Resident Assessment Subsystem Overview

Resident Assessment Subsystem (RASS) What is RASS?

- The RASS survey is a PHA management tool that:
  - Assesses resident level of satisfaction
  - Opens lines of communication
  - Identifies PHA strengths and areas that may require improvement
  - Encourages resident participation

The RASS Indicator Score consists of three scored components:

1. Implementation Plan Certification (two points)
   - PHA certifies dates that it has marketed the survey to residents
2. Survey Results (up to five points)
   - Resident question scores are calculated to obtain the PHA score
3. Follow-up Plan Certification (three points)
   - PHA certifies dates that it will correct deficiencies identified on the Resident Survey

A PHA can earn a possible 10 points maximum for RASS

Survey Sample Page

OMB NO.: 2507-0001 EXPIRATION DATE: 06-30-02

CUSTOMER SERVICE AND SATISFACTION SURVEY

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

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions. Darken the circle completely, with a blue/black ballpoint pen.

Correct mark: ●

Do not write your name on the survey. The answers you give will remain private. HUD will ensure that your identity remains confidential.

Overall Satisfaction

1. How satisfied are you with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Your unit/home?	○	○	○	○	○
Your development/building?	○	○	○	○	○
Your neighborhood?	○	○	○	○	○

Maintenance and Repair

2. Over the last year, how many time have you called for maintenance or repairs?

Have Never Called	1 to 3 Times	4 to 6 Times	More Than 6 Times	Does Not Apply
○	○	○	○	○

3. If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:

Have Never Called	Less Than 1 Week	1 to 4 Weeks	More Than 4 Weeks	Problem Never Corrected
○	○	○	○	○

4. If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was usually completed in:

Have Never Called	Less Than 6 Hours	6 to 24 Hours	More Than 24 Hours	Problem Never Corrected
○	○	○	○	○

5. Based on your experience, how satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
How easy it was to request repairs?	○	○	○	○	○
How well the repairs were done?	○	○	○	○	○
How well you were treated by the person you contacted for repairs?	○	○	○	○	○
How well you were treated by the person doing the repairs?	○	○	○	○	○

PLEASE DO NOT WRITE IN THIS AREA

SERIAL # ■○○○○○○○○○○○○○○○○○○○○■■■■■■

RASS Survey Sections

The RASS survey provides important resident feedback in five scored areas. They determine resident satisfaction with:

1. Maintenance & Repair
   - Emergency and Non-emergency repairs, response time and courtesy of staff
2. Communication
   - Information provided by management, response to questions, etc.
3. Safety
   - Resident security issues that the residents have voiced through the survey
4. Services
   - PHA services and RATE of response to electrical, appliance or plumbing problems
5. Housing Property Appearance
   - PHA general upkeep of property and common areas

RASS Sample Questions

Example of a Maintenance & Repair Survey Question:

If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:

Have Never Called	Less than 1 week	1 to 4 weeks	More than 4 weeks	Problem Never Corrected
○	○	○	○	○

Example of a Safety Survey Question:

How safe do you feel**:**

	Very Safe	**Safe**	**Unsafe**	**Very Unsafe**	**Does Not Apply**
In your unit/home?	○	○	○	○	○
In your building?	○	○	○	○	○
In your parking area?	○	○	○	○	○

RASS Success Factors

In order to be successful, PHAs must:

- Maintain a high level of commitment to resident/customer service & satisfaction
- Complete all “on-line” RASS updates & certifications during the *specified timeframes*
  - Language/Unit Address Updates
  - Implementation Plan
  - Follow-Up Plan
- Take an active role in preparing their residents for the survey utilizing the Media Packet tools provided by HUD
  - Posters
  - Newsletter article/information
  - Guidelines for Resident Meetings
  - Flyers
- Take measures of corrective action and implement changes that respond to their residents’ feedback

