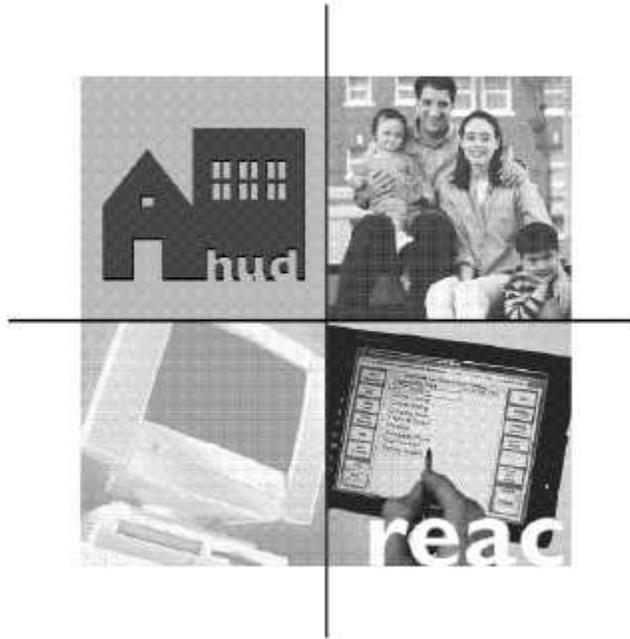


***US Department of Housing and Urban Development
Real Estate Assessment Center (REAC)***



**Resident Assessment Subsystem
(RASS) Training**

September 2001

**Chapter 3: Viewing Survey Result Information/
Certifying Follow-up Plan Information**

Chapter 3: Viewing Survey Result Information/ Certifying Follow-up Plan Information

Overview



Overview

This section contains information on reviewing a PHA's survey results by development and by question and completing and certifying a PHA's Follow-up Plan. These functions are divided into the following categories:

- Viewing the Follow-up Plan (**Page 2**)
- Viewing PHA Results by Question (**Page 5**)
- Viewing Development-Level Survey Results (**Page 10**)
- Viewing Development-Level Survey Results by Question (**Page 13**)
- Completing the Follow-up Plan (**Page 16**)
- Certifying the Follow-up Plan (**Page 18**)

Intended Audience:

→ **Public Housing Agency Users**

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Follow-up Plan

Description: A PHA must submit a survey Follow-up Plan near the end of each survey cycle, before the survey is sent to residents. This is an external function accessible to PHA users. Each PHA has access only to its own information, unless the PHA is a consortium lead PHA. A consortium lead PHA user has access to information for all the member PHAs in addition to its own information, and must complete and certify follow-up plan information for all the PHAs in the consortium.

This functionality can be accessed by clicking on the Follow-up Plan link in the Follow-up Plan area in Step 4 of the PHA Main screen, which is shown below:

RASS – PHA MAIN SCREEN

Welcome

NY044 - GENEVA HOUSING AUTHORITY

STEP 1

To view your certified unit address information, single click on the link below. ?

Unit Address & Language	Complete	08/06/2001
---	----------	------------

STEP 2

To download a media packet, single click any of the links below. ?

Media Packet	Media Packet 2001
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STEP 3

To view your certified implementation plan, single click on the link below. ?

Implementation Plan	Complete	09/04/2001
-------------------------------------	----------	------------

STEP 4

To view your survey results, single click on the Follow-up Plan link below. ?

Follow-Up Plan	Incomplete	Start: 07/01/2001 Due: 10/01/2001
--------------------------------	------------	--------------------------------------

To view an electronic version of the survey that will be sent to your residents for the current fiscal year, single click on the View Current Survey link below. You will need Adobe Acrobat Reader to view the survey.

View Current Survey

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Follow-up Plan
area

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Viewing the Follow-up Plan

The following steps demonstrate how a PHA can view the Follow-up Plan screen:

PHA MAIN SCREEN – FOLLOW-UP PLAN AREA

STEP 4

To view your survey results, single click on the Follow-up Plan link below. ?

Follow-up Plan link →

Follow-Up Plan	Incomplete	Start: 07/01/2001 Due: 10/01/2001
---	------------	--------------------------------------

Step 1: Single click on the Follow-up Plan link in the Follow-up Plan area of the PHA Main screen.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Follow-up Plan Screen is displayed:

FOLLOW-UP PLAN SCREEN



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FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%	<input type="text"/>	<input type="text"/>
Communication REQUIRED	56%	44%	<input type="text"/>	<input type="text"/>
Safety REQUIRED	47%	40%	<input type="text"/>	<input type="text"/>
Services	83%	64%	<input type="text"/>	<input type="text"/>
Neighborhood Appearance REQUIRED	73%	57%	<input type="text"/>	<input type="text"/>

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Surveys Sent: This is the total number of surveys that were sent to residents of this PHA.

