

**Group Training Survey** |

# **Summary Report**

**July 19, 2017**



The Regional Capital Assistance Teams conducted a survey to identify training topics that are of interest to all LHAs in the State of Massachusetts. The survey was administered using SurveyMonkey and the questions were collaboratively drafted by and between the three RCATs and DHCD.

The survey was conducted from May 31, 2017 to July 7, 2017. Invitations were sent to 232 email addresses. The email addresses were obtained from a DHCD email distribution list. Of the 232 invitations 181, 78.0% were opened, 46, 19.8% were unopened and 1 bounced. We received a total of 146 responses, 140, 95.6% completed and 6, 4.1% partial completions. There were 13 multiple choice questions and 1 comment box at the end. Participants were asked to prioritize each training topics in order of importance.

## Survey Results

The questions used in the survey are list below is in order of importance, highest to lowest.

Q1. Managing construction projects of all sizes.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	71.14%	19.46%	5.37%	1.34%	2.68%		
Number of Responses	106	29	8	2	4	149	
Q2. How to write specifications and bid projects under \$10,000.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	66.43%	22.14%	9.29%	0.71%	1.42%		
Number of Responses	93	31	13	1	2	140	
Q7. Understanding and using statewide contracts.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	66.19%	24.46%	7.91%	0.72%	0.72%		
Number of Responses	92	34	11	1	1	139	
Q5. Developing and understanding your maintenance plan.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	65.94%	23.19%	6.53%	1.45%	2.90%		
Number of Responses	91	32	9	2	4	138	
Q3. Procurement basics.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	64.75%	23.74%	9.35%	0.72%	1.44%		
Number of Responses	90	33	13	1	2	139	
Q6. Applying for and obtaining alternative funds for capital improvement projects.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	64.49%	24.64%	7.97%	2.90%	0.00%		
Number of Responses	89	34	11	4	0	138	

Q4. Understanding ADA and reasonable accommodations.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	57.97%	28.99%	10.87%	0.00%	2.17%		
Number of Responses	80	40	15	0	3		
Q11. Working with RCATs, the process and best practices.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	57.14%	27.14%	5.00%	5.00%	5.71%		
Number of Responses	80	38	7	7	8	140	
Q9. Understanding and remediating health hazards with lead, radon, mold and asbestos.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	47.14%	32.86%	11.43%	0.71%	7.86%		
Number of Responses	66	46	16	1	11	140	
Q13. The lifecycle of a project.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	40.71%	35.00%	15.71%	2.86%	5.71%		
Number of Responses	57	49	22	4	8	140	
Q12. Building construction 101, anatomy of a building.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	25.71%	42.86%	18.57%	3.57%	9.29%		
Number of Responses	36	60	26	5	13	140	
Q10. How to manage tenant relocation.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	25.55%	29.20%	27.01%	3.65%	14.60%		
Number of Responses	35	40	37	5	20	137	
Q8. Developing vacant land.	Very Important	Somewhat Important	Less Important	Not Sure	Not Important	Total	
Responses	25.55%	22.63%	25.55%	5.84%	20.44%		
Number of Responses	35	31	35	8	28	137	

Q14. Please list any additional topics that would be of interest to you

Responses

1. Central MA RCAT does an excellent job!
2. Managing site inventory on capital projects.
3. My RCAT folks are the best.

- 
4. My opinion is that RCAT should have had more training and direction in these areas, as well as a uniform understanding of its initial involvements with LHAs, before the start of working with LHAs so that LHAs could count on equitable and uniform effectiveness and representation from the outset. When LHAs can count on RCAT in that way, then training LHAs in these areas would make sense. In other words, there is enough to work out still with RCAT's initial primary tasks that adding the training component would only dilute
  5. I am a new director so at this point I need all the help I can get.
  6. Using the CPS and CIMS software, for sure. For me it would be fantastic to have a training on understanding formula funding, the cycle of funding and how it's calculated specifically.
  7. Would like to see a flow chart for each type of capital project that includes what forms to use, if board approval is needed, etc.
  8. Phaldie has been very helpful
  9. Would love to get updated procurement policy
  10. Service contracts exempt from prevailing wage - sample specifications and bid documents
  11. Consolidated purchasing of goods and services. Including Force Labor.
  12. The problem housing authorities face is a limited amount of time for the drawn out process of procurement and modernization. Bob Danilecki said, "It is not difficult." and he was correct. What is difficult is finding the time to do it the way they want you to.
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### Conclusion

Question 1 rated the highest overall. There is some discrepancy in the total number of responses between question one and the others. This is due to some participants starting the survey and only completing the first question. Taking this into consideration by subtracting 9 of the responses from question 1, question 1 is still the highest rated topic.

