfied with property management?

    001 Yes
    002 No
    999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
    999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)

Q50. Did you decide not to request a voucher because you couldn't afford to move?

    001 Yes
    002 No
    999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
    999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)

Q51. Did you decide not to request a voucher because you were told no vouchers were available?

    001 Yes
    002 No
    999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
    999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=2; IF NOT A CHOICE MOBILITY USER AND DID NOT REQUEST A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT BOX FOR OPEN ENDED RESPONSE)

Q52. Did you decide not to request a voucher for some other reason? If so, what was it?

    (TEXT BOX)
    998 No other reason
    999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
    999 **[PN: IF WEB:]** Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO Q40 BASED ON Q4

(ASK IF TYPE_SURVEY=2 AND Q3=1 AND Q4=2; IF NOT A CHOICE MOBILITY USER AND DID NOT RECEIVE HOUSING CHOICE VOUCHERS)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q53.   The next set of questions ask about not receiving that Housing Choice Voucher to move from **[RAD converted property]**.

Including any time that you may have spent on a waiting list, how long has it been since you first requested the voucher?

[PN: IF CATI: [READ LIST]**]**

001   Less than two months
002   Two months
003   Three months
004   Between three and six months
005   More than six months
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=2 AND Q3=1 AND Q4=2; IF NOT A CHOICE MOBILITY USER AND DID NOT RECEIVE HOUSING CHOICE VOUCHERS)
(PN: INCLUDE TEXT BOX FOR OTHER SPECIFY)

Q54.   Why haven't you received the Housing Choice Voucher?

[PN: IF CATI: [READ LIST]**]**

001   I am still on a waiting list
002   I am ineligible
997   Some other reason (SPECIFY)
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO BLENDED SECTION BASED ON Q4

(SHOW IF TYPE_SURVEY=2 AND Q4=1; IF NOT A CHOICE MOBILITY USER)
Next, we will ask about a list of reasons why you haven't used the Housing Choice Voucher.

(ASK IF TYPE_SURVEY=2 AND Q4=1; IF NOT A CHOICE MOBILITY USER AND RECEIVED HCV)
(PN: SHOW CODE 003 FOR ITEM G ONLY)
Q55.   Did you choose **not** to use the Housing Choice Voucher because… **(INSERT)**?

[PN: IF CATI, FOR ITEM G ONLY: If you do not have children, please say so.**]**

001 Yes
002 No
003 I do not have children
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

a.   You have had problems finding a landlord who would accept your voucher
b.   You have had problems with landlords unable to show homes
c.   You have had problems finding a home that could pass inspection
d.   You have had problems gathering information about homes
e.   You have had problems gathering information about neighborhoods
f.   You have had problems finding transportation to view homes
g.   You have had problems finding someone to take care of your children so you could view homes
h.   You have had problems finding homes that met your needs
i.   You have had problems affording additional move-in costs
j.   You didn't have enough time to search for a home
k.   You got tired of looking for a home
l.   You realized your current home is better
m.   You realized your current neighborhood is better

(ASK IF TYPE_SURVEY=2 AND Q4=1; IF NOT A CHOICE MOBILITY USER AND RECEIVED HCV)
(PN: ADD TEXT BOX FOR OPEN END RESPONSE)
Q55N. Did you choose not to use the Housing Choice Voucher because of any other problems? If so, what were they?

(TEXT BOX)
002 No, no other problems
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

[BLENDED SECTION]

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO Q58 SECTION BASED ON Q2

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q2=1), IF CHOICE MOBILITY USER OR NON CHOICE-MOBILITY USER WHO HAS HEARD OF CHOICE-MOBILITY)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')
(PN: SHOW CODE '003' FOR ITEM F ONLY)

Q56. Next, we are going to ask you how you heard about the opportunity to use a Housing Choice Voucher to move from **[RAD converted property]**.

Did you hear about the opportunity to use the Housing Choice Voucher to move **(INSERT)**

001 Yes
002 No
003 I am not a member of a resident association
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

a. From notices through mail, email, text, or calls?
b. From posted flyers in your building?
c. From meetings between housing authority staff and you or a group of residents?
d. From informal conversations between housing authority staff and you or a group of residents?
e. During a recertification meeting?
f. During a resident association meeting?

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q2=1), IF CHOICE MOBILITY USER OR NON CHOICE-MOBILITY USER WHO HAS HEARD OF CHOICE-MOBILITY)

Q57. How well informed did you feel about the process to request the Housing Choice Voucher?

[PN: IF CATI: [READ LIST]**]**

001 Very informed
002 Somewhat informed
003 Not too informed
004 Not at all informed
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO Q69 SECTION BASED ON Q3

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT BOX FOR OTHER SPECIFY)
(PN: ALLOW MULTIPLE RESPONSES)

Q58.   The next set of questions ask about requesting a Housing Choice Voucher to move from **[RAD converted property]**.

Who did you contact to request the Housing Choice Voucher?'

[PN: IF CATI: [READ LIST]**]**

001   Public housing authority staff
002   A property manager
997   Someone else, please specify: (TEXT BOX)
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)

Q59.   After you requested a voucher, did you receive clear communication about **being on a waitlist**?

001   Yes
002   No
003   I was not placed on a waitlist
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)

Q60.   After you requested a voucher, did you receive clear communication about **who to contact for updates on your voucher status**?

001   Yes
002   No
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Next, we will ask about a list of reasons someone might want to move. For each please indicate if this is a reason you wanted to move from **[RAD converted property]** using the Housing Choice Voucher. Please consider all reasons and not just the main reason you wanted to move.

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q61.   Did you want to move from **[RAD converted property]** for a new job or job transfer?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q62.   Did you want to move to be closer to family, including for health reasons or economic reasons?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q63.   Did you want to move because of a change in household or family size, including marriage, divorce, separation, childbirth or adoption?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q64.   Did you want to move to reduce commuting time?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q65.   Did you want to move to be in a more desirable neighborhood?

001   Yes
002   No
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q66.   Did you want to move because you were dissatisfied with the physical condition of your home?

001   Yes
002   No
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q67.   Did you want to move because you were dissatisfied with property management?

001   Yes
002   No
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q3=1); IF A CHOICE MOBILITY OR NON-CHOICE MOBILITY USER AND REQUESTED A HOUSING CHOICE VOUCHER)
(PN: INSERT TEXT BOX FOR OPEN ENDED RESPONSE)

Q68.   Did you want to move for some other reason? If so, what was it?

(TEXT BOX)
002   No other reasons
999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999   **[PN: IF WEB:]** Web Blank

HARDCOPY NOTE: INSTRUCT RESPONDENT WHETHER OR NOT TO SKIP TO COMPENSATION SECTION BASED ON Q4

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)
(PN: INSERT TEXT IN PARENTHESES FROM SAMPLE FOR 'RAD converted property')

Q69.   The next set of questions will ask about using that Housing Choice Voucher to move from **[RAD converted property]**.

Including any time that you may have spent on a waiting list, how long did it take to receive the voucher after you requested it?

[PN: IF CATI: [READ LIST]**]**

001 Less than two months
002 Two months
003 Three months
004 Between three and six months
005 More than six months
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(SHOW IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

Sometimes residents get help from housing authority staff, service coordinators, property managers or case managers during a move. We would like to ask about the different kinds of help you received. You may not have gotten each kind of help.

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

Q70.   Did you get help in finding housing?

001 Yes
002 No
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

Q71.   Did you get help in paying lease application fees?

[PN: IF CATI: IF NO: Did you have to pay lease application fees at all?**]**

001 Yes
002 No, paid lease application fee but I didn't get help
003 No, I didn't have to pay lease application fees
999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

    Q72.   Did you get help in paying a security deposit or down payment?

       [PN: IF CATI: IF NO: Did you have to pay a security deposit or down payment at all?**]**

       001 Yes
       002 No, paid security deposit or down payment but I didn't get help
       003 No, I didn't have to pay a security deposit or down payment
       999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
       999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

    Q73.   Did you get help in improving your credit score?

       001 Yes
       002 No
       999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
       999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

    Q74.   Did you get help with transportation to view available homes?

       001 Yes
       002 No
       999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
       999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

    Q75.   Did you receive a list of landlords that would accept vouchers?

       001 Yes
       002 No
       999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
       999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

    Q76.   Did you receive a list of properties that would accept vouchers?

       001 Yes
       002 No
       999 **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
       999 **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

Q77.   Did you get help in paying for utility hook-ups (such as phone, electric, and gas)?

   [PN: IF CATI: IF NO: Did you need to pay for utility hookups?**]**

   001   Yes
   002   No, I didn't get help but did need to pay for utility hook-ups
   003   No, I didn't need to pay for utility hook-ups
   999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
   999   **[PN: IF WEB:]** Web Blank

(ASK IF TYPE_SURVEY=1 OR (TYPE_SURVEY=2 AND Q4=1); IF A CHOICE MOBILITY USER OR NON-CHOICE MOBILITY USER AND RECEIVED HOUSING CHOICE VOUCHERS)

Q78.   Did any of the help you received lead you to search for housing in a better neighborhood that you wouldn't have otherwise looked at?

   001   Yes
   002   No
   999   **[PN: IF CATI:]** (DO NOT READ) Don't know/Refused
   999   **[PN: IF WEB:]** Web Blank

[PN: COUNT AS COMPLETE AT THIS POINT]

[END SECTION TIMER]

[COMPENSATION SECTION]

[START SECTION TIMER]

(ASK IF WEB)
(PN: FORCE RESPONSES; DO NOT LET RESPONDENT SKIP; IF RESPONDENT ATTEMPTS TO SKIP SHOW ERROR MESSAGE: "You must provide a valid email address to receive compensation for completing this survey.")
(PN: EMAIL ADDRESSES ENTERED MUST MATCH ONE ANOTHER TO CONTINUE TO NEXT QUESTION; IF MISMATCHED, SHOW ERROR MESSAGE: "The email addresses you entered do not match. Please try again.")

EMAIL. That is the end of the survey! In appreciation of your time, **we would like to offer you <<$INSERT>> in compensation** via an electronic gift code immediately upon completion of this survey.

To receive compensation for taking this survey, please enter your email address.

001 Enter email address: [TEXT BOX]
001 Re-enter email address: [TEXT BOX]
002 I do not want the compensation

(ASK IF CATI)

MONEYC. We would like to send you a <<$INSERT>> check in the mail. Your mailing information will be stored in a file separate from the answers to the survey. Can I please have your full name and a mailing address where we can send you the check?

