

CONDUCTING A CDBG INCOME SURVEY

Today's Trainer



Kathleen Weissenberger KW Consultants, LLC





Purpose of a Survey

- Determine if a CDBG National Objective can be met by a proposed project activity
- Obtain demographic information from survey area residents





Regulatory Requirements and Guidance

- Housing and Community Development Act of 1974 as amended
- 24 CFR 570.483(b)(1)
- CPD Notice 19-02
- CPD Notice 14-013





Program Service Area

True or False? The service area...

- Is always the legal boundaries of the applicant?
- Needs to coincide with census tract boundaries?
- Is based on the area where the benefitting residents live?





Survey Methodology

Two methods of survey:

- Census (100% survey of service area)
- Sampling (random sample of service area)

Which method should you use?





Sampling Surveys

Selecting the Sample:

- Define survey population (service area)
- Determine how many households need to be interviewed
- Make allowances for un-reachables and non-respondents
- Actual sample selection



Defining the Population

- Need accurate method to identify all households in the service area
- Police and Fire department address maps and municipal utility rosters are helpful
- Not everyone has a land line anymore
- Tax rolls can be misleading
- 911 rolls not typically available





Six Steps

- 1. Select the Survey Type
- 2. Develop the Questionnaire
- 3. Select the Sample
- 4. Conduct the Survey
- 5. Determine the Results
- 6. Document and Save your Results





Step One: Select Survey Type

- 1. Mail Survey
- 2. Face to Face interviews (Door to Door)
- 3. Telephone interviews
- 4. Web-based





Mailed Surveys

- Basic method for collecting data
- Survey form should be mailed with selfaddressed return envelope
- Usually has lowest response rate





Face to Face Interviews

- Interviewer visits house directly
- Survey form completed onsite
- Interviewers need training
- Follow up visits usually required
- Highest response rate





Telephone Interviews

- Questions asked via telephone
- Need to ensure proper respondent answers questions





Web-based Surveys

- Questions asked via internet
- Need to ensure proper respondent answers questions
- May be the same format as mail survey





Table A – Summary Comparison of the Three Survey Methods									
Dimension of Comparison	Mailed Questionnaire	Face-to-Face Interviews	Telephone Interviews						
Cost	Moderate	High	Low						
Data Quality: Response rate Respondent motivation Interview bias	Low Low None	High High Moderate	Moderate to High High Low						
Sample quality	Low	High	Moderate						
Interview length	Short	Very Long	Long						
Ability to probe and clarify	None	High	High						
Speed	Low	Low	High						
Interviewer supervision	None	Low	High						
Anonymity	High	Low	Low						
Ability to use computer assistance during process	None	Possible	High						
Dependence on respondent's reading and writing abilities	High	None	None						
Control of context and question order	High	High	High						

Step Two: Develop Questionnaire

- 1. Develop survey form
 - must either use the provided form or include at a minimum all content from approved form.
- 2. All respondents must be asked the same questions
- 3. Exact responses must be recorded as presented
- 4. Must be able to match house to survey





Step Three: Select the Sample

- 1. Determine the population
- 2. Determine the sample size
- 3. Select the survey group
- 4. How to replace families that cannot be surveyed
 - a) Non-responsive
 - b) Unreachable
 - i. Mail or Door to Door at least 2 attempts
 - ii. Telephone at least 3 attempts





Determine Sample Size

- Do not try to survey everyone unless the small sample size dictates it
- http://fluidsurveys.com/university/survey-sample-sizecalculator/
- https://www.calculator.net/sample-sizecalculator.html?type=1&cl=90&ci=7&pp=50&ps=2390&x=77& y=12
- https://www.qualtrics.com/blog/calculating-sample-size/

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Statistical Guidelines

Confidence Interval – no less than 90%

 Margin of Error (MOE) – the lesser of 10% of the MOE of the HUD provided census data for the equivalent geography





https://www.hudexchange.info/onecpd/assets/File/ACS_2015_lowmod_localgov_all.xlsx