Please see the attached pages for supporting data.

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# Regional Capital Assistance Team (RCAT) Survey



SUMMARY   DESIGN SURVEY   **COLLECT RESPONSES**   ANALYZE RESULTS

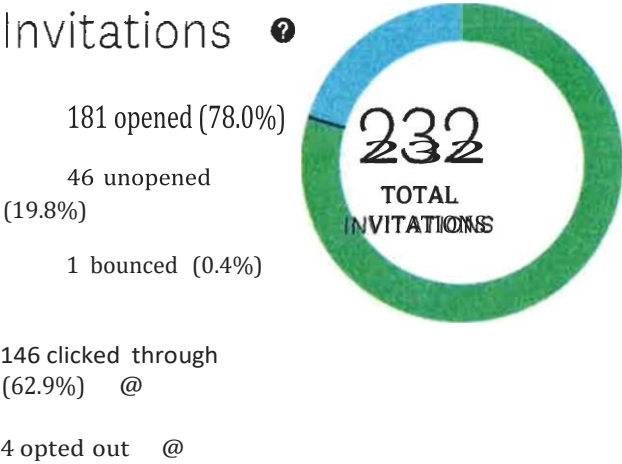
« [Back to Affiliators](#)

## Email Invitation 4

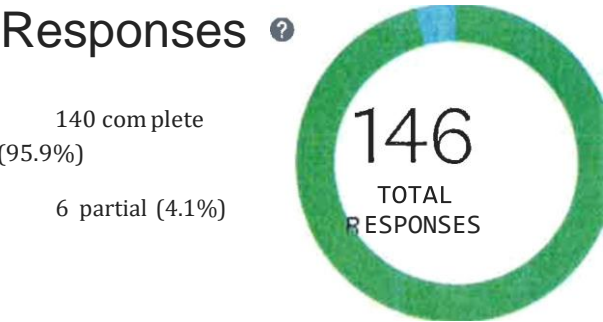
CLOSED

**OVERVIEW**   RECIPIENTS   OPTIONS

### Invitations



### Responses



Message   History   **INVITE MORE WITH**   SEND REMINDER   SEND THANK YOU

6/20/2017   Draft invitation message started   DELETE   RESUME   §

6/20/2017   Sent reminder message to 9 contacts   ...

6/20/2017 Sent reminder message to 98 contacts

6/19/2017 Draft invitation message started

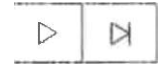
DELETE

RESUME #

6/18/2017 Sent reminder message to 117 contacts

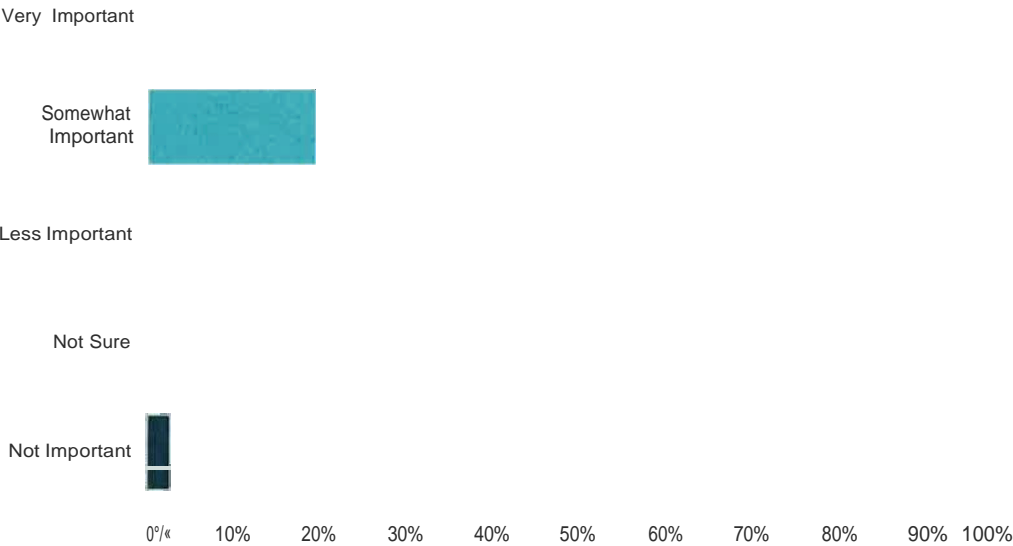
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MESSAGES: 1 - 00 \$



Q1 Managing construction projects of all sizes.