(INTERVIEWER NOTE: IF RESPONDENT DOES NOT WANT TO GIVE FULL NAME, EXPLAIN WE ONLY NEED IT SO WE CAN SEND THE MONEY TO THEM PERSONALLY.)

(INTERVIEWER NOTE: VERIFY SPELLING OF FULL NAME AND MAILING ADDRESS.)

001 RECORD FULL MAILING ADDRESS
009 Respondent does not want the money

(SHOW ALL)
   CLOSING. That's the end of the survey!

> **[PN: SHOW IF EMAIL=1:** We have sent an email to <<INSERT EMAIL ADDRESS>> with a link to collect your reward. If you are having trouble locating the email, please check you spam or junk folder.**]**

> **[PN: SHOW BELOW ONLY IF WEB]**

> If you have any questions about this survey, you can contact SSRS at <u>info@RADresidentsurvey.org</u> or XXX-XXX-XXXX.

> This survey was approved by the U.S. Office of Management and Budget. The OMB control number is 2528-0330 and expires on 07/31/2024.

> **Privacy Act Statement**
> **Authority:** Section 502 (g) of the Housing and Urban Development Act of 1970 (Public Law 91-609) (12 U.S.C. §§ 1701z-1; 1701z-2(d) and (g)).
> **Purpose:** Evaluation of the Rental Assistance Demonstration (RAD) Program.
> **Routine Use(s):** The information will be used for the purpose set forth above and may be provided to Congress or other Federal, state, and local agencies, when determined necessary.
> **Disclosure:** Disclosure of personal information is voluntary. Failure to disclose the personal information requested will not affect individuals.
> **System of Records Notice (SORN):** PD&R/RRE.01 published in the Federal Register on January 22, 2015 (FR-5843-N-01), https://www.govinfo.gov/content/pkg/FR-2015-01-22/html/2015-01029.htm

> **Click "Next>>" to continue.**

[END SECTION TIMER]

Appendix E: Interview Protocols

E.1. PHA Staff

HUD Rental Assistance Demonstration Choice Mobility
Site Visit Data Collection
Public Housing Authority Staff Interview Guide

Interview Lead (Urban or Econometrica): My name is *[name]*, and this is/these are my colleague(s), *[name(s)]*. We work for [*Urban Institute/Econometrica*], a neutral research organization in Washington, D.C. Thank you for talking to us today. We are here to talk to you today to learn more about your experience with the Rental Assistance Demonstration (RAD) program. This interview will focus on [*PHA name*]'s implementation of the Choice Mobility option, asset management and long-term preservation of RAD-converted developments. Findings from this research project will be used to develop recommendations to HUD and public housing agencies on operating RAD programs. It may also inform future research efforts focused on RAD program housing and residents. The project is funded by the U.S. Department of Housing and Urban Development.

We know that you are busy, and we will be as focused as possible. We have many questions and are going to talk to many different people, so please do not feel as though we expect you to be able to answer every question. Your participation in this discussion is voluntary. That means you may choose to skip any questions you wish, refuse to participate, or stop the interview at any time.

Everyone who works on this study has signed a confidentiality pledge that they will not tell anyone outside the research staff anything you tell us during an interview. The researchers in this study will keep all the information completely confidential. Only the people doing the research will see any information that identifies you personally. Themes across all the conversations we're having will be published in a report to HUD. When we write our reports and discuss our findings, the answers you provide during an interview will be combined with answers from many individuals. We never share any information that identifies you or any other respondents by name outside of our evaluation team. However, if you are in a position that makes it so that you are the *only person* who could know a certain piece of information, it is possible someone reading a report might infer the source of the information. We make every effort to avoid this, but you should be aware of the possibility.

The interview will last up to **90 minutes**. My colleague, *[name]*, will be taking notes today to make sure we capture everything you say accurately. We'd also like to record the session today to back up the notes. If you don't object, we'll go ahead and record; but if you have concerns, we can proceed without the recording.

HUD Representative (if present): My name is [*name*], and I am with the Office of Policy Development and Research at HUD, the agency working with [*PHA name*] on the implementation of the RAD program. If you agree, I would like your permission to observe how [*Urban or Econometrica*] conducts this interview. I would like you to know that I am only here to monitor

the research and I will not use any of your personal information or discuss any of the experiences you describe during this interview for any other purpose. Your responses will remain confidential.

If you have any questions, you can contact:

- Susan Popkin, the Co-Principal Investigator from Urban Institute (XXX-XXX-XXXX);
- Dennis Stout, the Project Manager from Econometrica (XXX-XXX-XXXX); and/or
- Teresa Souza, the Project Officer for this study, from the U.S. Department of Housing and Urban Development (XXX-XXX-XXXX).

Do you agree to participate?

[Pause for response]

Are you comfortable with this interview being recorded?

[Pause for response]

Do you have any questions before we begin?

[Pause for questions]

Okay, we are going to turn on the audio recorder now.

Pre- Site Visit Background Call

1. Describe [the public housing authority name]'s organizational structure. [Probe for all affiliated entities, such as property management affiliate, investment affiliate]

    a. Are there any LLCs (limited liability corporations) owned by the PHA?

2. Describe [the public housing authority name]'s staffing overall.

    a. Can you provide a copy of your organization chart?

    b. About how many people are part of [*the public housing authority name*]'s staff? [*Probe for more information on specific staff roles: Property management, voucher program management, asset management roles*]

    c. Where are you situated in relation to others on staff?

    d. How are their roles different from yours?

3. We have some information on the public housing developments within the [*public housing authority name*]'s portfolio. I'll share what I have. Please let me know if this sounds right. If we should speak with someone else on your staff about this information, that also works.

    a. Based on the information we have, [public housing authority's name] has [#] housing developments? Does that sound right?

        i. We have that there are [#] units across the developments. Does that sound right?

    b. According to our information, there are [#] developments that are part of the *[public housing authority's name]* RAD program? Is that right?

        i. And we have that there are [#] in those developments? Is this right?

    c. Where are the properties located?

    d. Are they converted using project-based vouchers (PBV) or project-based assistance (PBRA)?

4. For each of the developments that are part of the *[public housing authority's name]* RAD program:

    a. Describe the type of construction work that occurred after the RAD conversion.

        i. [Probe: substantial rehabilitation of the existing housing, demolish and rebuild the housing]

5. For each of the developments that are part of the *[public housing authority's name]* RAD program, when were they converted into RAD properties?

    a. Did *[public housing authority's name]* retain ownership of the development? If not, who owns the development now?

6. Does the [*public housing authority name*] manage the property in-house?

      a. Do you share any property management responsibilities?

          i. What does that structure look like over time?

      b. [*If no*] Is the property managed through a subsidiary company? Or is it managed by a different organization that is fully external to the [*public housing authority name*]?

          i. [*If a private company*:] Which company? Why did you select them? What can you tell me about their experiences in managing subsidized/affordable properties?

      c. How do you work with the RAD property owners? Can you identify who these owners are?

          i. [Probes: meetings or phone calls regarding tenants, sharing data or reports with them, check-ins regarding property management, others, not at all]

7. What is the process when you find a lease violation? What options do tenants have to address? When do you move to eviction?

8. Is there a resident council at [*RAD property name[(s)]*]?

      a. Does anyone from management interact with them? If yes, how?

          i. *[If yes]* How can we connect with the resident council?

9. Before our visit, we would like to work with you to gather some data about the Choice Mobility option and your voucher waiting list. These data would include things like how many turnover vouchers are allocated for Choice Mobility, or how many households have requested a voucher, or how many households have moved. Do you know who would be the best person to help us with this request?

      a. Could you put us in contact with them, or give us their contact information?

10. We recognize that you may be working on various issues related to the COVID-19 situation right now. Will members of your staff be available to participate in an hour long virtual interview?

Interview Questions

Introduction

First, let's talk about [*public housing authority name*] and your work managing the RAD housing program here.

1. How long have you been working as [*official work title*] for [*public housing authority name*]?

2. What kind of work do you do in your role as [*official work title*]?

    o What are your general work activities related to the RAD developments, [*RAD property name(s)*]?

Choice Mobility Option Administration

First, we would like to quickly review data we have from HUD and from what your team shared with us before the visit about [*the public housing authority name*]'s Choice Mobility option. It appears that there are:

- [*include data on RAD-converted developments/units to be confirmed for the focus of the interview and modules to be covered*]

3. Does this sound right?

Voucher Availability

Next, we want to discuss the availability of vouchers, including any policies that [*the public housing authority*] has for limiting the number of vouchers for the Choice Mobility option and voucher wait lists.

4. From our data, we see that [*number of properties*] of [*the public housing agencies*]'s RAD projects are exempt from the Choice Mobility option? Is that right?

    o [*If at least one property is exempt*] Can you tell us more about the exemptions that [*the public housing authority name*] has been granted? [*Probe on exemption type: does not need to offer Choice Mobility, can offer a lower number or percentage of vouchers*]

    o [*If at least one property is exempt*] Why did [*the public housing authority*] request these exemptions?

        ▪ Have you changed these exemptions because of the COVID-19 situation? If so, how?

    o Are there any policies or other documents you can share describing the reason or exemptions?

5. Has [*public housing authority name*] created any limits of the number of [*RAD property name(s)*] residents who can apply for a voucher?

    o [*If yes*] What are those limits? [*Probe: per month, per year, number of households, by property*]

- o [*If yes*] Why were these limits created? [*If PHA has more than one RAD property*] Has the housing authority created any limits on which [*RAD property name(s)*] can offer the voucher option?

- o Are there any policies or other documents you can share describing the reason or exemptions?

- o Have you created or changed any limits on voucher applications because of the COVID-19 situation?

6. Does [*the public housing authority name*] have enough vouchers to meet the number of requests coming from residents wanting to move from [*RAD property name(s)*] with a voucher?

- o [*If no*] Does [*public housing authority name*] have a separate waitlist for RAD residents who request a voucher?

- o [*If no*] How else does the housing authority deal with the shortage of vouchers?

- o [*If yes*] Does [*public housing authority name*] have a plan for if there weren't enough vouchers to meet the need? [*Probe: creating a separate wait list*]

7. Have you seen any changes in the number of voucher requests from residents since the COVID-19 pandemic began?

- o [*If yes*] Have requests increased? Have they decreased?

- o [*If yes*] Are you able to meet the number of voucher requests coming from residents now?