2952	* : X	√ fx	'PLACE									
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1 GEOTY	STATE *	COUNTY -	COUSUE - PLACE	- CONCIT - NAME	▼ STUSAB -¥	LO -	LOWM(-	LM -	LOWMODUNI\ -	LOWMOD_PC ~	UCLOWMO! ~	UCLOWMOD_I ~
935 PLACE	06		54388	Oroville East CDP	CA	1,490	2,485	4,690	8,115	30.62%		
936 PLACE	06		54652	Oxnard city	CA	76,490	122,775	163,595	201,995	60.78%		
937 PLACE	06		54764	Pacheco CDP	CA	1,870	2,710	3,475	4,280	63.32%		
938 PLACE	06		54806	Pacifica city	CA	8,965	14,880	24,525	38,455	38.69%	14880	38.69%
939 PLACE	06		54848	Pacific Grove city	CA	1,970	3,645	6,225	15,235	23.93%		
940 PLACE	06		55044	Pajaro CDP	CA	1,590	2,545	2,940	3,150	80.79%		
941 PLACE	06		55048	Pajaro Dunes CDP	CA	75	160	170	320	50.00%		
942 PLACE	06		55058	Pala CDP	CA	350	480	565	1,000	48.00%		
943 PLACE	06		55086	Palermo CDP	CA	1,915	3,245	4,015	5,895	55.05%		
944 PLACE	06		55156	Palmdale city	CA	64,745	99,255	127,265	156,465	63.44%		
945 PLACE	06		55184	Palm Desert city	CA	9,775	19,835	28,785	50,330	39.41%		
946 PLACE	06		55254	Palm Springs city	CA	14,625	23,325	30,405	45,855	50.87%		
947 PLACE	06		55282	Palo Alto city	CA	10,930	15,885	23,950	65,950	24.09%	17605	26.69%
948 PLACE	06		55296	Palo Cedro CDP	CA	65	225	470	1,530	14.71%		
949 PLACE	06		55380	Palos Verdes Estates city	CA	1,100	2,080	3,190	13,590	15.31%		
950 PLACE	06		55422	Palo Verde CDP	CA	40	45	45	55	81.82%		
951 PLACE	06		55506	Panorama Heights CDP	CA	10	15	30	30	50.00%		
952 PLACE	06		55520	Paradise town	CA	6,385	10,660	15,710	25,810	41.30%		
53 PLACE	06		55528	Paradise CDP	CA	60	70	90	170	41.18%	4	
954 PLACE	06		55604	Paradise Park CDP	CA	110	260	370	515			
955 PLACE	06		55618	Paramount city	CA	24,510	37,465	48,670	54,715	68.47%		
956 PLACE	06		55728	Parklawn CDP	CA	340	910	1,220	1,405	64.77%		
957 PLACE	06		55751	Parksdale CDP	CA	1,525	2,095	2,670	3,280	63.87%		
58 PLACE	06		55800	Parkway CDP	CA	8,030	11,090	12,910	15,285	72.55%		
959 PLACE	06		55842	Parkwood CDP	CA	1,105	1,975	2,680	2,995	65.94%		
960 PLACE	06		55856	Parlier city	CA	7,165	10,625	13,315	14,870	71.45%		
961 PLACE	06		56000	Pasadena city	CA	40,500	61,005	82,105				
962 PLACE	06		56028	Pasatiempo CDP	CA	40	50	505				
963 PLACE	06		56042	Paskenta CDP	CA	20	60	85	2000			