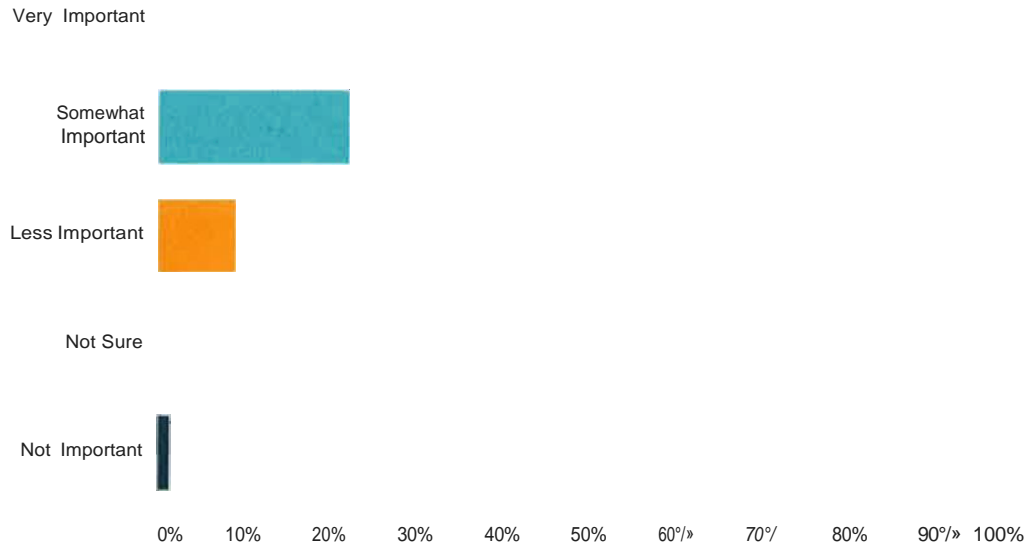
Answered: 149 Skipped: 1



Answer Choices	Responses	
Very Important	71.14%	106
Somewhat Important	19.46%	29
Less Important	5.37%	8
Not Sure	1.34%	2
Not Important	2.68%	4
Total		149

## Q2 How to write specifications and bid projects under \$10,000.

Answered: 140 Skipped: 10



Answer Choices	Responses	
Very Important	66.43%«	93
Somewhat Important	22.14%»	31
Less Important	9.29%	13
Not Sure	0.71%»	1
Not Important	1.43%/%«	2
Total		140