8. Has the preference for RAD households affected other households on the waitlist? [*Probe: increased wait times, increased number of households on the list*]

- o What has helped [*the public housing authority name*] to manage the waitlist for tenant-based vouchers and respond to Choice Mobility requests? [*probe: Processes, specific tools, infrequent requests*]

- o Has [*the public housing authority name*] experienced any other challenges in managing the waitlist for tenant-based vouchers and responding to Choice Mobility requests?

  - ▪ Has [*the public housing authority name*] experienced any challenges in managing the waitlist and responding to Choice Mobility requests because of the COVID-19 situation?

    - o How have you dealt with the challenges?

Choice Mobility Communication and Outreach
Now, let's discuss the residents of [*RAD property name(s)*] who move because they received a Choice Mobility voucher.

9. Can you tell us the ways you let residents know about the Choice Mobility option?

Does anyone from [the public housing authority name] create materials to inform residents about the opportunity to move with a voucher? How? [*Probes: flyers, emailing, internet posts, through housing authority coordinators, other ways?*]

o Have you changed the materials you use to inform residents about the opportunity to move with a voucher in response to COVID-19 social distancing guidelines? If so, how?

▪ Do you tailor the materials to help make them accessible to all the residents? [*Probes: multiple languages, multiple distribution modes, diverse representation in photos used, other ways?*]

▪ Are there things that you do to make sure that the communications materials on Choice Mobility reach RAD residents? [*Probes: including in packets or conversations when they first move into the property, attending resident association meetings, holding forums, distributing flyers on doors or in mailboxes*]

o Do you ask property owners to share information about the voucher process with residents?

• What information do you ask them to share? [*Probes: eligibility status, updates on voucher application status, updates on waiting list, other*]

o Have you changed any of these activities in response to COVID-19 social distancing guidelines? If so, what have you changed?

o Which of these methods seems to be the most successful? Why?

o Have there been any changes to the ways you share information with residents about the Choice Mobility option? Why'd you make those changes?

▪ [*If not already captured above*] Have any of these changes been related to the COVID-19 situation?

o Have you experienced any challenges communicating with residents about the opportunity to move with a voucher? [*Probes: language, literacy, disability, others*]

▪ [*If not already captured above*] Were you experiencing any of these challenges before the COVID-19 pandemic began?

Voucher Requests and Eligibility

10. Why do residents tend to request a voucher?

o For residents who are eligible but haven't requested a voucher, why do you think they haven't requested one? [*Probes: concerns about moving during the COVID-19 pandemic, don't want to move, fear of leaving community, lack of places to use voucher, need an accessible unit, need a large unit, don't want to leave amenities at RAD developments, other?*]

o Are there any reasons that [*the public housing authority name*] would be unable to grant requests for vouchers?

11. Can you describe the process for requesting a voucher under Choice Mobility?

o Do residents who request a voucher tend to be aware of the process?

o Once a resident has made a request for a voucher, how do you communicate with them about their voucher status (e.g., waitlist position, approval, denial)? [*Probes: through the property manager, sending documents by mail, an online portal, through housing authority coordinators, other ways*]

o Does [*the public housing authority name*] have a system for tracking voucher requests from RAD residents?

▪ [*If yes*] What kind of information is collected for tracking?

12. What eligibility requirements do residents have to meet to request a voucher through Choice Mobility?

o Do you inform residents about the eligibility requirements? How?

▪ Do you tell them when they first move into [*RAD property name(s)*]? If not, when do you tell them?

o Are there reasons why a resident might be determined ineligible to receive a voucher?

▪ [*If yes*] What are those reasons?

13. Once residents of [*RAD property name(s)*] request a voucher, walk us through the next steps.

o What does [*the public housing authority name*] need to do?

o What do residents need to do?

o Do you update residents on their voucher status? How?

o Do you notify residents when their window to move with a voucher is expiring or has expired?

o From the time of request until a resident receives a voucher, how long does the process typically take?

Housing Search and Lease Ups With Choice Mobility
Next, we would like to talk about any services or search assistance that might be available to residents of RAD developments.

14. Are any services or resources provided for residents of [RAD property name(s)]? [*Probes: services or events to connect residents to each other, recreational activities, help within finding a new home after getting a voucher, help picking a new neighborhood, services/activities to support successful aging in place (meals on wheels, activities, checking in on residents daily, job training, educational opportunity programs)*]

- o Who provides the services or resources? [*Probes: Property managers? Another organization?*]

- o How are these services funded?

- o Have any of the services or resources available to residents of [*RAD property name(s)*] changed because of the COVID-19 situation?

  - ▪ Are you able to offer more or different services? If so, what are they?

  - ▪ Have you had to stop offering any services? If so, what are they?

15. Do you provide any services or resources for residents who are moving from [*RAD property name(s)*] because they received a voucher?

    - o [*If yes*] Can you tell me about those?

    - o [*If no*] Why not?

16. Does [*the housing authority name*] provide mobility counseling to residents who are moving from [*RAD property name(s)*] because they received a voucher?

    - o [*If yes*] What kind of mobility counseling services are offered?

17. Does [the public housing authority name] provide search assistance for RAD residents?

    - o [*If yes*] What kind of search assistance is offered? [Probes: landlord lists, transportation to units, security deposit assistance, etc.]

    - o [*If yes*] How does [the public housing authority name] fund the housing search supports?

    - o Does the search assistance seem to help RAD residents find a new place?

18. Generally, would you say that RAD residents that want to move with a voucher have been able to? [*Probe: able to find a landlord that will take their voucher, not requesting search extensions, successfully signing a lease and moving in*]

    - o Have you seen any changes in residents' ability to move since the onset of the COVID-19 pandemic?

19. Have there been RAD residents who received a voucher but haven't been able to use it?

    - o [*If yes*] What are some of the reasons they weren't able to use the voucher? [*Probe about whether any of the issues are related to COVID-19*]

    - o [*If yes*] Are there any other challenges that voucher holders face when trying to use their voucher?

      - ▪ Does the local housing market affect whether residents can use their voucher? How? [*Probe: market is tight, no units are available, rents are too high*]

- ▪ Have you seen any changes in the local housing market since the COVID-19 pandemic began that might affect whether residents can use their voucher?

Property Management

20. Has the amount of time it takes to lease up units after tenants move out changed since the properties converted under RAD?

   o Is it taking more time? Less time?

   o What's causing the change?

   - ▪ [*Probes: amount of time to make repairs, finding new residents who are eligible to rent, length of time for new residents to complete application process, additional time for cleaning units due to the COVID-19 situation, others?*]

21. Has the cost of turning over units after tenants move out changed since the properties converted under RAD?

   o Is the cost higher? Lower?

   o What's causing the change in cost?

   - ▪ [*Probes: amount of time to make repairs, more repairs, updates to units with accessibility features, updates to units with more modern features, additional costs for cleaning units due to the COVID-19 situation, others?*]

22. [***For the properties that [the public housing authority name] manages***] Can you tell us about the process for residents to request repairs to their apartment?

   o How do they submit a request for maintenance/repairs?

   - ▪ [*Probes: online application? conversation with property management staff? Online form? Email? Other ways?*]

   o How long does it usually take to respond to a maintenance request after it's submitted?

   - ▪ Do you have any policies or guidance on how quickly requests should be addressed? [*If yes*] Can you share copies with us?

   - ▪ Has the length of time to respond to maintenance requests changed since the COVID-19 pandemic began? How?

   o Are there times when you deny a maintenance request?

   - ▪ What kind of request might get denied?

Asset Management and Preservation of Long-Term Affordability

[*Modify the introductory script and questions as needed to reflect when this interview occurs relative to the choice-mobility interview. If this is the first interview at a specific PHA, the interviewer may need to add introductory questions to confirm background information.*]

This interview will cover your role and your PHA's role in asset management of your RAD properties and in preserving their long-term affordability. Before we begin, we have a few questions about your PHA's relationship to these RAD properties [*if not done previously, list properties and confirm list is correct*] and your specific knowledge of these RAD properties. Your answers will help guide this interview.

[*The interviewee may be an employee with knowledge of multiple properties (e.g., the Director of Asset Management) or an employee that works with only one property. Tailor questions to the interviewee, do not probe too hard on questions the interviewee may not know how to answer, and evaluate whether there is a need to interview another PHA staff member.*]

23. For each of [public housing authority's name] RAD projects:

    o Did [public housing authority's name] retain ownership of the development? If not, who owns the development now? [*Probe for PHA's role, multiple owners, use of affiliates or subsidiaries, PBV or PBRA – describe the ownership structure(s) for the PHA's RAD properties*]

        ▪ *[For LIHTC properties]* What is the relationship between the PHA and the LIHTC equity investor?

        ▪ Does the [*public housing authority name*] manage the property, or is it managed by a different organization?

            o *[If a private company:]* Which company? Do they manage any of the PHA's non-RAD properties [*public housing, PBV, PBRA*]?

[*Request contact information for any third party (active) owners/general partners and for property managers.*]

24. Describe your specific role in the RAD properties. Who do you report to? Are you involved at the Board level?

Before we continue, COVID-19 has changed everyone's mindset, but this RAD study was developed prior to the pandemic. Please approach the first part of our discussion in a pre-coronavirus context—how did you do things last year? We will cover the current circumstances and potential changes to your PHA's asset management approach later in the interview. Given the circumstances, we do appreciate you taking the time for this interview.

Asset management typically involves a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some or all of these functions may be performed by the PHA, the property owner/operator, if the owner is separate from the PHA, or the property management company, if property management is contracted out.

Now, we would like to discuss your and your PHA's approach to asset management for your RAD projects. We are defining asset management as a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some of these functions will be performed by you or by the PHA, while others will be performed by property managers. Please tell us what you are able about each of eight asset management activities, even if you are not directly involved in them.

There are a few themes we are researching, so please keep these in mind during our discussion:

- How does your approach to asset management of RAD properties differ from your PHA's management of other properties, including public housing and PBV or PBRA properties?

- For a specific property, how did asset management change before and after the RAD conversion?

- What resources are used for each activity? These include PHA staff, leadership, as well as financial resources and computer/data systems.

- How are these activities documented by the PHA? What resources could you point to if you were training a new employee?

- [*Only for PHAs with both PBV and PBRA conversions, and interviewees with knowledge of both types of conversions*] How do these activities differ between PBV and PBRA conversions?

Do you have any questions before we begin?

Long-Range or Strategic Planning

25. What are the PHA's long-range or strategic goals for [*property name(s)*]? [*Probes: Maximizing value? Minimizing risks? Ensuring compliance? Improving efficiency? Preserving affordability?*]

    o Who is responsible for setting long-range goals? Who is responsible for ensuring the goals are being met?

    o Is there a written strategic plan? Who prepares it? Who receives it? How often is it updated?