RASS Timeline

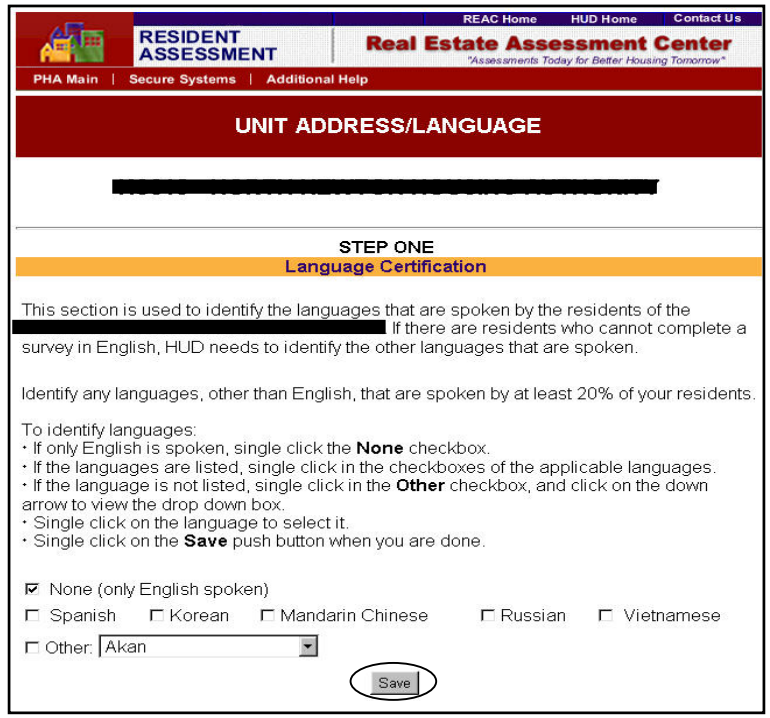
- The RASS Business Calendar provides important PHA dates and deadlines based on Fiscal Year End (FYE) and is available at:
  http://www.hud.gov/offices/reac/products/rass/business_calendar.cfm
- Copies of all RASS PHA correspondence can also be retrieved from the **Document Library** on the RASS website at: http://www.hud.gov/offices/reac/products/prodrass.cfm
- The FYE cycle dates are provided below as an example. All timeframes are approximate and **subject to change**.

Step #	Survey Process	Timeframe based on FYE
1.	Initial survey notification letter e-mailed	Approx. 3 months before FYE
2.	PHA updates and certifies unit addresses via the Internet	Begins approx. 3 months before FYE and ends approx. 2 months before FYE
3.	Media packet mailed	Approx. 2-2 ½ months before FYE
4.	PHA promotes survey using Media Plan Guidelines	Begins approx. 2 months before FYE and ends approx. 1 month before FYE
5.	PHA documents and certifies Implementation Plan activities via the Internet	Begins approx. 2 months before FYE and ends approx. 1 month before FYE
6.	PHA residents surveyed	Begins approx. 1 month before FYE and ends approx. 1 month after FYE
7.	PHA survey results available in RASS	Approx. 2 months after FYE
8.	PHA certifies Follow-up Plan	Begins approx. 2 months after FYE and ends approx. 2 ½ months after FYE

Process Overview – Language Update

- **What is language update?**
  - PHAs must indicate when 20% or more residents speak a language other than English and update their language requirements in the RASS system (presently can only accommodate Spanish)
  - After updating language requirements, remember to **SAVE** information.

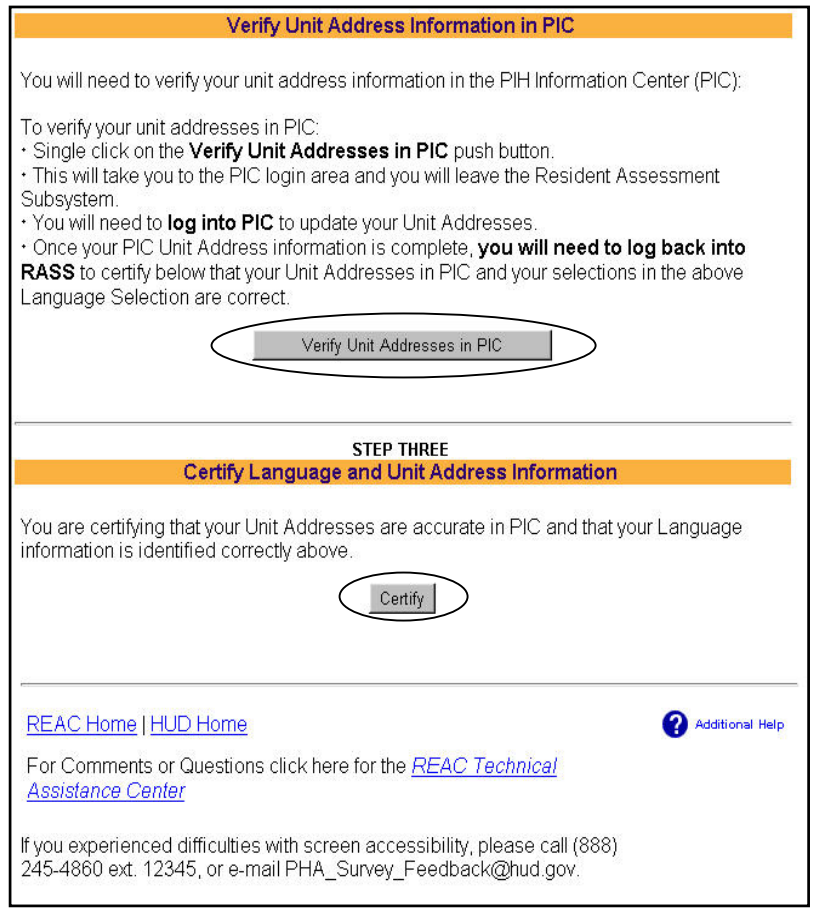
- **Why is updating language information via the RASS online system important?**
  - Language barriers may:
    - Restrict some residents from participating in the Customer Satisfaction Survey
    - Reduce/inhibit resident opportunity to participate, thus decreasing response rates