### Q3 Procurement basics.

Answered: 139 Skipped: 11

Very Important

Somewhat Important



Less Important

Not Sure

Not Important

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answer Choices

Responses

Very Important

64.75% / 90

90

Somewhat Important

23.74% / 33

33

Less Important

9.35% / 13

13

Not Sure

0.72% / 1

1

Not Important

1.44% / 2

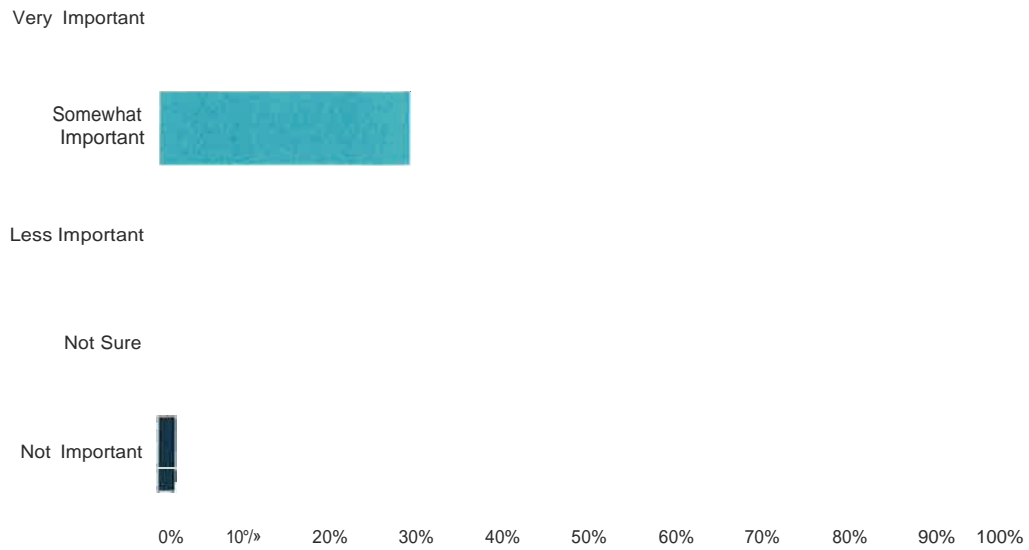
2

Total

139

## Q4 Understanding ADA and Reasonable Accommodations.

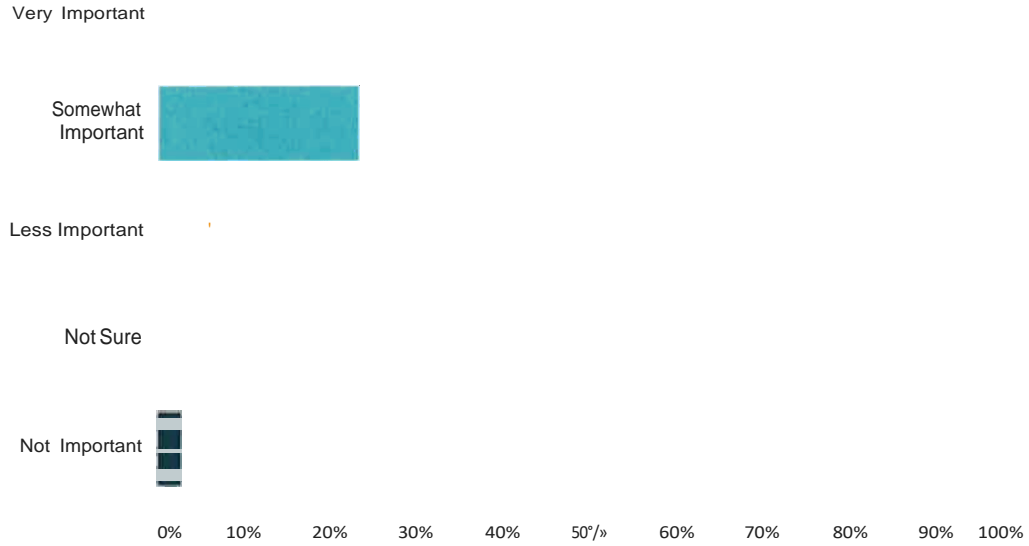
Answered: 138 Skipped: 12



Answer Choices	Responses	
Very Important	57.97%	80
Somewhat Important	28.99%	40
Less Important	10.87%	15
Not Sure	0.00%	0
Not Important	2.17%	3
Total		138

## QS Developing and understanding your maintenance plan.

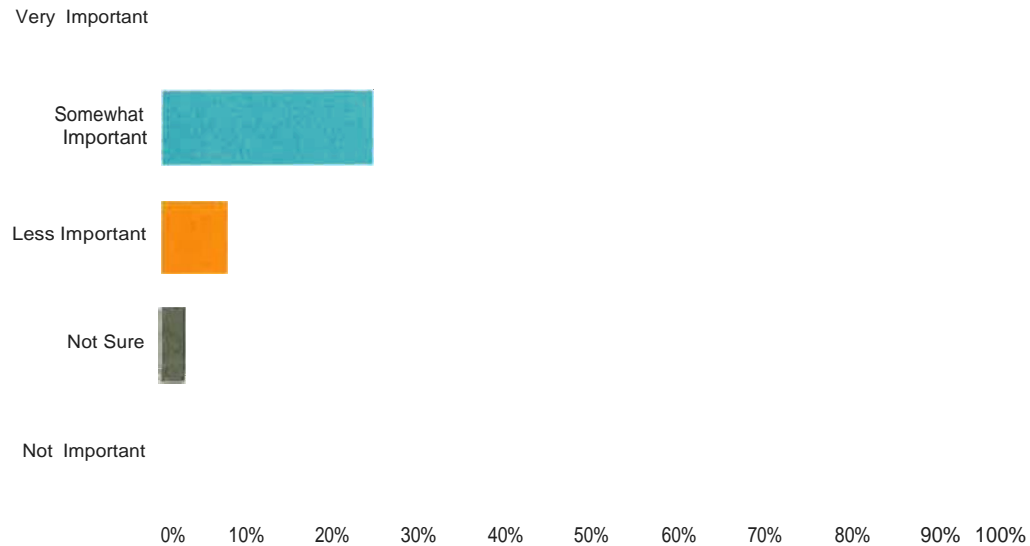
Answered: 138 Skipped: 12



Answer Choices	Responses	
Very Important	65.94%	91
Somewhat Important	23.19%	32
Less Important	6.52%	9
Not Sure	1.45%	2
Not Important	2.90%	4
Total		138