26. How is success at meeting long-range goals measured? How are long-range goals enforced or incentivized?

Acquisition and Disposition

26.

27. Are the RAD properties and RAD asset managers ever involved in acquisition or disposition discussions at the PHA? Do you provide advice on whether to buy or sell non-RAD properties? Are you consulted on future RAD conversions?

28. Is there a plan for recapitalization, refinancing, or disposition of the RAD properties? [*For properties with a third party owner or LIHTC investor*] What is the PHA's role in these plans and decisions?

   o How flexible are these plans? How often are these plans re-evaluated?

Capital Investment

29. Who at the PHA makes or approves capital investment decisions? [*Capital investment includes expenditures outside of operations and maintenance.*] Who is responsible for managing or overseeing capital projects?

30. When capital investments at the RAD properties occur in the future, how will you manage them? How do you expect the process for RAD properties to differ from public housing? [*Probe: any cost-benefit or return on investment analysis*]

31. Do you have a long-term plan for capital investment at the RAD properties? How often is it updated?

32. [*For LIHTC properties*] What role would you expect the LIHTC equity investor to play in capital investment?

Budgeting

33. Who are the stakeholders in project budgeting? Who prepares the annual operating budget, who at the PHA approves the budget, who is responsible for adhering to the budget?

34. How often are budgets prepared, reviewed, and updated? [*Probe: do you have a special accounting software or are budgets prepared in Excel*]
Changed the color of texts.

35. How are budgets used to oversee or monitor RAD projects? [*Probe: compared to public housing, PBV, or PBRA*]

Property Operations

36.

37. Who at the PHA is responsible for the operational management of [*RAD property name(s)*]—who is keeping an eye on the RAD properties? [*Probe: qualifications, responsibilities, supervisor, performance evaluation*]

38. How did the PHA decide whether or not to contract out project management after the RAD conversion? How has it worked out?

39. Have property management procedures changed since the property was converted using RAD? How?

Market Research

39.

40. Can you describe the type of market research that is conducted at the RAD project and at the PHA in general? [*Probe: market rents, lease terms, absorption rates, planned construction, etc.*]

   o Who is responsible for preparing this market research?

   o Who receives this market research?

o   How often is it performed?

o   How is it used?

Financial Reporting and Analysis

40.

41. Can you describe what financial statements are prepared for [*RAD property name(s)*]? [*Probes: balance sheet, income and expenses, reserves for replacement*]

o   Who is responsible for preparing these financial statements?

o   Who receives these financial statements? What do these parties do with the information? [*Probes: PHA board, PHA leadership, HUD, lenders, investors, housing finance agencies?*]

o   Are these statements useful for the asset management of the RAD properties? Do they differ for PBV versus PBRA conversions? Could they be made more effective? If so, how?

42. Who at the PHA is responsible for analyzing the financial condition of [*RAD property name(s)*]?

o   Can you describe the types of financial analyses that are done? [*Probes: financial plan, pro formas, analysis of liquidity, aging receivables, debt service coverage, operating expenses and trends in expenses, tax analysis*]

o   Where does the information for these analyses come from?

o   Who receives the financial analyses? What do they use them for?

o   Is there a standard process for the financial analyses? How often are the analyses performed?

o   Could you share a copy of the most recent financial analyses with us?

Long Term Preservation

43. Prior to the current pandemic, did you see any threats to keeping the housing at [*RAD property name(s)*] affordable over time? [*If yes*] Can you tell me about them? [*Probes: cost of maintaining building infrastructure, taxes, labor costs, local population growth, job market growth*]

o   How do you or your team try to preserve the housing at [*RAD property name(s)*]?

o   Are there any guides or other resources that you or they use to help with that work?

▪   What are they? Who produces the materials?

▪   Do you use any guides or other resources from HUD?

COVID-19

43.

44. While no one was completely prepared for the disruptions caused by the COVID -19 pandemic, how prepared was your PHA? [*Probes: risk assessment, emergency planning, communication, operating reserves*]

    o How did you respond to COVID-19 at the RAD properties? Were there differences between the response at RAD and at non-RAD properties? If so, what was different? [*Probe: differences in available financial resources*]

    o Can you identify one thing that really helped your PHA in responding to COVID-19? One thing that you wish you had but didn't?

45. Describe how the pandemic was handled by the property managers of RAD properties. [*Probes: communication with tenants, changes in cleaning or security services, changes in leasing activity*]

46. Have you considered the possible financial impact of expected COVID-19-related disruptions, such as lower tenant rent payments or increased demand for housing maintenance and other services, on property cash flow projections, financial viability, or strategic plans? [*Probe for differences in RAD and non-RAD properties*]

    o How often are you updating cash flow projections and planning for future activities?

47. While we are still in the midst of the pandemic, how do you think the COVID-19 pandemic will change your asset management approach and activities? [*Probe any differences based on property type—RAD, public housing, PBV, PBRA, etc.*]

    o Do you anticipate making long-term changes in property type or unit mix (e.g., more or less senior housing, less dense housing), future RAD conversions, redevelopment plans, services offered?

Closing

48. Is there anything else you want to share about [*the public housing authority*]'s successes with implementing the Choice Mobility option that we haven't discussed?

    o Any challenges we haven't discussed?

49. Thank you for taking the time to speak with us today. Is there anything else you'd like to share about your experience with [*interview topics: Choice Mobility, long-term preservation, asset management, etc.*]?

E.2. Property Owners

HUD Rental Assistance Demonstration Choice Mobility
Site Visit Data Collection
Property Owner and Manager Guide

Interview Lead: My name is *[name]*, and this is/these are my colleague(s), *[name(s)]*. We work for [*Urban Institute/Econometrica*], a neutral research organization(s) in Washington, D.C. Thank you for talking to us today. We are here to talk to you today to learn more about your experience with the Rental Assistance Demonstration (RAD) program. This interview will focus on property management, asset management and long-term preservation of the properties you operate with [*PHA name*]. Findings from this research project will be used to develop recommendations to HUD and public housing agencies on operating RAD programs. It may also inform future research efforts focused on RAD program housing and residents. The project is funded by the U.S. Department of Housing and Urban Development.

We know that you are busy, and we will be as focused as possible. We have many questions and are going to talk to many different people, so please do not feel as though we expect you to be able to answer every question. Your participation in this discussion is voluntary. That means you may choose to skip any questions you wish, refuse to participate, or stop the interview at any time.

Everyone who works on this study has signed a confidentiality pledge that they will not tell anyone outside the research staff anything you tell us during an interview. The researchers in this study will keep all the information completely confidential. Only the people doing the research will see any information that identifies you personally. Themes across all the conversations we're having will be published in a report to HUD. When we write our reports and discuss our findings, the answers you provide during an interview will be combined with answers from many individuals. We never share any information that identifies you or any other respondents by name outside of our evaluation team. However, if you are in a position that makes it so that you are the *only person* who could know a certain piece of information, it is possible someone reading a report might infer the source of the information. We make every effort to avoid this, but you should be aware of the possibility.

The interview will last up to **90 minutes.** My colleague, *[name]*, will be taking notes today to make sure we capture everything you say accurately. We'd also like to record the session today to back up the notes. If you don't object, we'll go ahead and record; but if you have concerns, we can proceed without the recording.

HUD Representative (if present): My name is [*name*], and I am with the Office of Policy Development and Research at HUD, the agency working with [*PHA name*] on the implementation of the RAD program. If you agree, I would like your permission to observe how [*Urban or Econometrica*] conducts this interview. I would like you to know that I am only here to monitor the research and I will not use any of your personal information or discuss any of the experiences you describe during this interview for any other purpose. Your responses will remain confidential.

If you have any questions, you can contact:

- Susan Popkin, the Co-Principal Investigator from Urban Institute (XXX-XXX-XXXX);
- Dennis Stout, the Project Manager from Econometrica XXX-XXX-XXXX); and/or
- Teresa Souza, the Project Officer for this study, from US Department of Housing and Urban Development (XXX-XXX-XXXX)

Do you agree to participate?

[Pause for response]

Are you comfortable with this interview being recorded?

[Pause for response]

Do you have any questions before we begin?

[Pause for questions]

Okay, we are going to turn on the audio recorder now.

Introduction

1. First, let's talk about [*company name*] and your work operating RAD housing properties.

   o How big is your company?

      ▪ [*Probes: local, regional, other*]

   o Do you manage any other properties that aren't RAD developments?

   o Do you manage other subsidized/Low-Income Housing Tax Credit properties?

2. What kind of work do you do in your role as [*official work title*]?

   o How long have you been working as [*official work title*] for [*property name(s)*]?

   o What are your general work activities related to [*property name(s)*]?

3. Are there other people who work with you to manage [*property names*]? What do they do?

   o How are their roles different from yours?

Property Maintenance

4. Can you tell us about the process for residents to request repairs to their apartment?

   o How do they submit a request for maintenance/repairs?

      ▪ [*Probes: online application? conversation with property management staff? Online form? Email? Other ways?*]

   o How long does it usually take to respond to a maintenance request after it's submitted?

      ▪ Do you have any policies or guidance on how quickly requests should be addressed? *[If yes]* Can you share copies with us?

      ▪ Has the length of time to respond to maintenance requests changed since the COVID-19 pandemic began? How?

   o Are there times when you deny a maintenance request?

      ▪ What kind of request might get denied?

5. Do you have a set amount for how much you'll spend on property maintenance each year?

   o If yes:

      ▪ How much is it?
      ▪ How'd you decide on that amount?
      ▪ Has the amount for this year changed since the start of the COVID-19 crisis?
      ▪ Do you expect to spend the full amount this year?

   o If no:

      ▪ Why not?

- How do you decide on how much can be spent on maintenance?

Property Turnover

6. Have you had any challenges with leasing up the units at [*property name*] after a tenant moves out?

    o How long does it usually take to prepare an apartment for a new tenant after the last tenant moves out?

    - Has that changed since the COVID-19 pandemic began? If so, how? [*Probes: More time? Less time?*]

    - Has new cleaning or sanitation guidance related to COVID-19 affected the amount of time it takes to prepare an apartment for a new tenant?

    o What types of repairs usually need to be made?

    o How much does it usually cost to repair an apartment after a tenant moves out?

    - What's the most you can remember paying to repair an apartment?

    o What's the least you can remember paying? [*If respondent manages other properties*] Are any of the challenges different from what you see in other properties you manage? How?