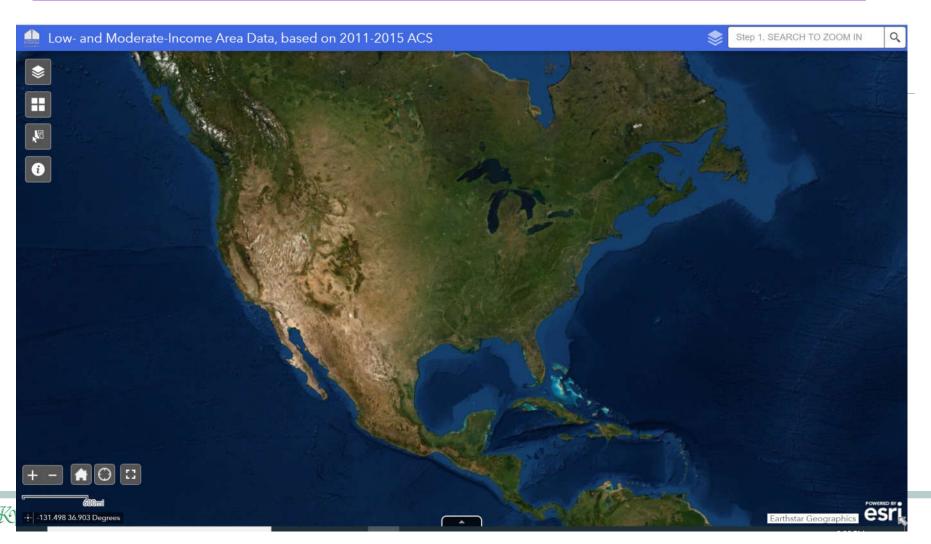
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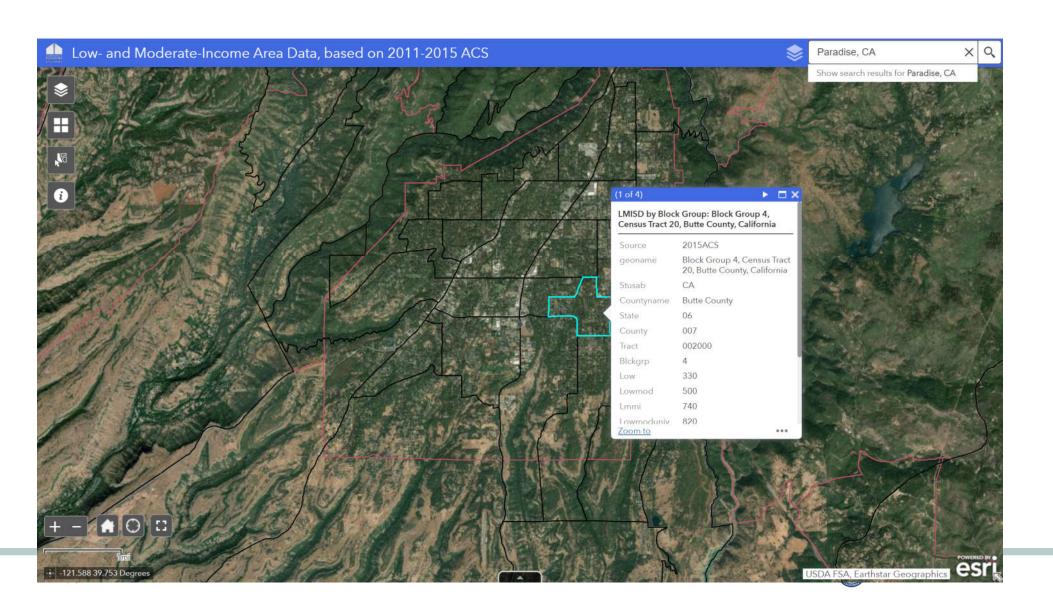
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2945 Palm Desert city, California	CA	06	55184	9,775	19,835	28,785	50,330	39.4%	+/-2.60	C	0.00%	+/-0.10								
2946 Palm Springs city, California	CA	06	55254	14,625	23,325	30,405	45,855	50.9%	+/-2.10	0	0.00%	+/-0.10								
2947 Palo Alto city, California	CA	06	55282	10,930	15,885	23,950	65,950	24.1%	+/-1.80	17,605	26.70%	+/-1.90								
2948 Palo Cedro CDP, California	CA	06	55296	65	225	470	1,530	14.7%	+/-8.00	C	0.00%	+/-2.10								
2949 Palos Verdes Estates city, California	CA	06	55380	1,100	2,080	3,190	13,590	15.3%	+/-3.60	С	0.00%	+/-0.20								
2950 Palo Verde CDP, California	CA	06	55422	40	45	45	55	81.8%	+/-27.30	С	0.00%	+/-40.00								
2951 Panorama Heights CDP, California	CA	06	55506	10	15	30	30	50.0%	+/-46.20	C	0.00%	+/-54.10								
2952 Paradise town, California	CA	06	55520	6,385	10,660	15,710	25,810	41.3%	+/-3.90	C	0.00%	+/-0.10								
2953 Paradise CDP, California	CA	06	55528	60	70	90	170	41.2%	+/-24.00	4 3	0.00%	+/-17.30								
2954 Paradise Park CDP, California	CA	06	55604	110	260	370	515	50.5%	+/-23.30	C	0.00%	+/-6.10								
2955 Paramount city, California	CA	06	55618	24,510	37,465	48,670	54,715	68.5%	+/-2.50	C	0.00%	+/-0.10								
2956 Parklawn CDP, California	CA	06	55728	340	910	1,220	1,405	64.8%	+/-20.00	C	0.00%	+/-2.30								
2957 Parksdale CDP, California	CA	06	55751	1,525	2,095	2,670	3,280	63.9%	+/-11.90	C	0.00%	+/-1.00								
2958 Parkway CDP, California	CA	06	55800	8,030	11,090	12,910	15,285	72.6%	+/-4.00	C	0.00%	+/-0.20								
2959 Parkwood CDP, California	CA	06	55842	1,105	1,975	2,680	2,995	65.9%	+/-20.10	C	0.00%	+/-1.10								
2960 Parlier city, California	CA	06	55856	7,165	10,625	13,315	14,870	71.5%	+/-5.30	C	0.00%	+/-0.20								
2961 Pasadena city, California	CA	06	56000	40,500	61,005	82,105	135,980	44.9%	+/-1.70	C	0.00%	+/-0.10								
2962 Pasatiempo CDP, California	CA	06	56028	40			1,210	4.1%	+/-5.10	C	0.00%	+/-2.60								
2963 Paskenta CDP, California	CA	06	56042	20	60	85	85	70.6%	+/-23.70	C	0.00%	+/-30.70								
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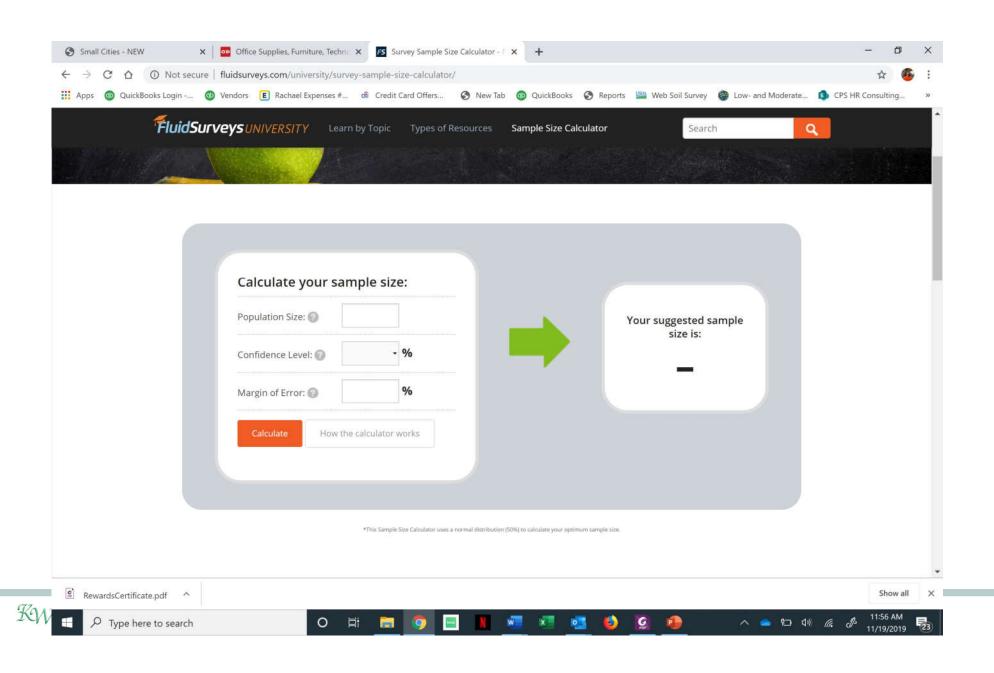