Surveys Returned: This is the total number of surveys that were completed and returned to RASS by residents of this PHA.

Response Rate: This is the response rate percentage for this PHA (percent returned out of total surveys sent).

**Resident Assessment Subsystem (RASS) External Procedures
Viewing Survey Result Information/Certifying Follow-up Plan Information**

Undeliverable Surveys:	This is the total number of survey that were returned to RASS as undeliverable mail.
National Response Rate:	This is the average response rate percentage for all PHAs surveyed in this cycle.
Survey Section:	This is the name of the survey section.
Score:	This is this PHAs score for this section.
National Average:	This is the average score for this section for all PHAs surveyed in this cycle.
Date to be completed in the Annual Plan:	This is the date by which a PHA plans to complete follow-up activities related to this survey section.
Source(s) of Funding	This is the source from which the PHA plans to secure the funding in order to complete the activities related to this survey section.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Viewing PHA Results by Question

The following steps demonstrate how to view PHA Results by Survey Question:

FOLLOW-UP PLAN SCREEN



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Secure Systems
Additional Help

FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year 2001 Go

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%		
Communication REQUIRED	56%	44%		
Safety REQUIRED	47%	40%		
Services	83%	64%		
Neighborhood Appearance REQUIRED	73%	57%		

View Previous Results
View Results By Development

Save
Certify

REAC Home | HUD Home
? Additional Help

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Survey Section Links

[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?](#)

Step 1: Single click on any of the Survey Section Links (ex.: Maintenance and Repair) to view the questions for that particular Survey Section and the related scores for your Public Housing Agency.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Resident Assessment – Results by Question screen is displayed:

RESULTS BY QUESTION SCREEN



NY044 - GENEVA HOUSING AUTHORITY

The PHA's average scores for the Maintenance and Repair section

The table below lists your PHA's survey section results by question. This information is available to help you develop your Follow-up Plan.

All of the Questions under the Services Section of the Survey

Question	Your PHA's Average Score	National Average	Question Weight
Over the last year, how many times have you called for maintenance or repairs?	NS	NS	NS
If you called NON-EMERGENCY maintenance or repairs (for example: leaky faucet, broken light, etc.), the work was usually completed in:	75.0%	70.8%	.25000
If you called for EMERGENCY maintenance or repairs (for example: toilet plugged up, gas leak, etc.), the work was usually completed in:	100.0%	100.0%	.25000
Based on your experience, how satisfied are you with: how easy it was to request repairs?	58.3%	56.3%	.12500
Based on your experience, how satisfied are you with: how well the repairs were done?	91.7%	85.4%	.12500
Based on your experience, how satisfied are you with: how well you were treated by the person you contacted for repairs?	66.7%	63.5%	.12500
Based on your experience, how satisfied are you with: how well you were treated by the person doing the repairs?	58.3%	56.3%	.12500

NS - Not a Scorable question
NA - Results are Not Available

Your PHA's Section Score: 70%

· Single click a survey section link to view results for each question:

[Maintenance and Repair](#) | [Communication](#) | [Safety](#) | [Services](#) | [Neighborhood Appearance](#)

The overall score for this Survey Section

Notes explain score information

▶ Notes (To view notes, single click the arrow.)

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Question: This column lists the questions that appear in the current REAC Survey for this Survey Section.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Your PHA's Average Score: This column shows the average score received from all the developments surveyed for each question in this section of the survey.

National Average: This column shows the average score for all the PHAs surveyed in this cycle for each question in this section of the survey

Question Weight: This column shows the weight of each survey question. NS – stands for not scorable, while NA – stands for results are not available.

RESULTS BY QUESTION SCREEN – NOTES AREA

Notes drop-down arrow

• Single click a survey section link to view results for each question:

[Maintenance and Repair](#) | [Communication](#) | [Safety](#) | [Services](#) | [Neighborhood Appearance](#)

•  Notes (To view notes, single click the arrow.)