## Q6 Applying for and obtaining alternative funds for capital improvement projects.

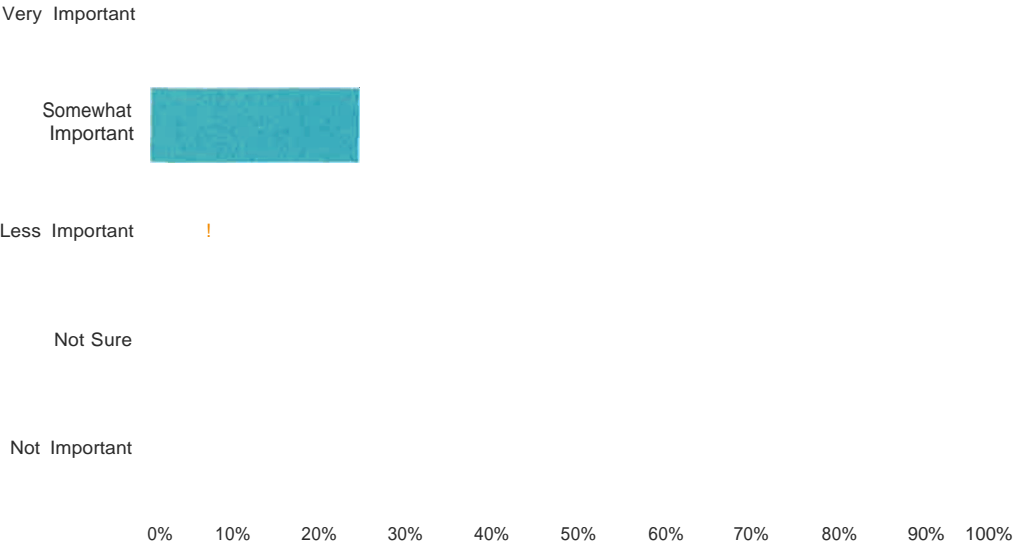
Answered: 138 Skipped: 12



Answer Choices	Responses	
Very Important	64.49%	89
Somewhat Important	24.64%	34
Less Important	11.97%	11
Not Sure	2.90%	4
Not Important	0.00%	0
Total		138

Q7 Understanding and using statewide contracts.

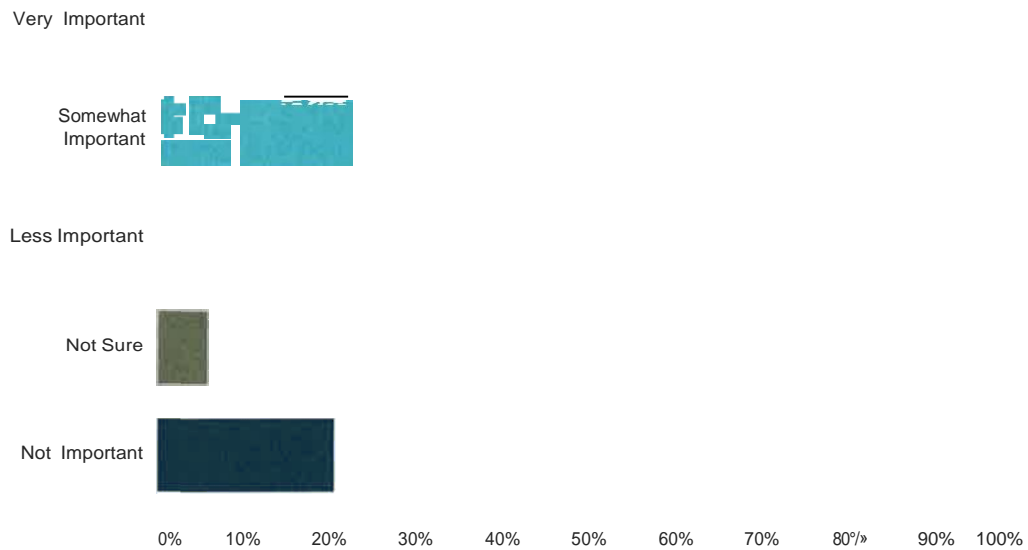
Answered: 139 Skipped: 11



Answer Choices	Responses	
Very Important	66.19%	92
Somewhat Important	24.46%	34
Less Important	7.91%	11
Not Sure	0.72%	1
Not Important	0.72%	
Total		139

