



FSS Annual Report Survey

The purpose of this survey is to collect feedback on your Family Self-Sufficiency program. The information collected on this survey will help us to understand how PHAs and PBRA properties across the country are implementing FSS. We hope that this will allow us to highlight best practices, identify areas for improvement, and overall, to describe what FSS looks like across different programs.

Please complete this survey in one sitting, as you will not be able to return to your progress later.

In order to complete the FSS Annual Report, you will need:

- Knowledge of the needs of your participants and services offered by your partners**
- Understanding of your organization's FSS Action Plan and other FSS policies**
- General information about your organization's NOFO application**

We thank you for your participation in this survey!

~The FSS Team

Each Housing Agency (PHA/owner) must implement the FSS Program in compliance with 24 CFR 984 and 24 CFR 877.

Public reporting burden for this collection of information is estimated to average 1.0 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this collection of information is mandatory by law (Section 23 (c) & (g) of the U.S. Housing Act of 1937, as added by Section 554 of the Cranston-Gonzalez National Affordable Housing Act (PL 101-625) and Section 306 of the Economic Growth, Regulatory Relief, and Consumer Protection Act (P.L. 115-174) for participation in the FSS program.

The information collected on this form is considered sensitive and is protected by the Privacy Act. The Privacy Act requires that these records be maintained with appropriate administrative, technical, and physical safeguards to ensure their security and confidentiality. In addition, these records should be

protected against any anticipated threats to their security or integrity which could result in substantial harm, embarrassment, inconvenience, or unfairness to any individual on whom the information is maintained.

HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information

About Your Site

1. Please select the option that best describes your organization. *

Select your answer



2. Please select your Multifamily number.

See this link to look up your contract number: https://hudgis-hud.opendata.arcgis.com/datasets/f4721da932a94b218bdb5a861fd7429e_13/explore?location=34.553726%2C-85.064818%2C5.01 *

Select your answer



3. Multifamily Owner Name *

4. PHA Name *

5. Please choose your state. *

Select your answer



6. Alabama: Please choose your PHA Code.

See list of Alabama PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_AL.pdf *

Select your answer



7. Alaska: Please choose your PHA Code.

See list of Alaska PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_AK.pdf *

Select your answer



8. Arizona: Please choose your PHA Code.

See list of Arizona PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_AZ.pdf *

Select your answer



9. Arkansas: Please choose your PHA Code.

See list of Arkansas PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_AR.pdf *

Select your answer



10. California: Please choose your PHA Code.

See list of California PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_CA.pdf *

Select your answer



11. Colorado: Please choose your PHA Code.

See list of Colorado PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_CO.pdf *

Select your answer



12. Connecticut: Please choose your PHA Code.

See list of Connecticut PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_CT.pdf *

Select your answer



13. Delaware: Please choose your PHA Code.

See list of Delaware PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_DE.pdf *

Select your answer



14. District of Columbia: Please choose your PHA Code.

See list of District of Columbia PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_DC.pdf *

Select your answer



15. Florida: Please choose your PHA Code.

See list of Florida PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_FL.pdf *

Select your answer



16. Georgia: Please choose your PHA Code.

See list of Georgia PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_GA.pdf *

Select your answer



17. Hawaii: Please choose your PHA Code.

See list of Hawaii PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_HI.pdf *

Select your answer



18. Idaho: Please choose your PHA Code.

See list of Idaho PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_ID.pdf *

Select your answer



19. Illinois: Please choose your PHA Code.

See list of Illinois PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_IL.pdf *

Select your answer



20. Indiana: Please choose your PHA Code.

See list of Indiana PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_IN.pdf *

Select your answer



21. Iowa: Please choose your PHA Code.

See list of Iowa PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_IA.pdf *

Select your answer



22. Kansas: Please choose your PHA Code.

See list of Kansas PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_KS.pdf *

Select your answer



23. Kentucky: Please choose your PHA Code.

See list of Kentucky PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_KY.pdf *

Select your answer



24. Louisiana: Please choose your PHA Code.

See list of Louisiana PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_LA.pdf *

Select your answer



25. Maine: Please choose your PHA Code.

See list of Maine PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_ME.pdf *