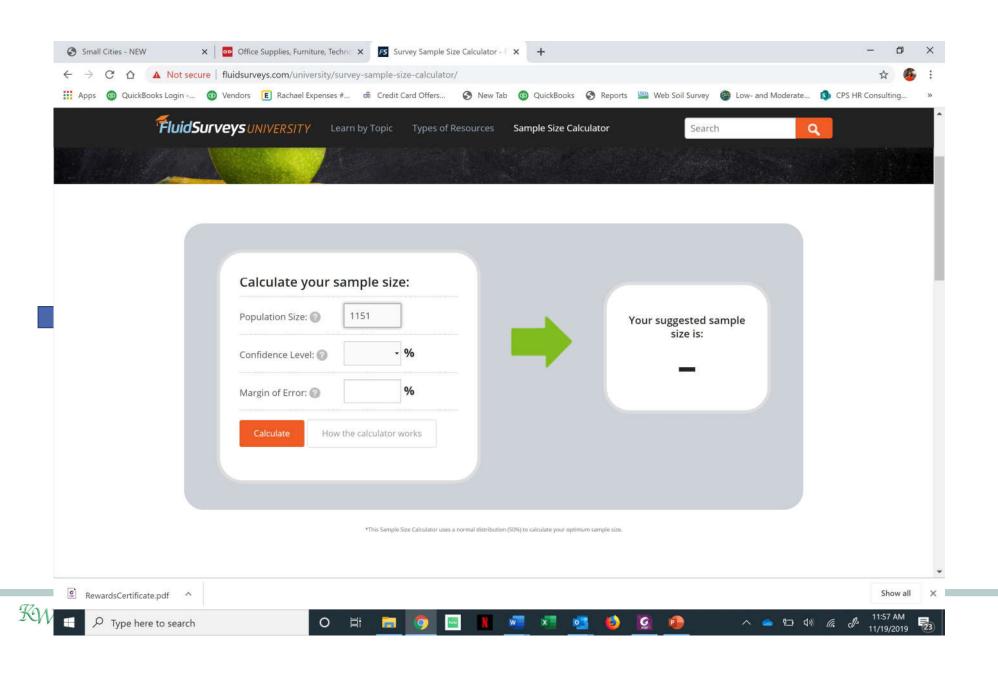


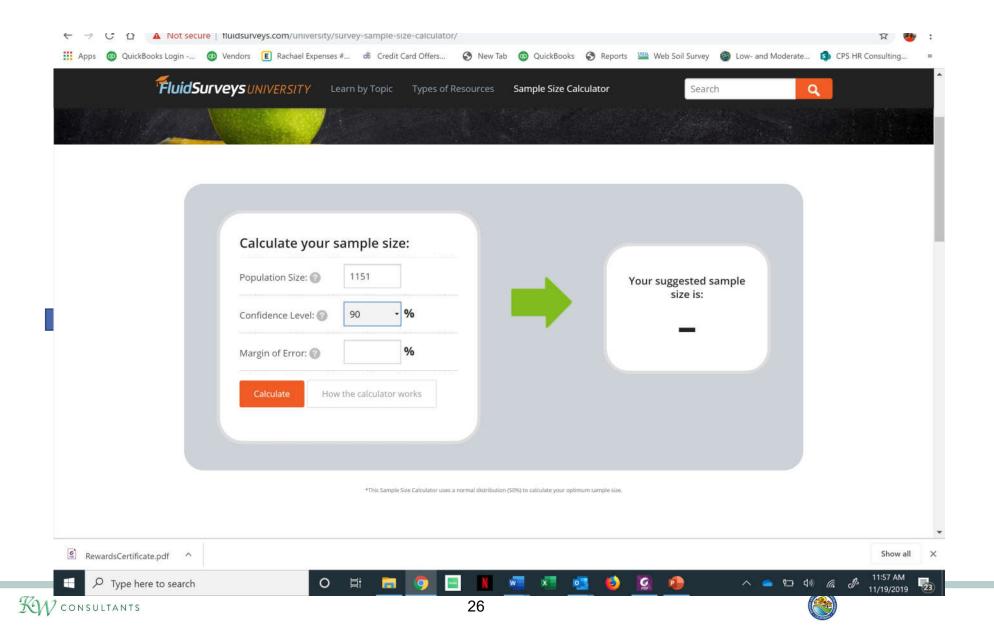
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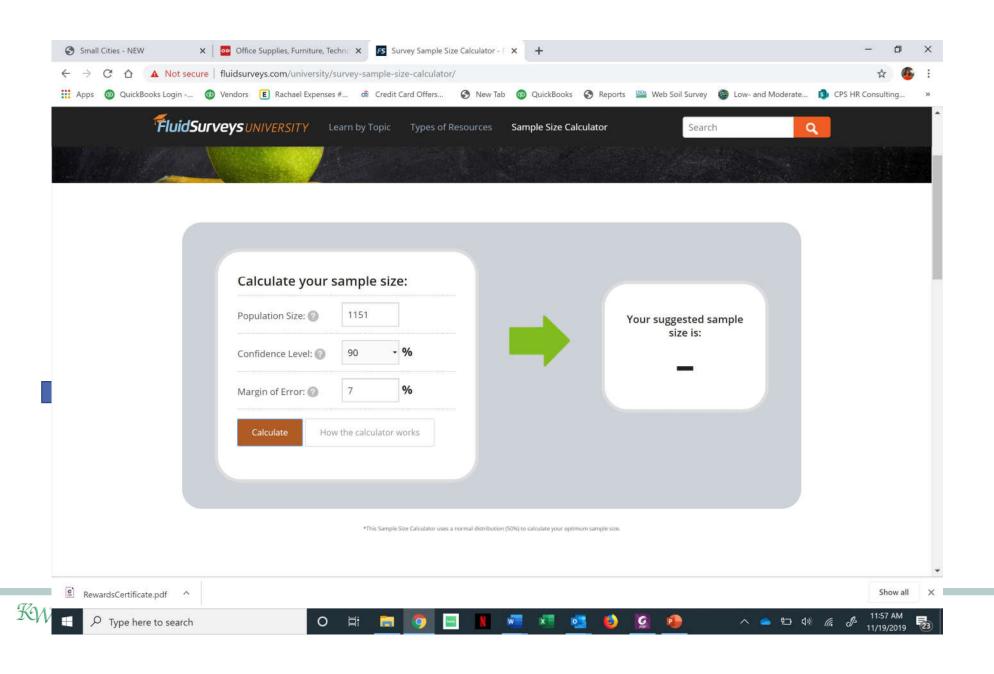