## Q8 Developing vacant land.

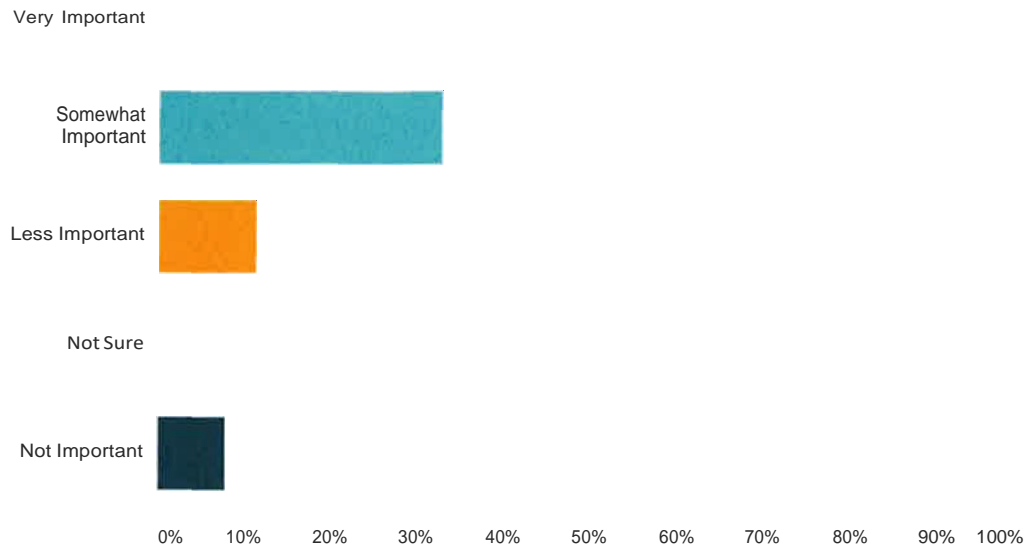
Answered: 137 Skipped: 13



Answer Choices	Responses	
Very Important	25.55%	35
Somewhat Important	22.63%	31
Less Important	25.55%	35
Not Sure	5.84%	8
Not Important	20.44%	28
Total		137

## Q9 Understanding and remediating health hazards with lead, radon, mold and asbestos.

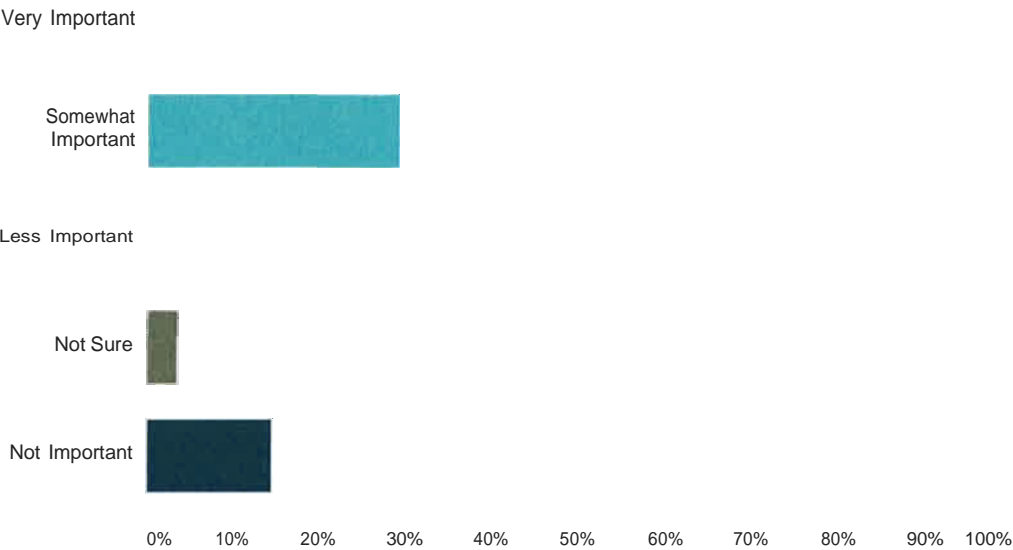
Answered: 140 Skipped: 10



Answer Choices	Responses	
Very Important	47.14%»	66
Somewhat Important	32.86%»	46
Less Important	11.43%»	16
Not Sure	0.71%	1
Not Important	7.86%»	11
Total		140

Q10 How to manage Tenant Relocation.