7. Has the amount of time it takes to lease up units after tenants move out changed since you [*purchased this property **or** started a contract with the housing authority to manage it*]?

    o Is it taking more time? Less time?

    o What's causing the change?

    - [*Probes: amount of time to make repairs, finding new residents who are eligible to rent, length of time for new residents to complete application process, additional time for cleaning units due to COVID-19, others?*]

8. Has the cost of turning over units after tenants move out changed since you [*purchased this property **or** started a contract with the housing authority to manage it*]?

    o Is the cost higher? Lower?

    o What's causing the change in cost?

    - [*Probes: amount of time to make repairs, more repairs, updates to units with accessibility features, updates to units with more modern features, additional costs for cleaning units due to COVID-19, others?*]

9. Do you have a sense of why residents tend to move from [*property name*]?

    o Do you collect any information from residents on why they're moving?

    o [*Based on information collected or their general sense*] Why do tenants usually move?

- [*Probes: because they were evicted; because of health reasons, such as moving to assisted living or a nursing home; because the resident passed away, another reason*]

    a. How often are tenants moving because they received a voucher?

- Has this affected how quickly you can turnover units at [*RAD property name(s)*]?

    o Is it taking more time? Less time?

    o Has it affected the costs of turning over units?

        • Is the cost higher? Lower?

10. Let's talk more about tenants who receive a voucher. Do you communicate with them about the voucher at all?

    o Do you communicate with tenants about the option to receive a voucher to move from [*RAD property name(s)*]?

- What information do you share? How do you share it with them?

- Has your communication with tenants about the option changed at all in response to COVID-19 social distancing guidelines? If so, how?

    o Do you communicate with them about the status of their voucher?

- What information do you share?

11. What is the process when you find a lease violation? What options do tenants have to address? When do you move to eviction?

Resident Services and Amenities

12. Are any services or resources provided for residents of [*RAD property name(s)*]? [*Probes: services or events to connect residents to each other, recreational activities, help within finding a new home after getting a voucher, help picking a new neighborhood, services/activities to support successful aging in place (meals on wheels, activities, checking in on residents daily, job training, educational opportunity programs)*]

    o Who provides the services or resources? [*Probes: PHAs? Another organization?*]

    o How long have the services been available?

    o Have the services affected how long tenants choose to live at [*RAD property name(s)*]? Do they stay longer?

    o Have any of the services or resources available to residents of [*RAD property name(s)*] changed because of COVID-19?

- Are you able to offer more or different services? If so, what are they?

- Have you had to stop offering any services? If so, what are they?

13. [*If not addressed above*] Are there any amenities available on-site for residents of [*RAD property name(s)*]? [*Probes: community center, gym, swimming pool, playground/park, laundry rooms, computer/internet access, others?*]

    o How long have the amenities been available?

    o Have the amenities affected how long tenants choose to live at [*RAD property name(s)*]? Do they stay longer?

    o Are tenants still able to access the amenities right now? Are there any that residents cannot access because of COVID-19 social distancing guidelines?

Asset Management and Preservation of Long-Term Affordability—Owner/Operator

[*Modify the introductory script and questions as needed to reflect when this interview occurs relative to any choice-mobility interview. If this is the first interview at a specific project, the interviewer may need to add introductory questions to confirm background information.*]

This interview will cover your organization's role in asset management of *[RAD property name]* and in preserving its long-term affordability. Before we begin, we have a few questions about the management structure and oversight at [*RAD property name*].

14. Describe the management structure for [*RAD property name*]? What role do you play, and who else is on your team?

    o Do you use consultants for asset management activities? Do you use a third-party property management company?

    o Do you and your team focus on [*RAD property name*], or do you manage a portfolio of properties?

    o What skills or traits do you look for in choosing management staff or consultants?

15. Outside of you and your team, who else is involved in overseeing the management of [*RAD property name*]? [*Probes: HUD, Lenders, state housing finance agencies*]

16. Describe the PHA's role in [*RAD property name*] and how you interact with PHA staff.

Before we continue, COVID-19 has changed everyone's mindset, but this RAD study was developed prior to the pandemic. Please approach the first part of our discussion in a pre-coronavirus context—how did you do things last year? We will cover the current circumstances and potential changes to your asset management approach later in the interview. Given the circumstances, we do appreciate you taking the time for this interview.

Asset management typically involves a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some or all of these functions may be performed by the property owner/operator, or by the property management company if property management is contracted out.

Now, we would like to discuss your approach to asset management for [*RAD property name*]. We are defining asset management as a series of interrelated functions or activities designed to enhance

the financial performance of income-producing properties. Please tell us what you are able about each of eight asset management activities, even if you are not directly involved in them.

There are a few themes we are researching, so please keep these in mind during our discussion:

- If applicable, how does your approach to *[RAD property name]* differ from your or your organization's approach to asset management of other affordable or market-rate housing?

- What resources are used for each activity? These include staff and leadership, as well as financial resources and computer/data systems.

- How are these activities documented? What resources could you point to if you were training a new employee?

Do you have any questions before we begin?

Long-Range or Strategic Planning

17. What are your long-range goals or strategic plans for [*RAD property name*]? [*Probes: Maximizing value? Minimizing risks? Ensuring compliance? Improving efficiency? Preserving affordability?*]

    o Who is responsible for setting long-range goals? Who is responsible for ensuring the goals are being met? What is your role?

    o Is there a written strategic plan? Who prepares it? Who receives it? How often is it updated?

18. How is success at meeting long-range goals measured? How are long-range goals enforced or incentivized?

Acquisition and Disposition

19. What is your role in buy/sell decisions at your organization? [*Probe: changes due to the RAD program, i.e., will the organization consider future RAD opportunities?*]

20. Is there a plan for recapitalization, refinancing, or disposition of [*RAD property name*]? What is the PHA's role in these plans and decisions?

    o How flexible are these plans? How often are these plans re-evaluated?

21. How is success measured for acquisitions and dispositions? Are financial targets set? How are they enforced or incentivized?

Capital Investment

22. Who at your organization makes or approves capital investment decisions? [*Capital investment includes expenditures outside of operations and maintenance.*] Who is responsible for managing or overseeing capital projects?

23. When capital investments at [*RAD property name*] occur in the future, how will you manage them? [*Probe: any cost-benefit or return on investment analysis*]

24. Do you have a long-term plan for capital investment at the RAD properties? How often is it updated?

25. What role do other stakeholders (PHA, other investors, lenders) have in capital investment at [*RAD property name*]?

Budgeting

26. Who are the stakeholders in project budgeting? Who prepares the annual operating budget, who at the PHA approves the budget, who is responsible for adhering to the budget?

27. How often are budgets prepared, reviewed, and updated? [*Probe: do you have a special accounting software or are budgets prepared in Excel*]

28. How are budgets used to oversee or monitor [*RAD project name*]?

Property Operations

29. Who at your organization is responsible for the operational management of [*RAD property name*]? [*Probe: qualifications, responsibilities, supervisor, performance evaluation*]

30. How did you decide whether or not to contract out project management at [*RAD property name*]? How has it worked out?

31. How do property management procedures at *[RAD property name]* differ from procedures at other properties? [*Probe: are these differences due to RAD, to PHA oversight, to the ownership structure?*]

32. Do you inspect *[RAD property name]*? Do you hire someone to do it?

   o How often are the inspections?

   o Who else receives the inspection reports?

   o How do you use the inspection results?

   o Could you share a copy of the most recent inspection reports with us?

Market Research

33. Can you describe the type of market research that is conducted for [*RAD property name*]? [*Probe: market rents, lease terms, absorption rates, planned construction, etc.*]

   o Who is responsible for preparing this market research?

   o Who receives this market research?

   o How often is it performed?

   o How is it used?

Financial Reporting and Analysis

34. Can you describe what financial statements are prepared for [*RAD property name*]? [*Probes: balance sheet, income and expenses, reserves for replacement*]

   o Who is responsible for preparing these financial statements? What is your role?

o Who receives these financial statements? What do these parties do with the information? [*Probes: PHA board, PHA leadership, HUD, lenders, investors, housing finance agencies?*]

o Are these statements effective for asset management of [*RAD property name*]? Could they be made more effective? If so, how?

35. Who is responsible for analyzing the financial condition of [*RAD property name*]? What is your role?

o Can you describe the types of financial analyses that are done? [*Probes: financial plan, prop formas, analysis of liquidity, aging receivables, debt service coverage, operating expenses and trends in expenses, tax analysis*]

o Where does the information for these analyses come from?

o Who receives the financial analyses? What do they use them for?

o Is there a standard process for the financial analyses? How often are the analyses performed?

o Could you share a copy of the most recent financial analyses with us?

Long-Term Preservation

36. Prior to the current pandemic, did you see any threats to keeping the housing at [*RAD property name*] affordable over time? [*If yes*] Can you tell me about them? [*Probes: cost of maintaining building infrastructure, taxes, labor costs, local population growth, job market growth*]

o How do you or your team try to preserve the housing at [RAD property name(s)]? [*Probe: anything focused on preserving the physical infrastructure?*]

o Are there any guides or other resources that you use to help with that work?

▪ What are they? Who produces the materials?

COVID-19

37. While no one was completely prepared for the disruptions caused by COVID-19, how prepared was your organization? [*Probes: risk assessment, emergency planning, communication, operating reserves*]

o How did you respond to COVID-19 at *[RAD property name]*? Were there differences between the response at *[RAD property name]* and at your organization's other properties? If so, what was different? [*Probe: differences in available financial resources*]

o Can you identify one thing that really helped your organization in responding to COVID-19? One thing that you wish you had but didn't?

38. Describe how the pandemic was handled by the property managers at [*RAD property name*]. [*Probes: communication with tenants, changes in cleaning or security services, changes in leasing activity*]

39. Have you considered the possible financial impact of expected COVID-19-related disruptions, such as lower tenant rent payments or increased demand for housing maintenance and other services, on [*RAD property name*] cash flow projections, financial viability, or strategic plans? [*Probe for differences in RAD and non-RAD properties*]

    o How often are you updating cash flow projections and planning for future activities?

40. While we are still in the midst of the pandemic, how do you think COVID-19 will change your asset management approach and activities?

Asset Management and Preservation of Long-Term Affordability—Property Manager

[*Modify the introductory script and questions as needed to reflect when this interview occurs relative to any choice-mobility interview. If this is the first interview at a specific project, the interviewer may need to add introductory questions to confirm background information.*]

During this interview, we'd like to learn a bit about how you manage [*RAD property name*]. In particular, we are interested in activities designed to enhance the financial performance of the property and preserve its long-term affordability.