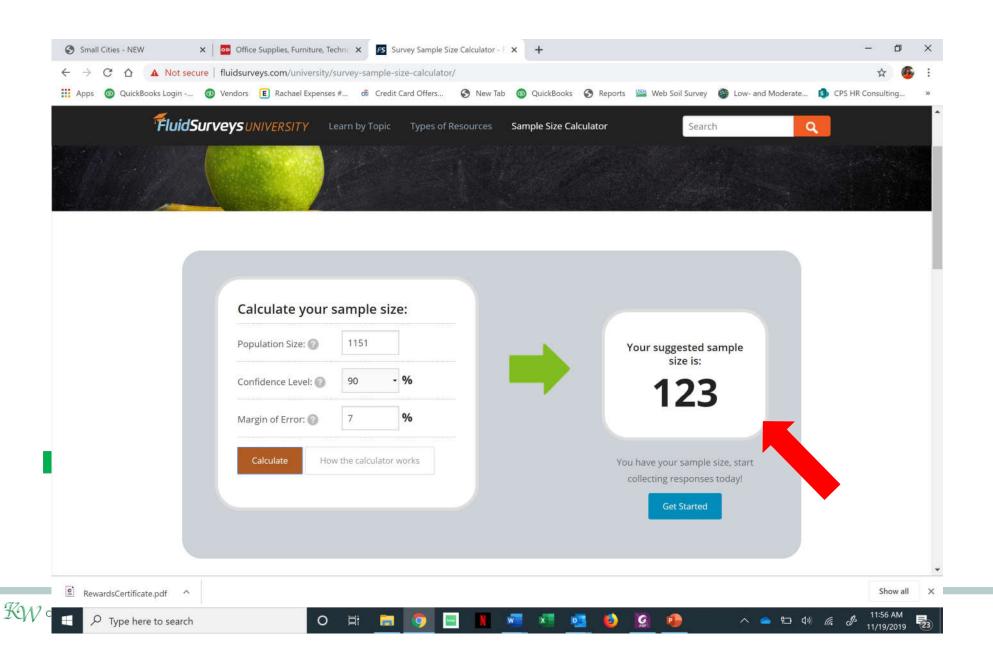










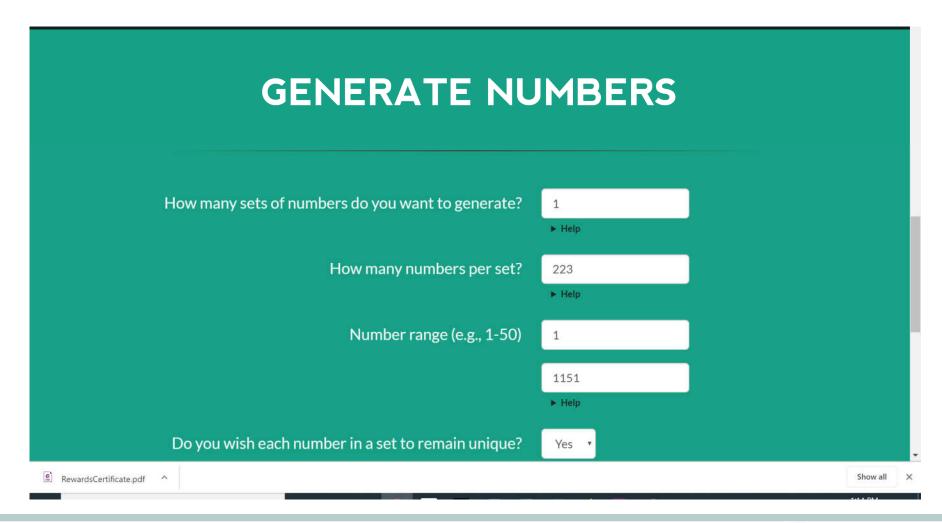


Random Sample Generators

- All households in an area must have equal chance of selection
- Use random numbers table or on-line randomizer like www.randomizer.org or www.random.org
- Use the RAND formula in Excel Spreadsheet