Process Overview – Address Update and Certification

- **What is unit address update and verification?**
  - PHAs are required to update their unit address information via PIC and, once approved by the Field Office, certify their addresses online via the RASS system.
    - Use step-by-step instructions for address updates and certification in EZ-RASS Notes
    - Print the certification **confirmation page** to file and maintain for their records.

- **Why is updating addresses via PIC so important?**
  - Failure to update and certify unit address information has a significant impact on the resident's opportunity to participate
  - May result in Insufficient Survey Returns and a zero (0)score for the survey component



Verify Unit Address Information in PIC

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

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

Verify Unit Addresses in PIC

STEP THREE

Certify Language and Unit Address Information

You are certifying that your Unit Addresses are accurate in PIC and that your Language information is identified correctly above.

Certify

REAC Home | HUD Home

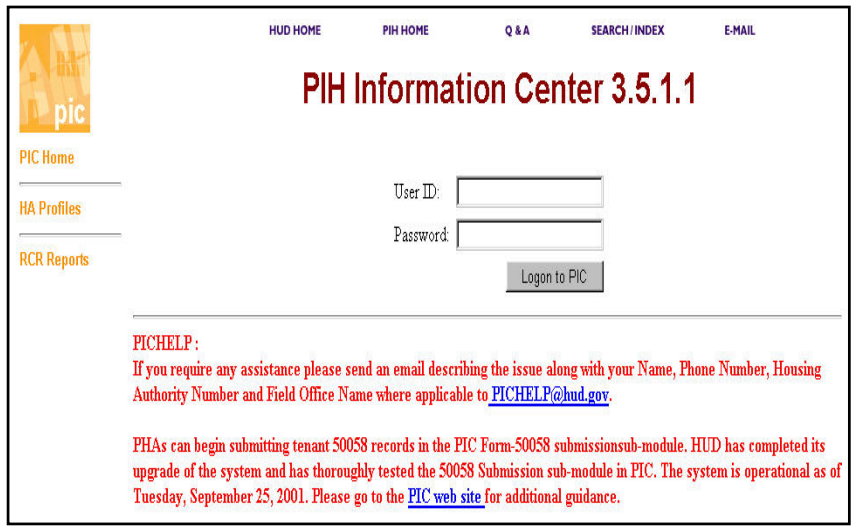
Additional Help

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

If you experienced difficulties with screen accessibility, please call (888) 245-4860 ext. 12345, or e-mail PHA_Survey_Feedback@hud.gov.

Process Overview – Address Update and Verification

- **Helpful Hints** :
  - Update addresses in PIC on a *regular* basis
  - Review updated information **before** certifying address information
  - RASS, Field Office, Technical Assistance Center (TAC), & PIC coaching staff are available for assistance
    - REAC TAC: 1-888-245-4860 Call so that PHA concerns/issues can be documented
  - Verify Unit Address Information in PIC: http://www.hud.gov/offices/pih/systems/pic/training/essentialspha.pdf



Process Overview – Implementation Plan Certification

- **What is the Implementation Plan?**

  The PHA's plan to encourage residents to complete the RASS survey using the marketing materials (Media Packet) provided by RASS.