Answered: 137    Skipped: 13

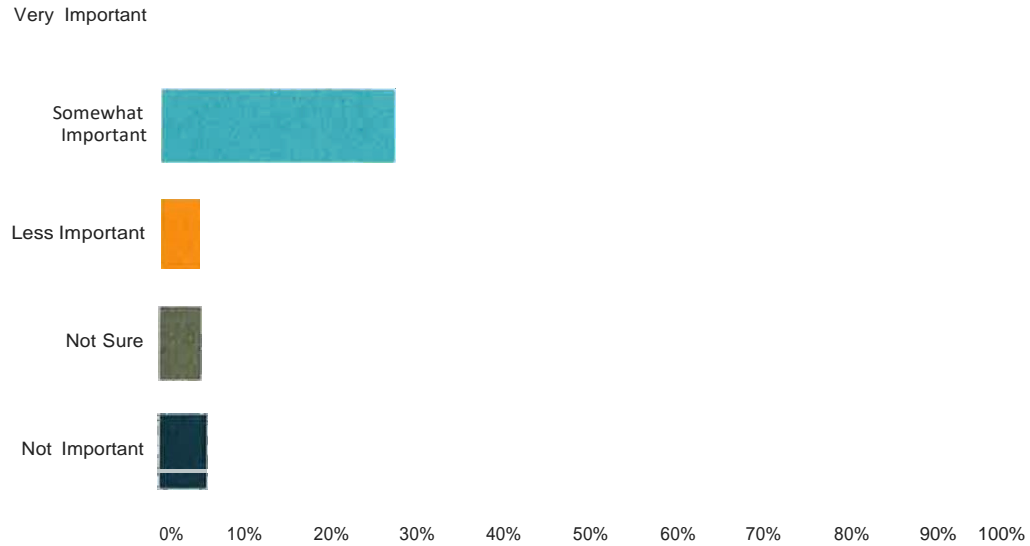


Answer Choices	Responses	
Very Important	25.55%«	35
Somewhat Important	29.20%	40
Less Important	27.01%»	37
Not Sure	3.65%	5
Not Important	14.60%«	20
Total		137



## Q11 Working with the RCATs, the process and best practices.

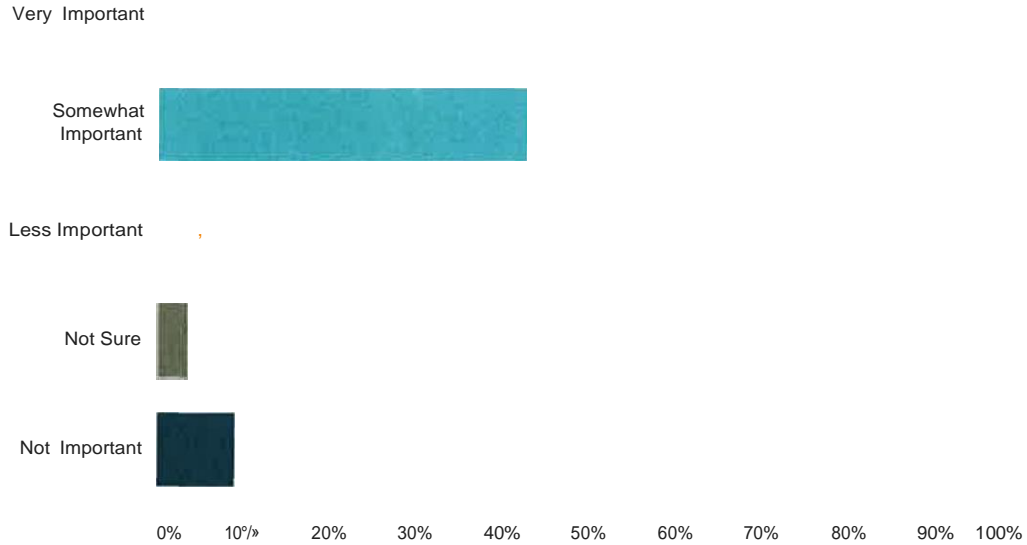
Answered: 140 Shipped: 10



Answer Choices	Responses	
Very Important	57.14% <sup>f»</sup>	80
Somewhat Important	27.14% <sup>+/</sup>	38
Less Important	5.00% <sup>/»</sup>	7
Not Sure	5.00% <sup>/«</sup>	7
Not Important	5.71%	8
Total		140

## Q12 Building construction 101, anatomy of a building.

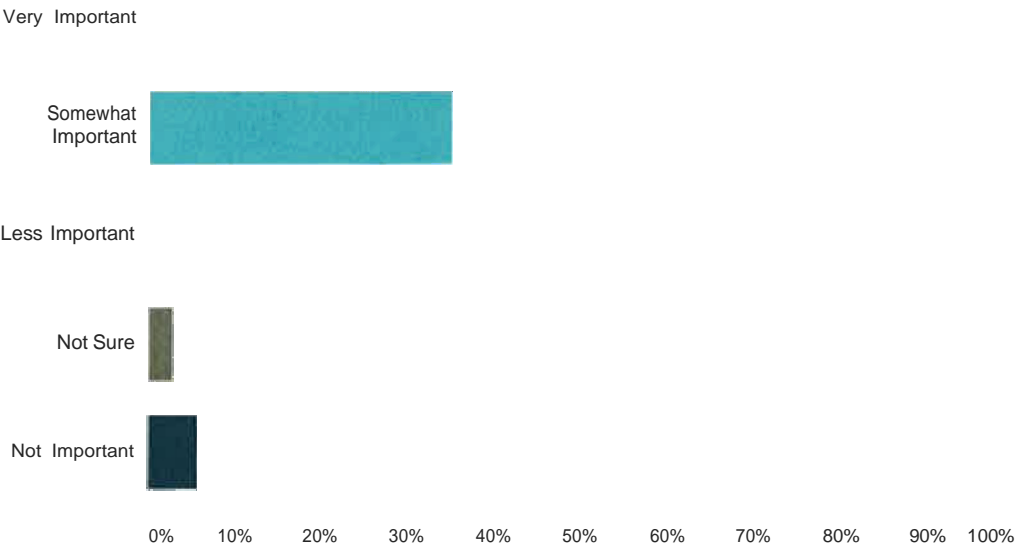
Answered: 140 5 kipped: 10



Answer Choices	Responses	
Very Important	25.71%«	36
Somewhat Important	42.86%«	60
Less Important	18.57%«	26
Not Sure	3.57%«	5
Not Important	9.29%	13
Total		140

Q13 The lifecycle of a project.