Step 2: Single click on the  drop down arrow for **Notes** on the Results by Question screen to view an explanation of the question scores.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The following Notes information is displayed with in the Resident Assessment - Results by Question screen:

RESULTS BY QUESTION SCREEN

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Follow-up Plan
Additional Help

RESULTS BY QUESTION

NY044 - GENEVA HOUSING AUTHORITY

The table below lists your PHA's survey section results by question. This information is available to help you develop your Follow-up Plan.

Maintenance and Repair

Question	Your PHA's Average Score	National Average	Question Weight
Over the last year, how many times have you called for maintenance or repairs?	NS	NS	NS
If you called NON-EMERGENCY maintenance or repairs (for example: leaky faucet, broken light, etc.), the work was usually completed in:	75.0%	70.8%	.25000
If you called for EMERGENCY maintenance or repairs (for example: toilet plugged up, gas leak, etc.), the work was usually completed in:	100.0%	100.0%	.25000
Based on your experience, how satisfied are you with: how easy it was to request repairs?	58.3%	56.3%	.12500
Based on your experience, how satisfied are you with: how well the repairs were done?	91.7%	85.4%	.12500
Based on your experience, how satisfied are you with: how well you were treated by the person you contacted for repairs?	66.7%	63.5%	.12500
Based on your experience, how satisfied are you with: how well you were treated by the person doing the repairs?	58.3%	56.3%	.12500

NS - Not a Scorable question
NA - Results are Not Available
Your PHA's Section Score: 70%

• Single click a survey section link to view results for each question.

[Maintenance and Repair](#) | [Communication](#) | [Safety](#) | [Services](#) | [Neighborhood Appearance](#)

Notes explain score information

• **Notes:**
 Most questions are scored on a 0%-100% scale, where a response of "very satisfied" or the equivalent is scored 100% and a response of "very dissatisfied" or the equivalent is scored 0%. A score in excess of 100% is possible on some questions and indicates PHA performance in excess of relevant regulatory requirements (for example, in maintenance response times). Individual respondent section scores are limited to 100%. The weights represent each question's contribution to the PHA section score-- the weights for all questions in each section add up to 1. Questions for which a weight is displayed as "NS" do not contribute to the PHA score and are used for information and analysis only. For a complete explanation of scoring, please see the RASS Scoring Notice in the Federal Register.

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Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

RESULTS BY QUESTION SCREEN – PAGE HEADER



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Step 3: Single click on the **Follow-up Plan** link in the header of the Results by Question screen to return to the Follow-up Plan screen.

The Follow-up Plan screen is displayed:

FOLLOW-UP PLAN



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Secure Systems
Additional Help

FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%	<input type="text"/>	<input type="text"/>
Communication REQUIRED	56%	44%	<input type="text"/>	<input type="text"/>
Safety REQUIRED	47%	40%	<input type="text"/>	<input type="text"/>
Services	83%	64%	<input type="text"/>	<input type="text"/>
Neighborhood Appearance REQUIRED	73%	57%	<input type="text"/>	<input type="text"/>

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Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Viewing Development-Level Survey Results

The following steps demonstrate how to view development level survey results:

FOLLOW-UP PLAN SCREEN

FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%	<input type="text"/>	<input type="text"/>
Communication REQUIRED	56%	44%	<input type="text"/>	<input type="text"/>
Safety REQUIRED	47%	40%	<input type="text"/>	<input type="text"/>
Services	83%	64%	<input type="text"/>	<input type="text"/>
Neighborhood Appearance REQUIRED	73%	57%	<input type="text"/>	<input type="text"/>

View Results By Development pushbutton

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Step 1: From the Follow-up Plan screen, single click on the View Results By Development pushbutton.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

DEVELOPMENT RESULT SELECTION SCREEN



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The following link(s) represent all developments assigned to your PHA. To view survey results for a development, single click on the Development ID or Development Name link.

Individual development links

Development ID	Development Name
NY06P044001	ELMCREST APTS.
NY06P044003	GENEVA
NY06P044009	GENEVA HA
NY06P044010	GENEVA HA

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Development ID: This column shows all the individual development ID's in order for your Public Housing Agency.

Development Name: This column shows all the Development names for your Public Housing Agency.

Step 2: Single click on the link of the development (ex.: NY06P044001 for which you would like to see survey results.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Survey Results by Development screen is displayed:

SURVEY RESULTS BY DEVELOPMENT SCREEN



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Follow up Plan
Development Result Selection
Additional Help

SURVEY RESULTS BY DEVELOPMENT

NY044 - GENEVA HOUSING AUTHORITY
NY06P044001 ELMCREST APTS. - FY 2001

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
73	6	8%	0
National Response Rate: 0%			

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	70%	53%
Communication	56%	44%
Safety	47%	40%
Services	82%	64%
Neighborhood Appearance	73%	57%

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Survey Section links for the development

Survey Section: This column lists the five different sections within the REAC RASS Survey on a Development Level.