- **What is it worth?**

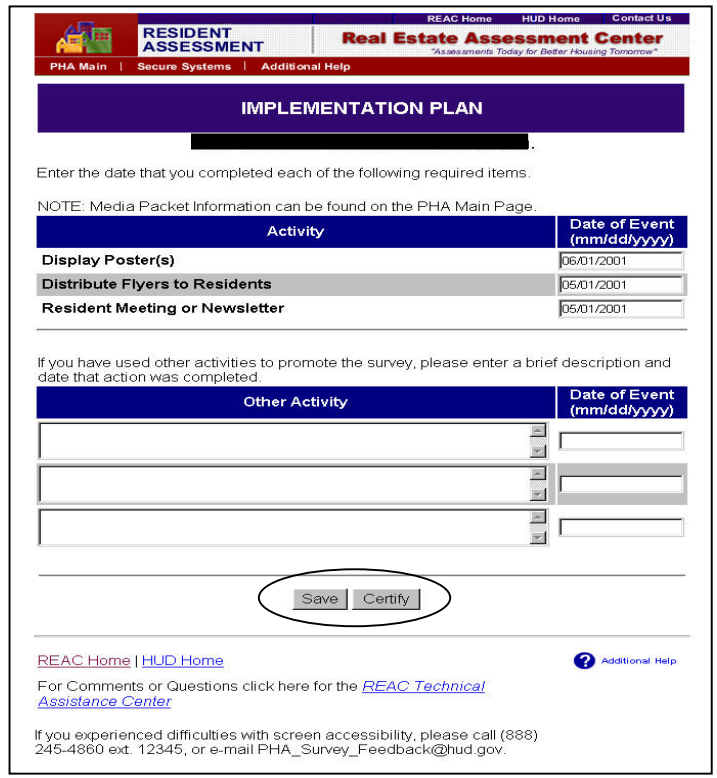
  Certification of the Implementation Plan (on-line) is worth two (2) points

- **Why is this step important?**
  - By effectively marketing the survey to residents, PHAs:
    - Help to increase response rates
    - Raise resident awareness of RASS survey and survey process
    - Help to obtain a sufficient number of surveys to receive a statistically valid score

- **How can the Field Office help?**
  - Field Offices **CAN** check Undeliverable Mail reports on-line to assess the number of inaccurate addresses in the survey sample that a PHA has in PIC.

Process Overview – Implementation Plan Certification

- **Helpful Hints:**
  - Media Packet is a guide on **HOW** to market the resident survey
  - Utilize the Media Packet resources provided at: http://www.hud.gov/offices/reac/pdf/media_packet_guidelines_for_phas.pdf
  - Implementation Activity Dates must occur within the Implementation Plan **certification window** (current timeframe)
  - Save and certify Implementation Plan
  - Print the certification **confirmation page** to file and maintain for their records.



Process Overview – Follow-up Plan Certification

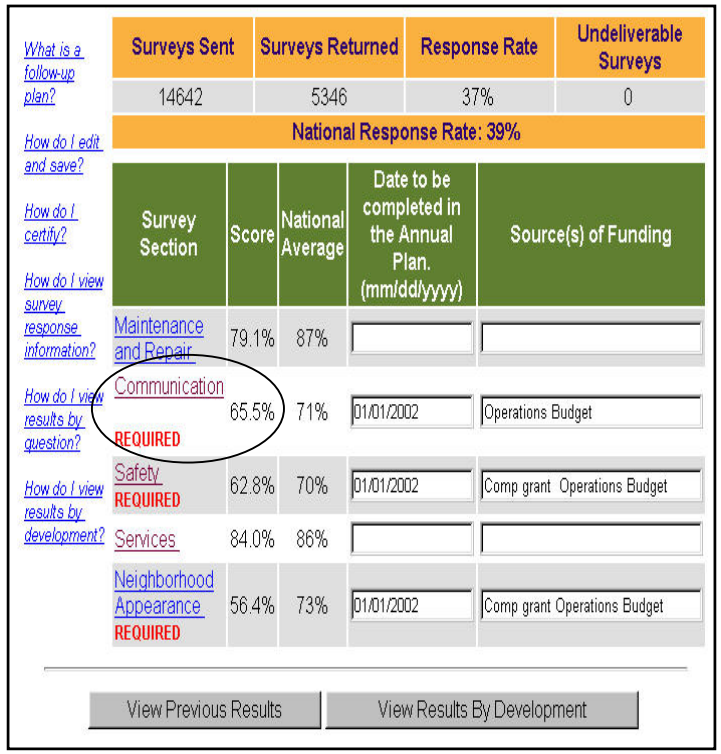
What is the Follow-up Plan?

- A Certified Follow-up Plan (on-line) is required for each survey section where the section score is below 75%.
- A Certified Follow-up Plan = 3 points
- PHAs scoring above 75% in all survey sections do not need to complete the Follow-up Plan (three points are automatically given)

Why is the Follow-up Plan important?

