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
### Overall Satisfaction

1. How satisfied are you with the following:
   - Your unit/home?
   - Your development/building?
   - Your neighborhood?

### Maintenance and Repair

2. Over the last year, how many times 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
   - Last 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:
   - 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?
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:

<table>
<thead>
<tr>
<th>Have Never Called</th>
<th>Less than 1 week</th>
<th>1 to 4 weeks</th>
<th>More than 4 weeks</th>
<th>Problem Never Corrected</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Example of a Safety Survey Question:
How safe do you feel:

<table>
<thead>
<tr>
<th></th>
<th>Very Safe</th>
<th>Safe</th>
<th>Unsafe</th>
<th>Very Unsafe</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>In your unit/home?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>In your building?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>In your parking area?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
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.

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

Sample of language update form
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
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

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
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.
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:

2. RASS Business Calendar contains the “Customer Service & Satisfaction Survey Business Calendar for PHA Survey Cycles”:

3. RASS PHA User Manual includes step-by-step instructions regarding each of the key areas in RASS:

4. Resident Assessment Subsystem (RASS) in Secure Systems includes key PHA Reports:
   
   Accessed via Log-in page:
RASS Contacts

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

David R. Ziaya, Acting RASS Program Manager, (202) 475-8574

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

Marvin Klepper, Program Analyst, (202) 475-8718

Mary Tepe, Training Instructor, (202) 475-8816

JoAnn Bryant, Management Analyst, (202) 475-8709