Your Development's Average Score: This column lists the average Survey Scores per Survey section for the Development.

National Average: This column lists the Average Survey Scores for all PHA(s), by section, that were included in the REAC Survey. The National Average column can be used as a comparison tool for the Development's Average Score.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Viewing Development-Level Survey Results by Question

The following steps demonstrate how to view Development Level Results by Survey Question:

SURVEY RESULTS BY DEVELOPMENT SCREEN



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SURVEY RESULTS BY DEVELOPMENT

**NY044 - GENEVA HOUSING AUTHORITY
NY06P044001 ELMCREST APTS. - FY 2001**

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
73	6	8%	0
National Response Rate: 0%			

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	70%	53%
Communication	56%	44%
Safety	47%	40%
Services	82%	64%
Neighborhood Appearance	73%	57%

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Survey Section links for the development

Step 1: Single click on the link of survey section (ex.: Maintenance and Repair) for which you would like to see development level question-by-question results.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Development Results by Question screen is displayed:

RESULTS BY QUESTION SCREEN

Follow-up Plan link

All of the Questions under the Maintenance and Repair Section of the Survey (results on the individual development level)

Step 2: Single click on the Follow-up Plan link in the header of the Development Results by Question screen to return to the Follow-up Plan screen.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Follow-up Plan screen is displayed:

FOLLOW-UP PLAN

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FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year 2001 Go

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
	203	18	9%	0
National Response Rate: 0%				
Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%		
Communication REQUIRED	56%	44%		
Safety REQUIRED	47%	40%		
Services	83%	64%		
Neighborhood Appearance REQUIRED	73%	57%		

- [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?](#)

View Previous Results
View Results By Development
Save
Certify

[REAC Home](#) | [HUD Home](#)

[? Additional Help](#)

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Completing the Follow-up Plan

The following steps demonstrate how a PHA can complete its Follow-up Plan:

FOLLOW-UP PLAN SCREEN



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FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%	<input type="text"/>	<input type="text"/>
Communication REQUIRED	56%	44%	<input type="text"/>	<input type="text"/>
Safety REQUIRED	47%	40%	<input type="text"/>	<input type="text"/>
Services	83%	64%	<input type="text"/>	<input type="text"/>
Neighborhood Appearance REQUIRED	73%	57%	<input type="text"/>	<input type="text"/>

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Step 1:

To complete the Follow-up Plan, enter the dates (in the 'Date to be completed in the Annual Plan' column) and sources of funding (in the 'Source(s) of Funding' column) for each required section.



NOTE: A section of the Follow-up Plan is required and must be completed before you can submit the plan if it is marked with **REQUIRED** under the section name. A section is required if a PHA scored below 75% on one of the survey sections.

FOLLOW-UP PLAN SCREEN – PUSHBUTTONS

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

Save button

Step 2: Once you fill in all the required information, the Follow-up Plan must be saved. Click on the **Save** pushbutton.



NOTE: No information is saved to the database until you press the **Save** pushbutton. After you save your information, you may still make changes until you certify the Follow-up Plan; however, if you make changes, you must press the **Save** pushbutton before you leave the screen each time, or the changes you make will be lost.

The Follow-up Plan screen refreshes. The information you entered is displayed. It is still editable, but it has been saved to the database:

FOLLOW-UP PLAN

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

[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	
203	18	9%	0	
National Response Rate: 0%				
Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair REQUIRED	70%	53%	09/30/2001	Operations Budget
Communication REQUIRED	56%	44%	09/30/2001	Operations Budget
Safety REQUIRED	47%	40%	09/30/2001	Operations Budget
Services	83%	64%		
Neighborhood Appearance REQUIRED	73%	57%	09/30/2001	Operations Budget

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Certifying the Follow-up Plan

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The following steps demonstrate how a PHA can certify its Follow-up Plan:

The completed Follow-up Plan is displayed:

FOLLOW-UP PLAN SCREEN



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FOLLOW UP PLAN 2001

NY044 - GENEVA HOUSING AUTHORITY

View Follow-up Plan for Year 2001 Go

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
203	18	9%	0
National Response Rate: 0%			

