



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-3000
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OFFICE OF ADMINISTRATION

MEMORANDUM FOR: *Cathlyn Federoff*, President,
AFGE National Council of HUD Locals 222

FROM: *Priscilla A. Lewis*, Acting Chief, Labor Relations Branch, ARHLL.

SUBJECT: Interviews for the Operations and Procedures Manual

For your information, under contract with HUD's Office of Fair Housing and Equal Opportunity (FHEO), North American Management is tasked with developing an updated Operations and Procedures Manual for FHEO's Headquarters and Field Office personnel, as well as for their funded program, the Fair Housing Assistance Program. Steps to accomplish this task include developing an "As-Is" analysis, or describing the current state of affairs, projecting a "To-Be," or, the desired state, and developing an operations and procedures manual. In order to develop this current state analysis, it is necessary to document staff activities. This is to be accomplished through a combination of document review and staff interviews.

The following are typical questions that may be asked during a staff interview:

1. Describe your role and responsibilities.
2. What are the expected outputs of your work?
3. What resources do you require in order to achieve those outputs?
4. What are the current systems in place that assist you?
5. How could those systems be improved to increase output?

The information provided by each participant will be kept confidential and will be used only for purposes of developing the aforementioned "As-Is" analysis and "To-Be" state, improving systems and operations, and developing the contractually required document, the FHEO Operations and Procedures Manual. The intent is to develop a manual that will assist the current staff work within the redesigned structure of FHEO most effectively and efficiently.

If you have any questions regarding this memorandum, please feel free to call Joann T. Robinson on (202) 708-3373.

cc:
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Perry Casper, Portland, Oregon
James Lee, Richmond, Virginia
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