

Appendix III –Alternate Strategies for Conducting Surveys

Background

Applicants using surveys to document the beneficiaries must complete a door-to-door survey unless an alternate method is approved, in writing, by the TxCDBG program.

In communities where social distancing measures or other circumstances limit the feasibility of in-person contact, a phone survey may be conducted to collect appropriate household data. In lieu of attempting door-to-door contact with each benefitting household, a TxCDBG Survey Questionnaire may be completed via telephone interview.

Requirements

Surveys completed using the alternate method must comply with all requirements outlined in pages 3 & 4 of the 2020 Survey Methodology Guidance.

Methodology

Steps 1 through 11 should be followed as outlined in the 2020 Survey Methodology Guidance with exception to the following phone survey-specific instructions:

Step 4: Conduct the Survey and Complete the Survey Questionnaires

With all the benefitting households identified, determine if current and accurate contact information is available for each household. Once contact information has been collected, telephone interviewers should contact each benefitting household to attempt to complete a Survey Questionnaire for each household. The telephone interviewer **must confirm** that the person responding to the survey actually resides at the address identified in the survey.

If accurate and complete contact information is not available for a specific household, the applicant community may provide written material to the household, including the direct phone number of the telephone interviewer, requesting that the Respondent initiate the call. If this method is used, the household must be contacted a minimum of four separate times, no less than three days apart, before a substitution is used to replace the non-response household in the survey.

Step 5: Creating the Survey List

Instructions for Step 5 should be followed as outlined in Page 8 of the 2020 Survey Methodology with the following item to be included in the survey list:

- Respondent's telephone number

Best Practices

It may be beneficial to publish an article in the local newspaper or create social media campaigns to provide details about the locality's efforts to obtain TxCDBG funding. Applicant communities might consider recruiting local officials and community leaders as telephone interviewers.

Communities may lack complete or current contact information for each benefitting household. Therefore, door hangers, utility bill stuffers, and mailers can be utilized to provide households with background information, describe why their response is important, and provide contact information to call telephone interviewer(s) and respond to the Survey Questionnaire. Email communication may also be used, however, please consult your local legal counsel regarding privacy practices and the allowable uses for which such electronic information was collected.

Contact attempts should be started early to allow adequate time to reach the minimum 80% response rate. Mailers and door hangers may need to be distributed multiple times to provide households ample opportunity to respond. In some instances, it may be necessary for an interviewer to physically go door-to-door to households that have not responded via phone interview.