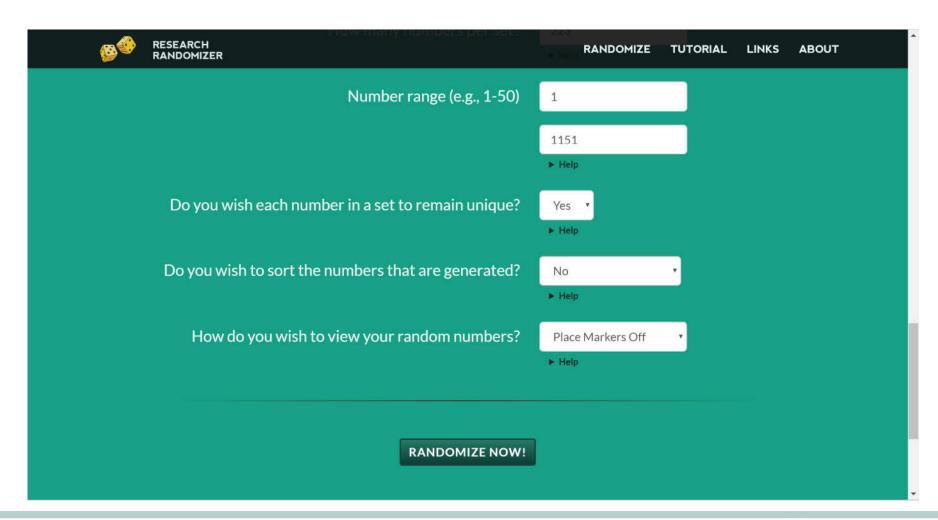






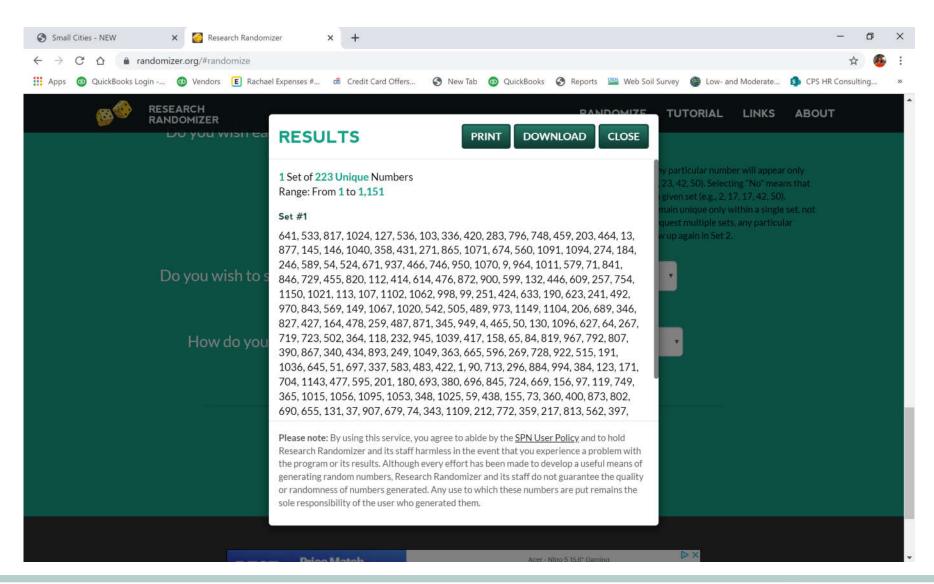






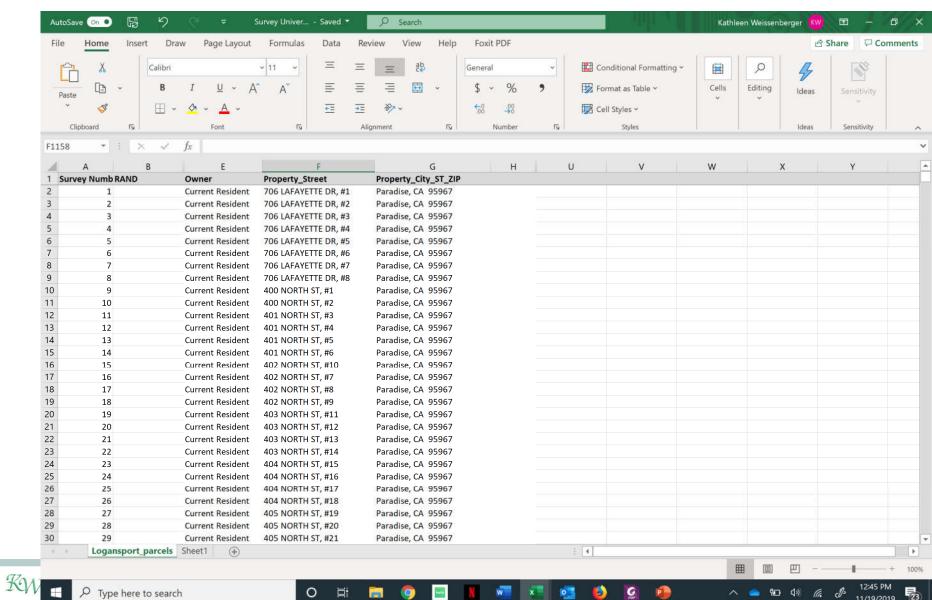












































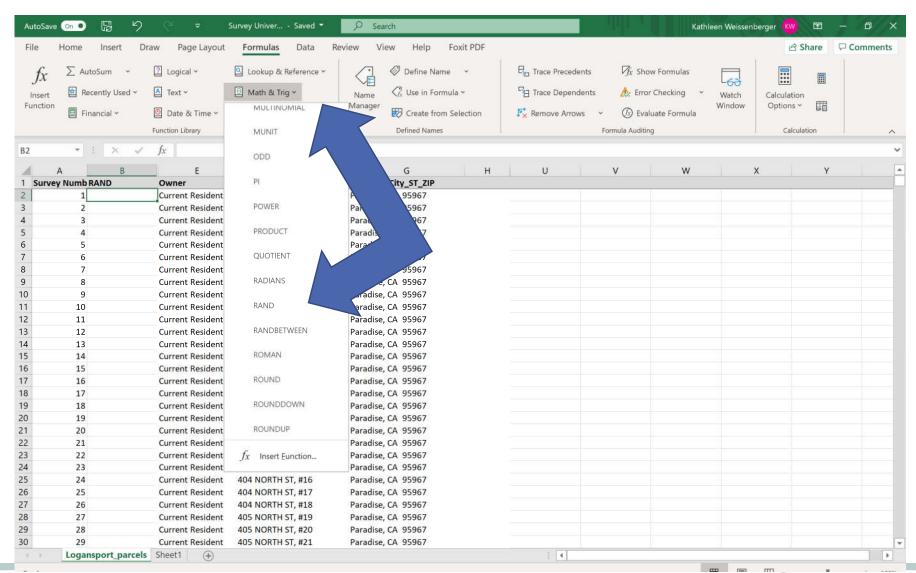






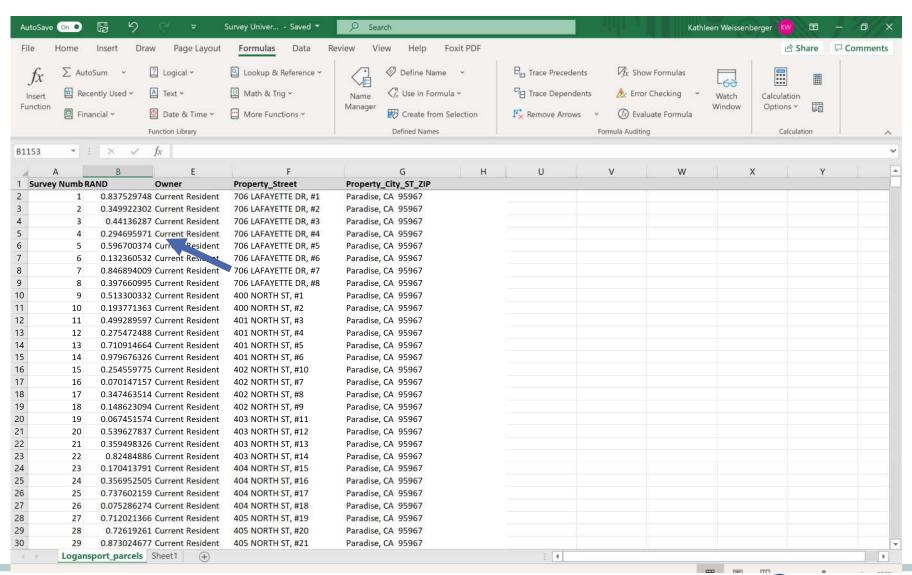






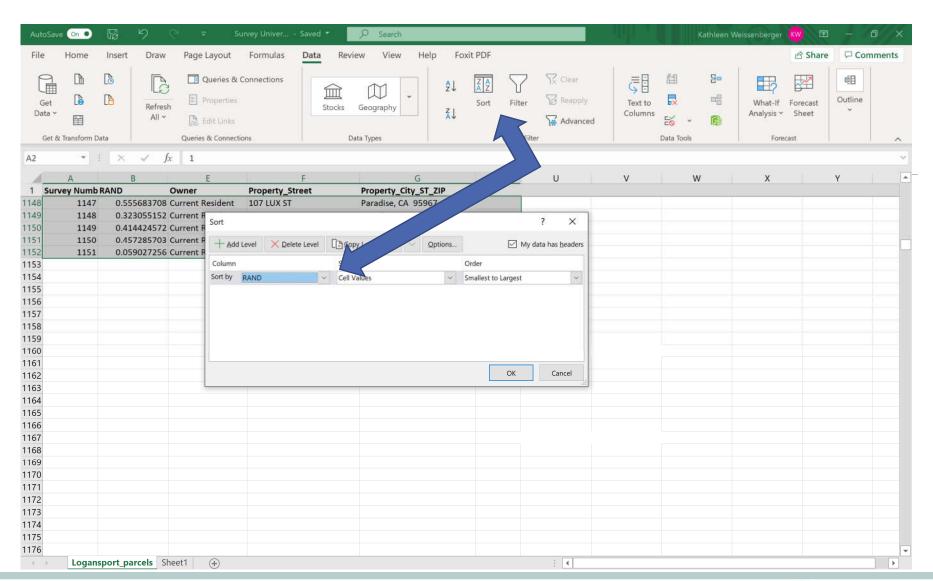