By developing and executing an effective Follow-up Plan(s), PHAs:

- Address resident concerns
- Gain credibility with residents
- Increase the likelihood that scores will improve during the next assessment period
- Determine in which areas their resources should be allocated



What is a follow-up plan?
How do I edit and save?
How do I certify?
How do I view survey response information?
How do I view results by question?
How do I view results by development?

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
14642	5346	37%	0

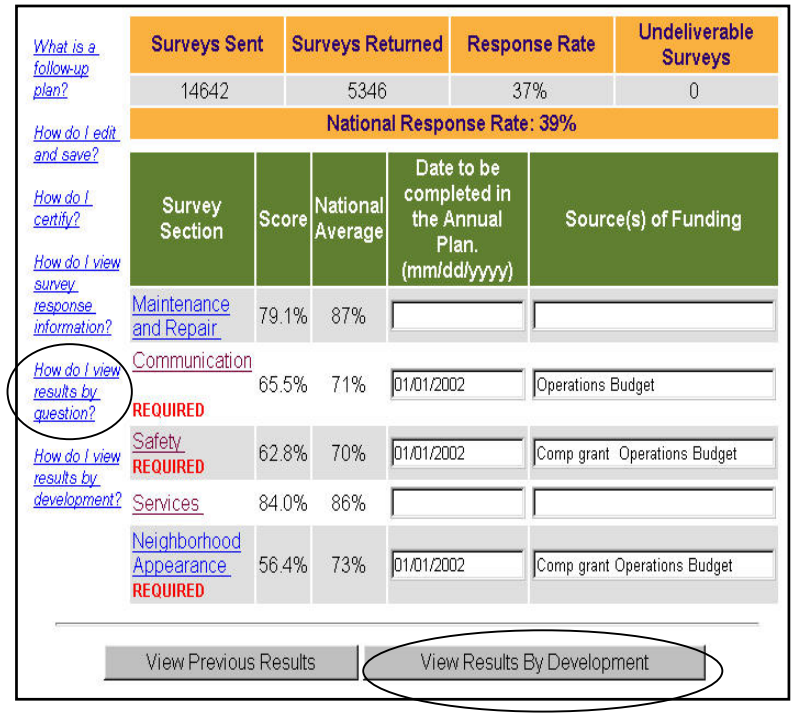
National Response Rate: 39%

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair	79.1%	87%		
Communication REQUIRED	65.5%	71%	01/01/2002	Operations Budget
Safety REQUIRED	62.8%	70%	01/01/2002	Comp grant Operations Budget
Services	84.0%	86%		
Neighborhood Appearance REQUIRED	56.4%	73%	01/01/2002	Comp grant Operations Budget

View Previous Results | View Results By Development

Process Overview – Follow-up Plan Certification

- **Helpful Hints**:
  - Review the RASS Survey Score to determine if a Follow-up Plan is required
  - If a Follow-up Plan is required, research responses from residents at the **question and development** level.
  - Post RASS score where residents can see it **(Required)**
  - Use step-by-step instructions for Follow-up Plan certification in EZ-RASS Notes
  - Print the certification **confirmation page** to file and maintain for their records.



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How can a PHA improve its RASS score – Key Activities

- Address resident concerns identified in the survey by taking actions which will improve overall survey scores in subsequent years.

- Monitor RASS Customer Service & Satisfaction Survey Business Calendar
  - Update addresses in PIC ***prior*** to RASS address certification due dates
  - Submit RASS updates & certifications during timeframes specified on the Business Calendar

Additional Resources

1. **RASS website contains periodic updates and reminders:**
   - http://www.hud.gov/offices/reac/products/prodrass.cfm
2. **RASS Business Calendar contains the "Customer Service & Satisfaction Survey Business Calendar for PHA Survey Cycles":**
   - http://www.hud.gov/offices/reac/products/rass/business_calendar.cfm
3. **RASS PHA User Manual includes step-by-step instructions regarding each of the key areas in RASS:**
   - http://www.hud.gov/offices/reac/products/rass/rass_user_manual.cfm
4. **Resident Assessment Subsystem (RASS) in Secure Systems includes key PHA Reports:**
   - http://hudapps.hud.gov/wass/mainmenu/mainmenu_page.jsp

   Accessed via Log-in page:
   http://hudapps.hud.gov/wass/login/login_page.jsp

RASS Contacts

Technical Assistance Center (TAC) 1 (888) 245-4860
(7:00 am to 8:00 p.m., Eastern Standard Time)

Delton Nichols, RASS Program Manager, (202) 475-8795

Barbara Williams, RASS Deputy Program Manager, (202) 475-8824