Select your answer



26. Maryland: Please choose your PHA Code.

See list of Maryland PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MD.pdf *

Select your answer



27. Massachusetts: Please choose your PHA Code.

See list of Massachusetts PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MA.pdf *

Select your answer



28. Michigan: Please choose your PHA Code.

See list of Michigan PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MI.pdf *

Select your answer



29. Minnesota: Please choose your PHA Code.

See list of Minnesota PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MN.pdf *

Select your answer



30. Mississippi: Please choose your PHA Code.

See list of Mississippi PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MS.pdf *

Select your answer



31. Missouri: Please choose your PHA Code.

See list of Missouri PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MO.pdf *

Select your answer



32. Montana: Please choose your PHA Code.

See list of Montana PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_MT.pdf *

Select your answer



33. Nebraska: Please choose your PHA Code.

See list of Nebraska PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NE.pdf *

Select your answer



34. Nevada: Please choose your PHA Code.

See list of Nevada PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NV.pdf *

Select your answer



35. New Hampshire: Please choose your PHA Code.

See list of New Hampshire PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NH.pdf *

Select your answer



36. New Jersey: Please choose your PHA Code.

See list of New Jersey PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NJ.pdf *

Select your answer



37. New Mexico: Please choose your PHA Code.

See list of New Mexico PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NM.pdf *

Select your answer



38. New York: Please choose your PHA Code.

See list of New York PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NY.pdf *

Select your answer



39. North Carolina: Please choose your PHA Code.

See list of North Carolina PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NC.pdf *

Select your answer



40. North Dakota: Please choose your PHA Code.

See list of North Dakota PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_ND.pdf *

Select your answer



41. Ohio: Please choose your PHA Code.

See list of Ohio PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_OH.pdf *

Select your answer



42. Oklahoma: Please choose your PHA Code.

See list of Oklahoma PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_OK.pdf *

Select your answer



43. Oregon: Please choose your PHA Code.

See list of Oregon PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_OR.pdf *

Select your answer



44. Pennsylvania: Please choose your PHA Code.

See list of Pennsylvania PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_PA.pdf *

Select your answer



45. Puerto Rico: Please choose your PHA Code.

See list of Puerto Rico PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_PR.pdf *

Select your answer



46. Virginia: Please choose your PHA Code.

See list of Virginia PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_VA.pdf *

Select your answer



47. Washington: Please choose your PHA Code.

See list of Washington PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_WA.pdf *

Select your answer



48. West Virginia: Please choose your PHA Code.

See list of West Virginia PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_WV.pdf *

Select your answer



49. Rhode Island: Please choose your PHA Code.

See list of Rhode Island PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_RI.pdf *

Select your answer



50. South Dakota: Please choose your PHA Code.

See list of South Dakota PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_SD.pdf *

Select your answer



51. South Carolina: Please choose your PHA Code.

See list of South Carolina PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_SC.pdf *

Select your answer



52. Wisconsin: Please choose your PHA Code.

See list of Wisconsin PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_WI.pdf *

Select your answer



53. Tennessee: Please choose your PHA Code.

See list of Tennessee PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_TN.pdf *

Select your answer



54. Utah: Please choose your PHA Code.

See list of Utah PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_UT.pdf *

Select your answer



55. Virgin Islands: Please choose your PHA Code.

See list of Virgin Islands PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_VI.pdf *

Select your answer



56. Wyoming: Please choose your PHA Code.

See list of Wyoming PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_WY.pdf *

Select your answer



57. Vermont: Please choose your PHA Code.

See list of Vermont PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_VT.pdf *

Select your answer



About Your Site

58. Texas: Please choose your PHA Code.

See list of Texas PHAs to look up your PHA

Code: https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_TX.pdf *

Select your answer



About Your Site

59. **Name of Primary Point of Contact for FSS ***

60. **Phone Number of Primary Point of Contact for FSS ***

Please enter a phone number in the format XXX-XXX-XXXX.

61. **Email of Primary Point of Contact for FSS ***

Please enter an email address in the format xxxxx@xxxxx.xxx

Agency Questions

62. **Which of the following services does your agency coordinate for FSS participants?**

Check all that apply.

