

National Community Development Association 1998 Member Survey

In our efforts to ensure that NCDA is providing the most valuable service for its members, we have produced a member satisfaction survey. The results from this survey will initially be made available in January during the Winter Meeting, then disseminated to the entire membership.

Please take a few moments to complete and return this survey via mail to 522 21st Street NW, Suite 120, Washington, DC 20006 or fax (202) 887-5546 to NCDA by December 15, 1998. You can also E-mail it to Carla Sauls : carla@ncdaonline.org.

1. Please identify the other associations/organizations, besides NCDA, to which your agency belongs.

- ___ NCSHA
 - ___ NAHRO
 - ___ COSCDA
 - ___ USCM
 - ___ NACO
 - ___ NLC
 - ___ NACCED
- Other : _____

2. Which national associations have you or your agency staff served in as an officer, boardmember, or committee chairperson ?

- 1. _____ Position _____
- 2. _____ Position _____
- 3. _____ Position _____

3. To better understand the priorities of the NCDA membership and help the Board of Directors set the course for the upcoming year, please rank your agency's priority of the following NCDA activities (5 being most important and 1 being the least important):

<u>Activity</u>	<u>Priority</u>				
Legislative Advocacy	1	2	3	4	5
Regulatory Advocacy	1	2	3	4	5
Conferences	1	2	3	4	5
Communication	1	2	3	4	5
Washington Report	1	2	3	4	5
Homeworks	1	2	3	4	5
Website	1	2	3	4	5
Collaboration with other associations	1	2	3	4	5

4. Which of the following programs does your agency administer ?

- | | |
|--|--|
| <input type="checkbox"/> CDBG | <input type="checkbox"/> Section 811(disabled housing) |
| <input type="checkbox"/> HOME | <input type="checkbox"/> HOPE VI |
| <input type="checkbox"/> ESG | <input type="checkbox"/> Brownfields |
| <input type="checkbox"/> Lead Based Paint | <input type="checkbox"/> LIHTC |
| <input type="checkbox"/> Shelter Plus Care | <input type="checkbox"/> EZ/EC |
| <input type="checkbox"/> MRBS | <input type="checkbox"/> Supportive Housing Program |
| <input type="checkbox"/> Section 202(elderly housing) | <input type="checkbox"/> Other (please list)_____ |
| <input type="checkbox"/> Section 8 SROS _____ | |
| <input type="checkbox"/> Section 8 Tenant Based Assistance | |
| <input type="checkbox"/> Local Housing Trust Fund | |

5. Please prioritize the following activities for the CDBG program. (Rank by amount of funds dedicated to each activity, 5=highest priority)

- | | |
|---|--|
| <input type="checkbox"/> New construction | <input type="checkbox"/> Social Services |
| <input type="checkbox"/> Rehabilitation | <input type="checkbox"/> Meals on Wheels |
| <input type="checkbox"/> Lease/Purchase | <input type="checkbox"/> Job Training |
| <input type="checkbox"/> Rental | <input type="checkbox"/> Day Care |
| <input type="checkbox"/> Single Family | <input type="checkbox"/> Senior Services |
| <input type="checkbox"/> Multi Family | <input type="checkbox"/> Infrastructure Improvements |
| <input type="checkbox"/> Economic Development | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Home Buyer | _____ |
| <input type="checkbox"/> Mixed Use | |
| <input type="checkbox"/> Mixed Income | |
| <input type="checkbox"/> Housing Counseling | |

5a. Please prioritize the following activities for the HOME program. (Rank by amount of funds dedicated to each activity 5=highest priority)

- Tenant-based Rental Assistance
- Home Buyer Assistance
- Rental Housing Assistance
- Homeowner Rehabilitation

6. Does your agency participate in _____ multi-jurisdictional funding or _____ consortia activities ?

7. How many full-time employees make up your staff ? _____

NCDA Issues

1. NCDA is involved in many issues, however not every issue is of direct interest to every agency. Please indicate next to the issue listed below the level of importance to your agency. (5 being most important 1 being the least important)