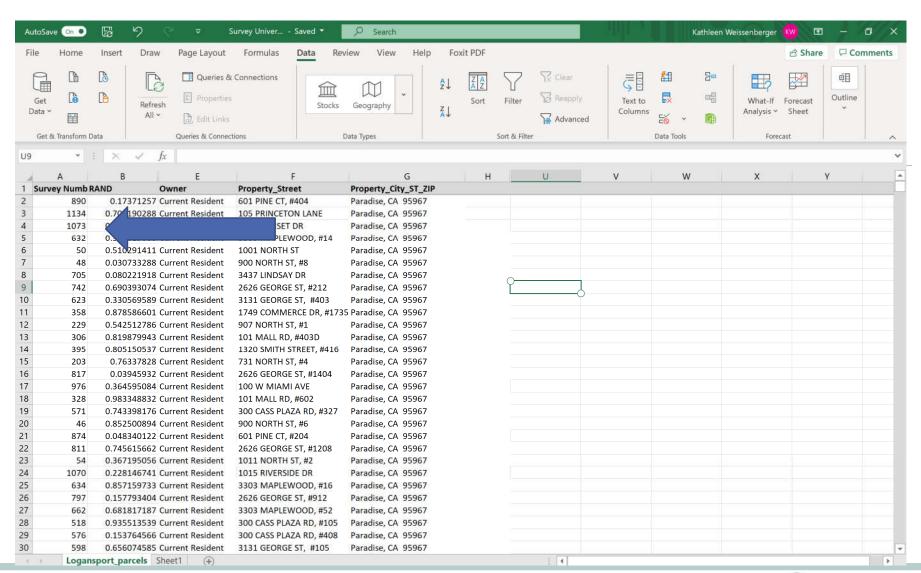
















Step Four: Conduct the Survey

- Advance notice of survey is critical
- DO NOT bias the results
- Interviewer must follow process
- Survey etiquette must be followed
- Turn surveys over to the tabulator
- Each survey needs to be reviewed and edited for completeness and accuracy