This interview will cover your organization's role in asset management of [*RAD property name*] and in preserving its long-term affordability. Before we begin, we have a few questions about the management structure and oversight at [*RAD property name*].

41. Describe the property management structure for [*RAD property name*]? What role do you play, and who else is on your team?

    o What activities do you contract out (e.g., cleaning)? How do you select third party companies or consultants? What role does the property owner have in these decisions?

    o How many other properties does your company manage? Are you involved in managing multiple properties, or do you focus on [*RAD property name*]?

    o To whom do you report?

    o How is your performance evaluated?

42. What, to your knowledge, is the management and oversight structure of [*RAD property name*]?

    o [*Probes: PHA, HUD, Lenders, state housing finance agencies*]

Before we continue, COVID-19 has changed everyone's mindset, but this RAD study was developed prior to the pandemic. Please approach the first part of our discussion in a pre-coronavirus context—how did you do things last year? We will cover the current circumstances and potential changes to your management approach later in the interview. Given the circumstances, we do appreciate you taking the time for this interview.

This study focuses on asset management, which we have defined as longer-term management compared to day-to-day property management. Typically, asset management involves a series of

interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some or all these functions may be performed by the property owner/operator, or by the property managers.

Please tell us what, if anything, you are able about each of eight asset management activities, even if you are not directly involved in them.

There are a few themes we are researching, so please keep these in mind during our discussion:

- If applicable, how does your approach to [*RAD property name*] differ from your or your organization's approach to property management of other affordable or market-rate housing?

- What resources are used for each activity? These include staff and leadership, as well as financial resources and computer/data systems.

- How are these activities documented? What resources could you point to if you were training a new employee?

Do you have any questions before we begin?

Long-Range or Strategic Planning

43. Are you aware of the long-range goals or strategic plans for [*RAD property name*]? [*If yes, probes: Maximizing value? Minimizing risks? Ensuring compliance? Improving efficiency? Preserving affordability?*]

   o What is your role in setting long-range goals and in making sure they are met?

   o Is there a written strategic plan? Who prepares it? Who receives it? How often is it updated?

44. How is success at meeting long-range goals measured? How are long-range goals enforced or incentivized?

Capital Investment

45. Do you know whether you will be involved in capital investment decisions at [*RAD property name*]? [*Probe: what will your role be?*]

46. Are you aware of a long-term plan for capital investment at the RAD properties? How often is it updated?

Budgeting

47. Who are the stakeholders in project budgeting? Who prepares the annual operating budget, who approves the budget, who is responsible for adhering to the budget?

48. How often are budgets prepared, reviewed, and updated? [*Probe: do you have a special accounting software or are budgets prepared in Excel*]

49. How are budgets used to oversee or monitor [*RAD project name*]?

Financial Reporting and Analysis

50. Can you describe the [*RAD property name*] financial statements that you are aware of? [*Probes: balance sheet, income and expenses, reserves for replacement*]

    o   Who is responsible for preparing these financial statements? What is your role, if any?

    o   Are these statements effective for asset management of [*RAD property name*]? Could they be made more effective? If so, how?

51. Who is responsible for analyzing the financial condition of [*RAD property name*]? What is your role?

    o   Can you describe the types of financial analyses that are done? [*Probes: financial plan, prop formas, analysis of liquidity, aging receivables, debt service coverage, operating expenses and trends in expenses, tax analysis*]

    o   Where does the information for these analyses come from?

Long Term Preservation

52. Prior to the current pandemic, did you see any threats to keeping the housing at [*RAD property name*] affordable over time? [*If yes*] Can you tell me about them? [*Probes: cost of maintaining building infrastructure, taxes, labor costs, local population growth, job market growth*]

    o   How do you or your team try to preserve the housing at [*RAD property name(s)*]? [*Probe: anything focused on preserving the physical infrastructure?*]

    o   Are there any guides or other resources that you use to help with that work?

       ▪   What are they? Who produces the materials?

COVID-19

53. While no one was completely prepared for the disruptions caused by COVID-19, how prepared was your organization? [*Probes: risk assessment, emergency planning, communication, operating reserves*]

    o   How did you respond to COVID-19 at [*RAD property name*]? Were there differences between the response at [*RAD property name*] and at your organization's other properties? If so, what was different? [*Probe: differences in available financial resources, differences in ownership structures*]

    o   Can you identify one thing that really helped your organization in responding to COVID-19? One thing that you wish you had but didn't?

54. Describe how the pandemic was handled by the property owners/operators of [*RAD property name*].

55. Have you considered the possible financial impact of expected COVID-19-related disruptions, such as lower tenant rent payments or increased demand for housing

maintenance and other services, on *[RAD property name]* cash flow projections, financial viability, or strategic plans? [*Probe for differences in RAD and non-RAD properties*]

- o How often are you updating cash flow projections and planning for future activities?

56. While we are still in the midst of the pandemic, how do you think COVID-19 will change your property management approach and activities?

Closing

57. [*For owner/operator interviews*] What has worked well with the asset management efforts for [*RAD property name*]?

58. [*For owner/operator interviews*] What would you improve about asset management efforts for [*RAD property name*]?

59. [*For property manager interviews*] What has worked well with the property management efforts for [*RAD property name*]?

60. [*For property manager interviews*] What would you improve about property management efforts for [*RAD property name*]?

61. Would you recommend that others interested in owning multi-family housing properties participate in the HUD RAD program?

- o Why or why not?

62. Is there anything else you want to share about [*company name*]'s successes with operating a RAD development that we haven't already discussed?

- o Any challenges we haven't discussed?

63. Thank you for taking the time to speak with us today. Is there anything else you'd like to share about your experience operating *[property name]*?

HUD Rental Assistance Demonstration Choice Mobility
Site Visit Data Collection
Resident Interview Guide

Interview Lead: My name is *[name]*, and this is my colleague, *[name]*. We work for the Urban Institute, a nonprofit, neutral research organization in Washington, DC. Thank you for talking to us today. We are here to talk to you today to learn more about your experience living at [RAD property name] and using a voucher. Findings from this research will be used to develop recommendations to HUD and public housing agencies on operating housing assistance programs. This interview will focus on your experience(s) living at [RAD property name] and [*for those who moved with Choice Mobility*] finding housing with your voucher. It may also inform future research efforts focused on public housing. The research is funded by the US Department of Housing and Urban Development (HUD).

We take your privacy very seriously, and we promise to keep all the information you provide to us throughout this session confidential. We are going to talk to many different people, and when all the discussions have been held, the Urban Institute will summarize the information without revealing any identities of participants. No one at the Urban Institute will share your identity or link it to anything that you say during the discussion. The original notes and recordings will be confidential. Choosing to participate or not will not change any services you or your family may be receiving. Before we start, we also want to make sure you know that:

1. Everyone who works on this study has signed a Pledge of Confidentiality requiring them not to tell anyone outside the research staff anything you tell us during an interview. Your responses will be kept confidential with the only exception: the researcher may be required by law to report a suspicion of harm to yourself or to others.

2. Your participation is voluntary. You do not have to answer questions that you do not want to, and you can choose to leave the room or not to be in the study at any time. Your participation will have no effect on your housing assistance or any other public assistance.

3. You will receive a payment of $40 to thank you for your time, regardless of whether you choose to participate or not. We will request an email address or a mailing address to send you an electronic gift card or cashier's check by mail.

4. You can participate in this interview using video, but if you are uncomfortable with using video at any time, you can end the interview or you can turn the video off and just speak to me by phone.

The interview will last up to **60 minutes.** We value the information you will share with us today and want to make sure we capture all of it. My colleague, *[name]*, will be taking notes today to make sure we capture everything you say accurately. Anything that *[he/she]* writes down will be confidential – meaning that if they quote something that you say when they are reporting back, your name will never appear along with your statement. We'd also like to record the session today to back up the notes.

You can contact Sue Popkin, Principal Investigator, directly if you have any questions: 202-261-5751.

We also mailed a flyer to you. It contains the information that I just shared with you.

Do you agree to participate?

> *[Pause for a verbal response]*

Are you comfortable with this interview being recorded?

> *[Pause for response]*

Do you have any questions before we begin?

> *[Pause for questions]*

Okay, we are going to turn on the audio recorder now.

Introduction

First, I'd like to learn a bit about where you live, you and your family.

1. How long have you been living where you live now?

    a. When did you move here?

    b. Does anyone else live with you? Please share just their first names.

2. Can you tell us a bit about yourself and the people living with you? *[Probe: For each household member provided in response to 1b, interviewer mentions name and/or relationship when asking the following]*

    a. How old is [*household member*]?

    b. How long has [*household member*] been living here with you?

RAD Housing Experience

Now, we'd like to talk about your experience living here at [*property name*].

3. What led you to move to [*property name*]?

    o Were you considering any other properties in the area at the time that you applied to live at [*property name*]?

        ▪ [*If yes*] Why didn't you choose to move to any of the others?

4. Tell me a little about what it's like to live at [*property name*]?

    o What do you like most about your apartment at [*property name*]? About [*property name*] overall?

        ▪ [*Probes: physical appearance of the unit/building, building amenities, property management, accessibility features, activities for residents*]

        ▪ How does it compare to other properties in [*city name*]?

    o Is there anything you would like to change about your apartment at [*property name*]? About [*property name*] overall?

        ▪ [*Probes: physical appearance of the unit/building, building amenities, property management, other residents, accessibility features, activities for residents*]

5. Do you receive any services at [*property name*]? [*Probes: services or events to connect with other residents, recreational activities, help within finding a new home after getting a voucher, help picking a new neighborhood, services/activities to support successful aging in place (meals on wheels, activities, checking in on residents daily)*]

    o Who provides the services or resources? Are they in the apartment community or somewhere else?

    o Are the services available to all residents?

        ▪ [*If not, probe for who receives what*]

o Are you still able to access services, since the COVID-19 pandemic began?

6. Now I want to ask you about the property management at *[property name]*?

o How is the maintenance? Do you have any problems getting repairs?

o Have there been any changes to property management since you moved here?

▪ What were the changes? Did the changes affect you in any way?

o What about the property manager? Are they responsive to your concerns? Do you ever have any challenges with them?

▪ Have you seen any changes in their responsiveness since the COVID-19 pandemic began?

Choice Mobility Voucher Awareness

7. Are you aware of the option to request a voucher after living at [*property name*] for [*1 years or 2 years*]?

a. [*If yes*] How did you hear about the option?