- _____ CDBG
- _____ IDIS
- _____ Mortgage Revenue Bonds
- _____ HOME
- _____ Section 8 certificates and vouchers
- _____ Section 8 Portfolio Restructuring (market-to-market)
- _____ Public Housing
- _____ Homeless Assistance Programs
- _____ HUD's consolidated plan
- _____ Economic Development
- _____ Lead Based Paint
- _____ LIHTC
- _____ Welfare Reform
- _____ Other important issues (write in): _____

2. Which of the following entities do you partner with ?

- _____ Fannie Mae
- _____ Freddie Mac
- _____ Federal Home Loan Banks
- _____ Enterprise, LISC
- _____ State Housing Finance Agencies
- _____ State Community Development Agencies
- _____ Public Housing Authorities
- _____ Local Human Service Agencies
- _____ State Human Service Agencies
- _____ Private Financial Institutions
- _____ EPA
- _____ Other _____

Services

1. NCDA offers many services to its members. Please indicate next to each service its relative value to your agency:

VV=Very Valuable V=Valuable N=Neutral NV=Not very Valuable

- ___ Advocacy in Congress
- ___ Advocacy before federal agencies
- ___ Conferences
- ___ Technical workshops (NAHTI)
- ___ Training
- ___ Web Site technology
- ___ Working on common issues with other national organizations
- ___ Working to expand regional participation

2. What topics would you like to see addressed at NCDA's conferences in the future? _____

3. What training topics would you like to see NCDA develop and offer its members in the future? _____

4. Does your community participate in our national meetings ?

- ___ Winter Meeting
- ___ Annual Conference
- ___ Executive Symposium

5. Does your state or region have an active Community Development Association ? _____

6. What other services should NCDA be providing ? _____

7. What services do you think should be eliminated? _____

8. What topics would you like to see NCDA address in future guidebooks? _____

Publications provided by NCDA

1. Please tell us about NCDA's Publications.

VV=Very Valuable V=Valuable N=Neutral NV=Not very Valuable

- ___ Washington Report
- ___ HomeWorks
- ___ Guidebooks
 - *Public/Private Partnerships: Linking Lenders and Developers with Local Government
 - *Disaster Assistance : A Guide to Recovery Programs
- ___ Web Site; NCDAonline.org

2. Please provide suggestions for improvements to our publications.

Technical Assistance

1. On average, how often do you call on NCDA staff for technical assistance?

- ___ Never
- ___ 1-2 times a year
- ___ 3-5 times a year
- ___ More than 5 times a year

2. What are your other resources for technical assistance ?

- ___ Other technical assistance organizations (please list)_____
- ___ Other practitioners
- ___ List-serves or bulletin Board
- ___ Other _____

Technology

1. Have you purchased software for program administration ? (Please specify which, who developed them, and any unique characteristics)

2. Please describe software/programs you have developed for administration that you would be willing to share with other members :

3. Do you have access to the Internet ?_____

4. Does your organization have a web page ? _____

4a. What is your web address ? _____

5. Do you use e-mail ? _____

6. Have you accessed NCDA's web site www.ncdaonline.org ? _____

7. Have you accessed NCDA's 'members only' section on our web site ? _____

8. How can we improve our website ? _____

Other

1. Did your agency apply to any of HUD's competitive programs in FY 1998 (i.e., homeless assistance Super NOFA, EZ/EC, Lead-based paint, etc.) ? Yes _____ No _____

If yes, please list the programs which your agency applied for and the amount of funding requested.

1. _____
2. _____
3. _____

Overall

1. Please rate the quality of the services you receive from NCDA

- ___ Outstanding
- ___ Very Good
- ___ Good
- ___ Fair
- ___ Poor

Other Comments _____

THANK YOU !

Thank you for taking the time to fill this survey out. Your response is critical to a comprehensive evaluation of NCDA. Your prompt return of this survey is most appreciated. Thank You !!

Name_____

Title_____

Agency_____

Phone #_____

Fax #_____

Email_____

Website_____

Please return this survey to NCDA by 12/15/98