*

- Child care** - child care (on an as-needed or ongoing basis) of a type that provides sufficient hours of operation and serves an appropriate range of ages
- Transportation** - transportation necessary to enable a participating FSS family member to receive available services, or to commute to their places of employment
- Education** - remedial education; education for completion of high school or attainment of a high school equivalency certificate; education in pursuit of a post-secondary degree or certification
- Employment Supports** - job training, preparation, and counseling; job development and placement; and followup assistance after job placement and completion of the CoP
- Personal welfare** - substance/alcohol abuse treatment and counseling, and health, dental, mental health and health insurance services
- Household management** - training in household management
- Homeownership and housing counseling** - homeownership education and assistance and housing counseling
- Financial Empowerment** - training in financial literacy, such as financial coaching, training in financial management, asset building, and money management, including engaging in mainstream banking, reviewing and improving credit scores, etc.
- Other

63. **What are your participants' most needed services?**

*Please rank in order of importance. **

Child care - child care (on an as-needed or ongoing basis) of a type that provides sufficient hours of operation and serves an appropriate range of ages

Transportation - transportation necessary to enable a participating FSS family member to receive available services, or to commute to their places of employment

Education - remedial education; education for completion of high school or attainment of a high school equivalency certificate; education in pursuit of a post-secondary degree or certification

Employment Supports - job training, preparation, and counseling; job development and placement; and followup assistance after job placement and completion of the CoP

Personal welfare - substance/alcohol abuse treatment and counseling, and health, dental, mental health and health insurance services

Household management - training in household management

Homeownership and housing counseling - homeownership education and assistance and housing counseling

Financial Empowerment - training in financial literacy, such as financial coaching, training in financial management, asset building, and money management, including engaging in mainstream banking, reviewing and improving credit scores, etc.

Other services (please describe below)

64. **Please describe any other needed services that are not listed above, if applicable.**

65. **Does your FSS Action Plan policy allow for interim escrow withdrawals? ***

Yes

No

66. **What are your top uses of Escrow while a family is still in the program (i.e. interim withdrawals)?**

Please rank in order of importance.

*

Transportation – car purchase, car repair, drivers license test/fees, fees associated with the restoration of a license, funds for transportation to training, interviews, and/or employment etc.

Credit Repair/Debt Reduction

Personal Educational Expenses - including tuition, books, fees, etc. for FSS participant

Child Educational Expenses - including tuition, books, fees, etc. for child

Employment Start-Up Costs - including uniforms, tools, shoes, business attire, etc

Start-up Entrepreneurial Business Expenses

Other use (please describe below)

67. **Please describe any other uses of interim escrow withdrawals that are not listed above, if applicable.**

68. **While it is not required, allowing interim escrow withdrawals is a best practice. For more information, see page 100 of the FSS Guidebook, linked below:**

<https://files.hudexchange.info/resources/documents/FSS-Program-Guidebook.pdf>

69. **Do you allow for CoP extensions with good cause? ***

Yes

No

70. **While it is not required, allowing CoP extensions is a best practice. For more information, see page 34 of the FSS Guidebook, linked below:**

<https://files.hudexchange.info/resources/documents/FSS-Program-Guidebook.pdf>

71. **Do you track participants' uses of escrow after graduation? ***

Yes

No

72. **What are your top uses of Escrow after FSS graduation?**

Please rank in order of importance.

*

Homeownership

Move-in/moving costs - e.g. first/last month's rent, security deposit, movers etc. for affordable or market rate rental (not with a voucher)

Transportation - e.g. car purchase, car repair, drivers license test/fees, fees associated with the restoration of a license, funds for transportation to training, interviews, and/or employment etc

Credit Repair/Debt Reduction

Personal Educational Expenses - including tuition, books, fees, etc. for FSS participant

Child Educational Expenses - including tuition, books, fees, etc. for child

Employment Start-Up Costs - including uniforms, tools, shoes, business attire, etc.