▪ [*Probes: from the property manager, another resident, flyers, a document in the mail, internet search, housing authority coordinator, a case manager (if case manager, from what organization?)*]

▪ About how long had you been living at [*property name*] before you learned about the voucher?

8. Have you requested a voucher?

o [*If no*]:

▪ Why haven't you requested a housing choice voucher?

o Does it have anything to do with the COVID-19 situation?

o [*If yes*]:

▪ When did you request the voucher?

▪ Why did you decide to request it?

9. [*If respondent DID NOT request a voucher*] Do you know what steps you would have to take to request a voucher?

o Do you know of anyone who did request a voucher?

o How long does it take?

o What steps does someone need to take?

o Do you know of any challenges people who do request vouchers have experienced with the process? Can you tell me more about them?

o Do you know of anyone who was put on a waiting list? About how long were they on the waiting list?

o Do you know if they got any updates on their voucher status? Where did they get the updates?

- [*Probes: from the property manager, a document in the mail, checking online, case manager (if case manager, from what organization?), a phone call (if a phone call, to or from whom?)*]

10. [*If respondent requested a voucher*] Tell me about the voucher request process.

o How long did it take to request a voucher?

o Did you already know the process for requesting a voucher? What steps did you need to take?

o Did you experience any challenges with the process? Can you tell me more about them?

o Were you put on a waiting list? About how long were you on the waiting list?

o Have you gotten any updates on your voucher status? Where did you get the updates?

- [*Probes: from the property manager, a document in the mail, checking online, case manager (if case manager, from what organization?), a phone call (if a phone call, to or from whom?)*]

11. [*If respondent requested a voucher and isn't on the waitlist*] Have you received the voucher?

o [*If yes*]:

- Have you tried to use it yet? Tell me about that experience.

  o Did you apply to lease a new place?

  - When did you apply?

  - Were you approved?

    o [*If no*] Why not?

    o [*If yes*] Are you moving? When?

- Have you been offered any services or resources to help with moving from [*property name*]?

  o [*If yes*] Can you tell me about those?

  o Have you still been able to access those services or resources since the COVID-19 crisis began?

     o [*If no*]:

         ▪ About how long has it been since you submitted your voucher request?

         ▪ When do you expect to receive the voucher?

RAD Housing Maintenance

Let's discuss your relationship with the staff where you live.

12. How well does the property manager maintain the apartment?

13. Are they responsive when something needs to be repaired?

     o How long does it usually take for the property manager to take care of a repair?

     o Have you seen any changes in their responsiveness since the COVID-19 pandemic began?

14. Have you ever had any problems with your property manager? Have you ever had any problems with other onsite staff?

     o [*Probes: entering unit without warning, not doing repairs, harassment, others*]

15. Is there anything that you would change about your relationship with the property manager? What about your relationship with other onsite staff, including maintenance?

Closing

16. Overall, how would you say your experience at [*RAD property name*] has affected you and your family?

17. Would you recommend that other residents live at [*RAD property name*]? Why, or why not?

18. [*For Choice Mobility respondents*] Would you recommend that other residents at [*RAD property name*] request a voucher? Why, or why not?

19. Thank you for taking the time to speak with us today. Is there anything else you'd like to share about your experience at [*RAD property name*] or [*for Choice Mobility respondents*] your experience since you moved?

E.4. Asset Management

Asset Management and Preservation of Long-Term Affordability

[*Modify the introductory script and questions as needed to reflect when this interview occurs relative to the choice-mobility interview. If this is the first interview at a specific PHA, the interviewer may need to add introductory questions to confirm background information.*]

This interview will cover your role and your PHA's role in asset management of your RAD properties and in preserving their long-term affordability. Before we begin, we have a few questions about your PHA's relationship to these RAD properties [*if not done previously, list properties and confirm list is correct*] and your specific knowledge of these RAD properties. Your answers will help guide this interview.

[*The interviewee may be an employee with knowledge of multiple properties (e.g., the Director of Asset Management) or an employee that works with only one property. Tailor questions to the interviewee, do not probe too hard on questions the interviewee may not know how to answer, and evaluate whether there is a need to interview another PHA staff member.*]

1. For each of [*public housing authority's name*] RAD projects:

   o Did [*public housing authority's name*] retain ownership of the development? If not, who owns the development now?

      ▪ [*Probe for PHA's role, multiple owners, use of affiliates or subsidiaries, PBV or PBRA—describe the ownership structure(s) for the PHA's RAD properties*]

      ▪ [*For LIHTC properties*] What is the relationship between the PHA and the LIHTC equity investor?

   o Does the [*public housing authority name*] manage the property, or is it managed by a different organization?

      ▪ [*If a private company:*] Which company? Do they manage any of the PHA's non-RAD properties [*public housing, PBV, PBRA*]?

[*Request contact information for any third party (active) owners/general partners and for property managers.*]

2. Describe your specific role in the RAD properties. Who do you report to? Are you involved at the Board level?

Before we continue, COVID-19 has changed everyone's mindset, but this RAD study was developed prior to the pandemic. Please approach the first part of our discussion in a pre-coronavirus context—how did you do things last year? We will cover the current circumstances and potential changes to your PHA's asset management approach later in the interview. Given the circumstances, we do appreciate you taking the time for this interview.

Asset management typically involves a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some or all these functions

may be performed by the PHA, the property owner/operator, if the owner is separate from the PHA, or the property management company, if property management is contracted out.

Now, we would like to discuss your and your PHA's approach to asset management for your RAD projects. We are defining asset management as a series of interrelated functions or activities designed to enhance the financial performance of income-producing properties. Some of these functions will be performed by you or by the PHA, while others will be performed by property managers. Please tell us what you are able about each of eight asset management activities, even if you are not directly involved in them.

There are a few themes we are researching, so please keep these in mind during our discussion:

- How does your approach to asset management of RAD properties differ from your PHA's management of other properties, including public housing and PBV or PBRA properties?

- For a specific property, how did asset management change before and after the RAD conversion?

- What resources are used for each activity? These include PHA staff, leadership, as well as financial resources and computer/data systems.

- How are these activities documented by the PHA? What resources could you point to if you were training a new employee?

- [*Only for PHAs with both PBV and PBRA conversions, and interviewees with knowledge of both types of conversions*] How do these activities differ between PBV and PBRA conversions?

Do you have any questions before we begin?

Long-Range or Strategic Planning

3. What are the PHA's long-range or strategic goals for [*property name(s)*]? [*Probes: Maximizing value? Minimizing risks? Ensuring compliance? Improving efficiency? Preserving affordability?*]

    o Who is responsible for setting long-range goals? Who is responsible for ensuring the goals are being met?

    o Is there a written strategic plan? Who prepares it? Who receives it? How often is it updated?

4. How is success at meeting long-range goals measured? How are long-range goals enforced or incentivized?

Acquisition and Disposition

5. Are the RAD properties and RAD asset managers ever involved in acquisition or disposition discussions at the PHA? Do you provide advice on whether to buy or sell non-RAD properties? Are you consulted on future RAD conversions?

6. Is there a plan for recapitalization, refinancing, or disposition of the RAD properties? [*For properties with a third party owner or LIHTC investor*] What is the PHA's role in these plans and decisions?

    o How flexible are these plans? How often are these plans re-evaluated?

Capital Investment

7. Who at the PHA makes or approves capital investment decisions? [*Capital investment includes expenditures outside of operations and maintenance.*] Who is responsible for managing or overseeing capital projects?

8. When capital investments at the RAD properties occur in the future, how will you manage them? How do you expect the process for RAD properties to differ from public housing? [*Probe: any cost-benefit or return on investment analysis*]

9. Do you have a long-term plan for capital investment at the RAD properties? How often is it updated?

10. [*For LIHTC properties*] What role would you expect the LIHTC equity investor to play in capital investment?

Budgeting

11. Who are the stakeholders in project budgeting? Who prepares the annual operating budget, who at the PHA approves the budget, who is responsible for adhering to the budget?

12. How often are budgets prepared, reviewed, and updated? [*Probe: do you have a special accounting software or are budgets prepared in Excel*]

13. How did the budgeting process change after RAD conversion?

14. How are budgets used to oversee or monitor RAD projects? [*Probe: compared to public housing, PBV, or PBRA*]

Property Operations

15. Who at the PHA is responsible for the operational management of [*RAD property name(s)*]—who is keeping an eye on the RAD properties? [*Probe: qualifications, responsibilities, supervisor, performance evaluation*]

16. How did the PHA decide whether or not to contract out project management after the RAD conversion? How has it worked out?

17. Have property management procedures changed since the property was converted using RAD? How?

Market Research

18. Can you describe the type of market research that is conducted at the RAD project and at the PHA in general? [*Probe: market rents, lease terms, absorption rates, planned construction, etc.*]

    o Who is responsible for preparing this market research?

o Who receives this market research?

o How often is it performed?

o How is it used?

Financial Reporting and Analysis

19. Can you describe what financial statements are prepared for [*RAD property name(s)*]? [*Probes: balance sheet, income and expenses, reserves for replacement*]

    o Who is responsible for preparing these financial statements?

    o Who receives these financial statements? What do these parties do with the information? [*Probes: PHA board, PHA leadership, HUD, lenders, investors, housing finance agencies?*]

    o Are these statements useful for the asset management of the RAD properties? Do they differ for PBV versus PBRA conversions? Could they be made more effective? If so, how?

20. Who at the PHA is responsible for analyzing the financial condition of *[RAD property name(s)]*?

    o Can you describe the types of financial analyses that are done? [*Probes: financial plan, pro formas, analysis of liquidity, aging receivables, debt service coverage, operating expenses and trends in expenses, tax analysis*]

    o Where does the information for these analyses come from?

    o Who receives the financial analyses? What do they use them for?

    o Is there a standard process for the financial analyses? How often are the analyses performed?

    o Could you share a copy of the most recent financial analyses with us?

Long Term Preservation

21. Prior to the current pandemic, did you see any threats to keeping the housing at [*RAD property name(s)*] affordable over time? [*If yes*] Can you tell me about them? [*Probes: cost of maintaining building infrastructure, taxes, labor costs, local population growth, job market growth*]

    o How do you or your team try to preserve the housing at [*RAD property name(s)*]?

    o Are there any guides or other resources that you or they use to help with that work?

        ▪ What are they? Who produces the materials?

        ▪ Do you use any guides or other resources from HUD?