Answered: 140 Skipped: 10



Answer Choices	Responses	
Very Important	40.71%»	57
Somewhat Important	35.00%	49
Less Important	15.71%»	22
Not Sure	2.86%»	4
Not Important	5.71%+	8
Total		140

## Regional Capital Assistance Team (RCAT) Survey

### Q14 Please list any additional topics that would be of interest to you.

Answered: 13 Shipped: 137

#	Responses	Date
1	Comment - central MA RCAT does an excellent job!	6/23/2017 6:04 AM
2	Managing site inventory on capital projects.	6/21/2017 9:24 AM
3	My RCAT folks are the best	6/20/2017 3:59 PM
4	My opinion is that RCAT should have had more training and direction in these areas, as well as a uniform understanding of its initial involvements with LHAs, before the start of working with LHAs so that LHAs could count on equitable and uniform effectiveness and representation from the outset. When LHAs can count on RCAT in that way, then training LHAs in these areas would make sense. In other words, there is enough to work out still with RCAT's initial primary tasks that adding the training component would only dilute.	6/15/2017 8:26 AM
5	I am a new director so at this point I need all the help I can get.	6/14/2017 8:53 AM
6	This survey would be much more helpful if we were given context for these questions.	6/13/2017 10:50 AM
7	Using the cps and sims software, for sure. For me it would be fantastic to have a training on understanding formula funding, the cycle of funding and how it's calculated specifically.	6/13/2017 8:02 AM
8	Would like to see a flow chart for each type of capital project that includes what forms to use, if board approval is needed, etc	6/12/2017 8:42 PM
9	Phaldie has been very helpful	6/12/2017 1:23 PM
10	would love to get updated procurement policy	6/1/2017 10:04 AM
11	Service contracts exempt from prevailing wage - sample specifications and bid documents	5/31/2017 6:09 PM
12	Consolidated purchasing of goods and services. Including Force Labor. Best, John	5/31/2017 4:26 PM
13	The problem housing authorities face is a limited amount of time for the drawn out process of procurement and modernization. Bob Oanilecki said, "It is not difficult." and he was correct. What is difficult is finding the time to do it the way they want you to.	5/31/2017 3:33 PM

## Regional Capital Assistance Team (RCAT) Survey

### Q14 Please list any additional topics that would be of interest to you.

Answered: 13 Skipped: 137

#	Responses	Date
1	Comment - Central MA RCAT does an excellent job!	6/23/2017 6:04 AM
2	Managing site inventory on capital projects.	6/21/2017 9:24 AM
3	My RCAT folks are the best	6/20/2017 3:59 PM
4	My opinion is that RCAT should have had more training and direction in these areas, as well as a uniform understanding of its initial involvements with LHAs, before the start of working with LHAs so that LHAs could count on equitable and uniform effectiveness and representation from the outset. When LHAs can count on RCAT in that way, then training LHAs in these areas would make sense. In other words, there is enough to work out still with RCAT's initial primary tasks that adding the training component would only dilute.	6/15/2017 8:26 AM
5	I am a new director so at this point I need all the help I can get.	6/14/2017 8:53 AM
6	This survey would be much more helpful if we were given context for these questions.	6/13/2017 10:50 AM
7	Using the cps and sims software, for sure. For me it would be fantastic to have a training on understanding formula funding, the cycle of funding and how it's calculated specifically.	6/13/2017 8:02 AM
8	Would like to see a flow chart for each type of capital project that includes what forms to use, if board approval is needed, etc	6/12/2017 8:42 PM
9	Phaldie has been very helpful	6/12/2017 1:23 PM
10	would love to get updated procurement policy	6/1/2017 10:04 AM
11	Service contracts exempt from prevailing wage - sample specifications and bid documents	5/31/2017 6:09 PM
12	Consolidated purchasing of goods and services. Including Force Labor. Best, John	5/31/2017 4:26 PM
13	The problem housing authorities face is a limited amount of time for the drawn out process of procurement and modernization. Bob Danilecki said, "It is not difficult." and he was correct. What is difficult is finding the time to do it the way they want you to.	5/31/2017 3:33 PM