Start-up Entrepreneurial Business Expenses

Keep in savings

Other use (please describe below)

73. **Please list any other uses of escrow after FSS graduation that are not listed above.**

74. **It is not required that you track participants' use of escrow after graduation, but it is a good practice. We recommend tracking this data when possible. For more information on tracking escrow usage and other program outcomes, see page 129 of the FSS Guidebook, linked below:**

<https://files.hudexchange.info/resources/documents/FSS-Program-Guidebook.pdf>

75. **Which of the following uses of forfeited escrow do your FSS Action Plan policies allow? Select as many options as apply. ***

- Providing assistance in reaching CoP goals, for example, by assisting them with the cost of transportation, childcare, training, education, or otherwise helping them achieve the goals in their CoP
- Evenly distributing escrow among FSS families in good standing on a regular basis
- Training for FSS Coordinators
- Matching non-escrow savings for FSS participants in a savings program
- Other

76. **If you would like more information on uses of forfeited escrow, see page 136 of the FSS Guidebook, linked below:**

<https://files.hudexchange.info/resources/documents/FSS-Program-Guidebook.pdf>

77. **Are you/Is your organization trained in Trauma-Informed Care? ***

- Yes
- No

78. **We think that Trauma-Informed Care is a best practice. If you want to learn more about it, you can take a look at some of the resources we've already put together:**

- Program Design - Trauma-Informed Care & ACES - This training was given to Jobs Plus grantees, but is applicable to all supportive services programs. (March 2023): <https://www.youtube.com/watch?v=P26GbhFHvh4>
 - Slides: <https://www.hud.gov/sites/dfiles/PIH/documents/Trauma-Informed%20Care%20%26%20ACES%202023-1.pdf>
- Self-Sufficiency Best Practices for Program Design & Collaboration - What skills do your staff need to have? What should you consider in your workflow? Relational Organizing as the key for Recruitment & Retention. What are some innovative ways to engage and connect residents? (March 2023): <https://www.youtube.com/watch?v=4zEzgR3Ody0>

79. **Is your organization a HUD-Approved Housing Counseling Agency?**

*Note: very few will answer "yes" to this question. **

Yes

No

80. **Does your FSS program include participants with a FUP-youth and/or FYI voucher?**

*Note: This does not apply to PBRA/Multifamily Owners - please check "No". **

Yes

No

81. **Do you use the Fostering Stable Housing Opportunities authority for FUP/FYI voucher holders also enrolled in FSS to extend their voucher eligibility?**

For more information,

see: <https://www.federalregister.gov/documents/2022/01/24/2022-01285/implementation-of-the-fostering-stable-housing-opportunities-amendments> *

Yes

No

82. **You stated that you do not use the Fostering Stable Housing Opportunities authority for FUP/FYI voucher holders also enrolled in FSS to extend their voucher eligibility. Why not? ***

83. **The FY22 NOFO allowed for training to be part of the calculation of fringe benefits. Did your organization include a training allowance/stipend in your Coordinator(s) fringe benefits in 2023? ***

Yes

No, we didn't know about training stipend

No, we didn't ask for enough money to include a stipend

No, we decided not to include a training stipend

Other

84. **How much training allowance/stipend did your organization allow? ***

This question is required for all respondents.

85. **What training did your Coordinator(s) receive using the training stipend? ***

86. **Does your organization use a triage system to determine the regularity of meetings that the Coordinator should have with the participant? ***

Yes

No

87. **If you are interested in implementing a triage system, you can find additional guidance on this topic on page 37 of the FSS Guidebook, linked below:**

<https://files.hudexchange.info/resources/documents/FSS-Program-Guidebook.pdf>

88. How often do most participants meet with their FSS Coordinator/Case Manager/Coach?

*Please choose one response. **

- Weekly
- Monthly
- Quarterly
- Every 6 months
- Once per year
- Less often than once per year

89. Who prepares the NOFO for your organization? *

- Grant writer
- Program coordinator
- Finance or grants office
- Executive Director
- Other

90. **Which of the following HUD resources does your program utilize?
Choose all that apply. ***

- FSS Guidebook
- FSS Listserv
- Monthly Office Hours
- FSS Trainings
- FSS Resources Website Page
- Other

91. **Are there additional resources you would like for the FSS Team to provide? ***

92. **What are your top 3 recommendations for legislative or administrative action that would improve the FSS program and ensure the effectiveness of the program? ***

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