COVID-19

38. While no one was completely prepared for the disruptions caused by COVID-19, how prepared was your PHA? [*Probe risk assessment, emergency planning, communication, operating reserves*]

   o How did you respond to COVID-19 at the RAD properties? Were there differences between the response at RAD and at non-RAD properties? If so, what was different? [*Probe differences in available financial resources*]

   o Can you identify one thing that really helped your PHA in responding to COVID-19? One thing that you wish you had but didn't?

22. Describe how the pandemic was handled by the property managers of RAD properties. [*Probes: communication with tenants, changes in cleaning or security services, changes in leasing activity*]

23. Have you considered the possible financial impact of expected COVID-19 related disruptions, such as lower tenant rent payments or increased demand for housing maintenance and other services, on property cash flow projections, financial viability, or strategic plans? [*Probe for differences in RAD and non-RAD properties*]

   o How often are you updating cash flow projections and planning for future activities?

24. While we are still in the midst of the pandemic, how do you think COVID-19 will change your asset management approach and activities? [*Probe any differences based on property type—RAD, public housing, PBV, PBRA, etc.*]

   o Do you anticipate making long-term changes in property type or unit mix (e.g., more or less senior housing, less dense housing), future RAD conversions, redevelopment plans, services offered?

Closing

25. Thank you for taking the time to speak with us today. Is there anything else you'd like to share about your experience with [*interview topics: Choice Mobility, long-term preservation, asset management, etc.*]?

E.5. Resident Association

HUD Rental Assistance Demonstration Choice Mobility
Site Visit Data Collection
Resident Association Member Interview Guide

Interview Lead: My name is *[name]*, and this is my colleague, *[name]*. We work for the Urban Institute, a nonprofit, neutral research organization in Washington, DC. Thank you for talking to us today. We are here to talk to you today to learn more about your experience living at [RAD property name] and being a part of the resident association. Findings from this research will be used to develop recommendations to HUD and public housing agencies on operating housing assistance programs. It may also inform future research efforts focused on public housing. The research is funded by the US Department of Housing and Urban Development (HUD).

We take your privacy very seriously, and we promise to keep all the information you provide to us throughout this session confidential. We are going to talk to many different people, and when all the discussions have been held, the Urban Institute will summarize the information without revealing any identities of participants. No one at the Urban Institute will share your identity or link it to anything that you say during the discussion. The original notes and recordings will be confidential. Choosing to participate or not will not change any services you or your family may be receiving. Before we start, we also want to make sure you know that:

1. Everyone who works on this study has signed a Pledge of Confidentiality requiring them not to tell anyone outside the research staff anything you tell us during an interview. Your responses will be kept confidential with the only exception: the researcher may be required by law to report a suspicion of harm to yourself or to others.

2. Your participation is voluntary. You do not have to answer questions that you do not want to, and you can choose to leave the room or not to be in the study at any time. Your participation will have no effect on your housing assistance or any other public assistance.

3. You will receive a payment of $40 to thank you for your time, regardless of whether you choose to participate or not. We will request an email address or a mailing address to send you an electronic gift card or cashier's check by mail.

4. You can participate in this interview using video, but if you are uncomfortable with using video at any time, you can end the interview or you can turn the video off and just speak to me by phone.

The interview will last up to **60 minutes.** We value the information you will share with us today and want to make sure we capture all of it. My colleague, *[name]*, will be taking notes today to make sure we capture everything you say accurately. Anything that *[he/she]* writes down will be confidential – meaning that if they quote something that you say when they are reporting back, your name will never appear along with your statement. We'd also like to record the session today to back up the notes.

You can contact Sue Popkin, Principal Investigator, directly if you have any questions: 202-261-5751.

We also mailed a flyer to you. It contains the information that I just shared with you.

Do you agree to participate?

>*[Pause for a verbal response]*

Are you comfortable with this interview being recorded?

>*[Pause for a verbal response]*

Do you have any questions before we begin?

>*[Pause for questions]*

Okay, we are going to turn on the audio recorder now.

Introduction

First, I'd like to learn a bit about your experience living at [*property name*] and serving on the resident council.

5. Do you live at [*property name*]?

Actually IMS/PIC, not TRACS, will be replaced by HIP. Prefer to not add footnote as the report date predates the change and the change hasn't occurred yet.

o When did you move there?

6. Tell me a little about what you do on the resident council.

o How long have you been a part of the resident council?

o What led you to join? How has the experience been?

7. How often does the resident council usually meet?

o Who usually joins those meetings? Just council members? Property managers? PHA staff? Others?

o Do you have separate meetings where all tenants are invited?

o Do a lot of tenants usually come to those meetings?

o Have you still been able to have meetings since the COVID-19 pandemic began? Have you had to switch to virtual meetings or make other changes?

8. Was the resident council involved in the planning for the RAD conversion? [*Probe: did members attend planning meetings, did members have input in conversion activities*]

E.5.1. Residents' RAD Housing Experiences

Now, we'd like to talk more about your experience on the resident council here at *[property name]* and ways you might have worked with property managers and residents.

9. Can you tell us about the ways you interact with the housing authority and property management in your role on the resident council?

o Let's start with the housing authority. Do you talk with them about issues residents of [*property name*] are having with their housing?

▪ [*If yes*] What kinds of issues usually come up? [*Probes: issues with property maintenance, issues with rent payments, rent increases, utility increases; issues with getting vouchers, issues about moving from the property, others?*]

▪ Have your interactions with the housing authority changed since the COVID-19 pandemic began? Are they more often? Less often?

o Do you talk to the property managers about issues residents of [*property name*] are having with their housing?

- [*If yes*] What kinds of issues usually come up? [*Probes: issues with property maintenance; rent payments, rent increases, utility increases; getting vouchers, moving from the property, others?*]

- Have your interactions with the property managers changed since the COVID-19 pandemic began? Are they more often? Less often?

10. Overall, how is the property management at [*property name*]?

    o How is the maintenance? Have you heard of residents having any problems getting repairs?

    - When issues do come up, does the [*housing authority/property manager*] address them?

    o Generally, is the property manager responsive to residents' concerns? Have you heard of any challenges with them?

    - Have you seen any changes in their responsiveness since the COVID-19 pandemic began?

    - When issues come up with the property manager, does the housing authority address them?

11. What do residents tend to like most about [property name]? [*Probes: physical appearance of the unit/building, building amenities, property management, accessibility features, activities for residents*]

    o Do you share any of this information with the [*housing authority/property manager*]? Do you know what they do with it?

12. What do they tend to like least about [*property name*]? [*Probes: physical appearance of the unit/building, building amenities, property management, other residents, accessibility features, activities for residents*]

    o Do you share any of this information with the [*housing authority/property manager*]? Do you know what they do with it? Do they make any changes based on the information that you share?

13. [*If yes*] Have there been any times where the [*housing authority/property manager*] did not listen to feedback you shared from residents?

    o How did the resident association deal with that situation?

    o Did anything change after that?

E.5.2. Choice Mobility Option Administration
Choice Mobility Communication and Outreach

14. Have you heard about the option for residents of [*property name*] to request a voucher after living there for [*1 years or 2 years*]?

- o [*If yes*] How did you hear about the option? [*Probes: from the housing authority, a housing counselor, the property manager, another resident, flyers, a document in the mail, internet search, housing authority coordinator, a case manager (if case manager, from what organization?*]

15. Do you or other members of the council inform residents about the option to request a voucher?

   - o [*If yes*] How do you inform them? [*Probes: sharing packets or meeting with residents when they first move into the property, inviting property managers or PHA staff to attend resident association meetings, holding forums, distributing flyers on doors or in mailboxes*]

     - ▪ Have you changed any of this in response to COVID-19 social distancing guidelines? If so, how?

   - o Did the property manager ask you to do that?

   - o Did someone from the housing authority ask you to do that?

16. Does the housing authority tailor any of the materials or flyers that describe the option to request a voucher?

   - o Do they translate them into multiple languages?

   - o Do they use photos representing diverse groups of people?

   - o Do they use larger fonts? Distribute in different ways—like on paper and electronically?

   - o Have they tailored materials in any other ways?

   - o Did the resident association have anything to do with tailoring the materials? Did you provide feedback on materials?

17. Do you know when residents tend to learn about the vouchers? [*Probes: when they move into their apartment, after they've lived at the property for 1–2 years, some other times?*]

Voucher Requests and Eligibility

18. Do you know of any residents who have requested a voucher to move from [*property name*]?

   - o [*If yes*] Why do residents tend to request a voucher?

   - o Have you heard of any trouble they had with the voucher request process?

     - ▪ What kinds of issues have they run into?

     - ▪ Did the resident council help address the issues in any way? How?

19. Do you know about any eligibility requirements that residents have to meet to request a voucher?

- o How did you find out about the eligibility requirements?

- o Do you inform any residents about the eligibility requirements? How?

Housing Search and Lease Ups With Choice Mobility

20. Do you know of any residents who have moved from [*property name*] with a voucher?

- o Did they have any trouble moving after they got their voucher?

    - What kinds of issues did they run into?

    - Did the resident council help address the issues in any way? How?

    - Do you know anyone who has moved in the last few months? If so, did they have any trouble moving?

- o Did they receive any services from the housing authority or property management at [*property name*]? [*Probes: services or events to connect residents to each other, recreational activities, help within finding a new home after getting a voucher, help picking a new neighborhood, services/activities to support successful aging in place (meals on wheels, activities, checking in on residents daily, job training, educational opportunity programs)*]

    - Did you know if they received any help searching for a place? Did it seem to help?

    - Have you heard of any residents having challenges with services? What are they?

        - o Are residents still able to access services, since the COVID-19 pandemic began?

        - o Does the resident council share feedback with the housing authority? With property managers?

21. Do you know of any residents who received a voucher but haven't used it?

- o [*If yes*] What are some of the reasons you think they weren't able to use the voucher? [*Probe: issues related to COVID-19, such as fear of moving due to concerns of getting sick*]

- o [*If yes*] Does the local housing market affect whether residents can use their voucher? How? [*Probe: market is tight, no units are available, rents are too high*]

    - Have you seen any changes in the local housing market since the COVID-19 pandemic began? Is it easier to find housing? More difficult to find housing?

- o [*If yes*] Are there any ways the [*public housing authority name*] might affect residents' ability to use their voucher?

Closing

22. Is there anything else you want to share about your experience on the resident council?

    o   Anything that works well that we haven't discussed?

    o   Any challenges we haven't discussed?

23. Thank you for taking the time to speak with us today. Is there anything else you'd like to share about [*property name*] or residents' experiences there?

Appendix F: References

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