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair	70%	53%	09/30/2001	Operations Budget
REQUIRED				
Communication	56%	44%	09/30/2001	Operations Budget
REQUIRED				
Safety	47%	40%	09/30/2001	Operations Budget
REQUIRED				
Services	83%	64%		
REQUIRED				
Neighborhood Appearance	73%	57%	09/30/2001	Operations Budget
REQUIRED				

View Previous Results
View Results By Development

Save
Certify

REAC Home | HUD Home ? Additional Help

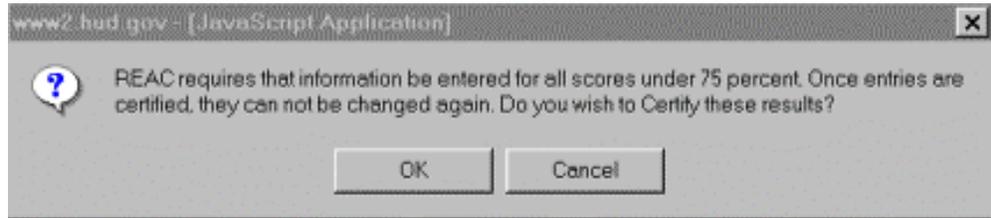
For Comments or Questions click here for the [REAC Technical Assistance Center](#)

Certify pushbutton

Step 1: Single click on the Certify pushbutton at the bottom of the Follow-Up plan screen

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

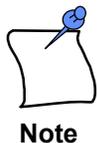
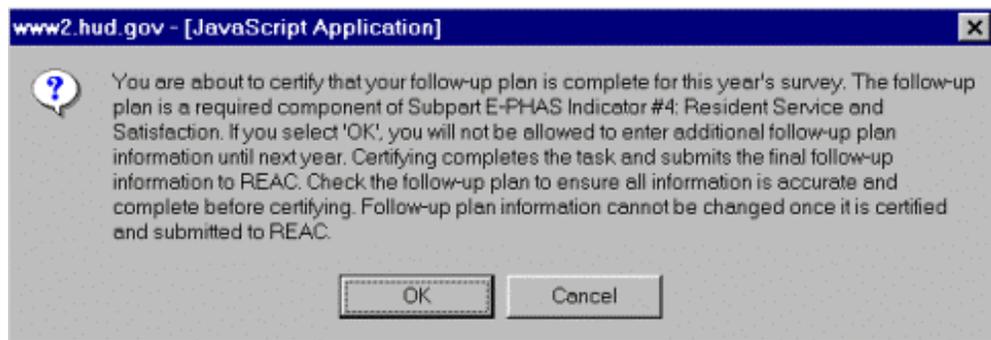
The following pop-up will be displayed:



Step 2:

Click on the  pushbutton on the pop-up.

The following pop-up will be displayed:



NOTE: Once you click  on the certification pop-up, you will no longer be able to edit your Follow-up Plan information. Please take special care to validate the correctness of this information before you certify!

Step 3:

If you are confident that you have made all the necessary changes to the Follow-up Plan, click on  pushbutton. Otherwise, click , and follow the process in the previous section to make any remaining changes before certifying.

Resident Assessment Subsystem (RASS) External Procedures Viewing Survey Result Information/Certifying Follow-up Plan Information

The Follow-up Plan Certification screen is displayed. The **Save** and **Certify** pushbuttons are no longer visible at the bottom of the screen:

FOLLOW-UP PLAN CERTIFICATION SCREEN

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RESIDENT ASSESSMENT **Real Estate Assessment Center**
Assessments Today for Better Housing Tomorrow

PHA Main | Component Certification Status | Follow up Plan

FOLLOW UP PLAN CERTIFICATION

PHA Name: **GENEVA HOUSING AUTHORITY** PHA Code: **NY044**

You have just certified the Follow-up Plan for your PHA. The final information for this fiscal year is displayed below. This information cannot be modified again during this assessment period. Please create a print-out of this screen for your records and as proof of your certification.

NY044 - GENEVA HOUSING AUTHORITY
Certified Follow up Plan

Fiscal Year End: September 30, 2001

Survey Section	Score	Date to be completed in the annual plan.	Source(s) of Funding
Maintenance and Repair	70%	09/30/2001	Operations Budget
Communication	56%	09/30/2001	Operations Budget
Safety	47%	09/30/2001	Operations Budget
Services	83%		
Neighborhood Appearance	73%	09/30/2001	Operations Budget

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For Comments or Questions click here for the [REAC Technical Assistance Center](#)



Congratulations! You have successfully completed Follow-up Plan certification!