Confidentiality

- Emphasize that results are confidential
- Questionnaire should not have respondents name, address or phone number
- Unique identifier should be used





4	Α	В	E	F	G	Н	K	L	М	N	0	Р
		Survey									Above	Below
	#	Number	Rand	Name		Service Address	REC'D	Mail	Door #1	Door #2	LMI	LMI
	1	5000001	0.7844321	Kaminski, Kristen	or Current Resident	542 E. Michigan St.						
	2	10000002	0.1889704	Rowe, Brian	or Current Resident	534 E. Michigan St.						
	3	15000003	0.6940988	Irish Rentals LLC	or Current Resident	530 E. Michigan St.				***************************************		
	4	20000004	0.7053146	Miller, Rhonda	or Current Resident	526 E. Michigan St.						
	5	25000005	0.4018636	Davis, Charles	or Current Resident	522 E. Michigan St.						
	6	30000006	0.9478585	Brun, Bernadine	or Current Resident	518 E. Michigan St.						
	7	35000007	0.7022159	Shilts, Michael	or Current Resident	510 E. Michigan St.						
	8	40000008	0.8895326	Shilts, Michael	or Current Resident	506 E. Michigan St.						
)	9	45000009	0.3729427	Stone, Douglas	or Current Resident	502 E. Michigan St.						
	10	50000010	0.7474656	Bird, Joseph	or Current Resident	496 E. Michigan St.						
	11	55000011	0.8480655	Whitmer, Diana	or Current Resident	494 E. Michigan St. Lot 5						
	12	60000012	0.3190109		Current Resident	494 E. Michigan St. Lot 7						
	13	65000013	0.3588473		Current Resident	494 E. Michigan St. Lot 11						
;	14	70000014	0.9543435		Current Resident	494 E. Michigan St. Lot 14						
5	15	75000015	0.3339979	Gaertner, Jackie	or Current Resident	494 E. Michigan St. Lot 15						
	16	80000016	0.6180021	Gaertner, Jennifer	or Current Resident	494 E. Michigan St. Lot 16						
	17	85000017	0.1039535		Current Resident	494 E. Michigan St. Lot 17						
	18	90000018	0.444706		Current Resident	494 E. Michigan St. Lot 18						
),	19	95000019	0.824859	Stambaugh, Larrie	or Current Resident	494 E. Michigan St. Lot 21						
	20	100000020	0.9724196		Current Resident	494 E. Michigan St. Lot 22						
	21	105000021	0.2599235		Current Resident	494 E. Michigan St. Lot 23						
	22	110000022	0.4710285		Current Resident	494 E. Michigan St. Lot 24						
ļ.	23	115000023	0.2254771		Current Resident	494 E. Michigan St. Lot 25						
	24	120000024	0.6684336	Fuchs, Richard	or Current Resident	494 E. Michigan St. Lot 26						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	25	125000025	0.3695389	MANAGARAN SAN CAMPARTAN PARA SAN SAN SAN SAN SAN SAN SAN SAN SAN SA	Current Resident	494 E. Michigan St. Lot 27						
	26	130000026	0.105714	W. S. W. T. V. S.	Current Resident	494 E. Michigan St. Lot 28						
3	27	135000027	0.9674993		Current Resident	494 E. Michigan St. Lot 29						
9	28	140000028	0.0205416	Marlin, Patty	or Current Resident	494 E. Michigan St. Lot 30				House, Charles and Charles		





Step Five: Analyze the Results

- Analysis
- Consistency Checks
 - Compare to LMISD data
 - Random sample check
 - Geographical representation





Step Five: Analyze the Results

Low- and Moderate-Income Worksheet

1.	Enter the Estimated total number of families in the service area	1			
2.	Enter the total number of families interviewed	2			
3.	Enter the total number of persons in the families interviewed	3			
4.	Enter the total number of persons in the families interviewed who are				
	low- and moderate-income persons	4			
5.	Divide Line 4 by Line 3	5			
6.	Multiply Line 5 by 100. This is the percentage of LMI persons in the				
	service area	6			





What if its less than 51%

Applicant may not apply for projects using the National Objective of Benefit to Low and Moderate Income Persons – Area Wide





Step Six: Document Results

- Description of Service Area
- Population list used to select sample and how it was determined
- Description of process used to determine sample (i.e., random number generator)
- How and why members of selected sample were replaced
- Completed surveys
- Sample listing with unique identifiers for verification
- All documents must be available for HCD review





Lifespan of an Income Survey

- How long is the income survey good?
- What if there are significant changes?
- Surveys may be used more than once for the exact same service area





Challenges

- 1. Transient rental populations
- 2. Residents don't have land lines
- 3. Local utility records
- 4. People don't read newspaper
- 5. Property tax rolls





Techniques

- Pre-mailing
- Media
- GIS
- Utilities





Q&A



