AGENCY STRATEGIC PLAN

Fiscal Years 2021 to 2025

By

THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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June 1, 2020

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TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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TDHCA Mission

The mission of the Texas Department of Housing and Community Affairs (TDHCA) is to administer its housing and community-based programs efficiently, transparently, and strategically to provide a continuum of services from ameliorating poverty, to assist homeless populations, and to offer a spectrum of affordable housing and homeownership options to help Texans in need.

The Department accomplishes its mission largely by acting as a conduit for federal assistance for housing and community services that are provided primarily via local partners to Texans who qualify based on their income level. Because of several specific housing programs it receives, TDHCA also operates as both a housing finance agency and a public housing authority. In addition, the Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

Ensuring compliance with the many state and federal laws that govern the Department's programs is a critical aspect of achieving the Department's mission, which includes ensuring that TDHCA's housing portfolio is being well maintained and correctly operated, that program funds are being compliantly and effectively administered, and that any misuse of those resources is identified and addressed.

Agency Goal and Action Plan

Administering assigned programs efficiently, transparently, and lawfully and investing resources strategically, thereby helping Texans thrive.

Specific Action Items to Achieve Your Goals

1. Increase and preserve safe, decent, and affordable housing for very low, low, and moderate income Texans
2. Increase homeownership opportunities for low to moderate income Texans
3. Reduce home energy costs and assist in ameliorating poverty for very low income Texans
4. Improve access to affordable housing, energy and poverty programs by providing information and technical assistance
5. Regulate the manufactured housing industry in accordance with state and federal law

Describe How Your Goal or Action Item Supports Each Statewide Objective

1. Accountable to the tax and fee payers of Texas

   TDHCA is committed to administering its programs in a transparent and accountable manner and to using taxpayer resources prudently. TDHCA conducts numerous public hearings, roundtables, and online discussions for all program rules and programming of funds to engage stakeholders and solicit comment and input. The opportunity to provide public comment is also available at each monthly governing board meeting and TDHCA's website includes a specific Public Comment Center. TDHCA works with different user groups and advocates to ensure it is hearing all points of view and understanding needs. Extensive information on Department programs can be found on TDHCA's website, the materials considered by the TDHCA governing board are available online, and whenever possible, meetings are streamed live. Members of the public interested in particular TDHCA programs can sign up for list serves for their specific interests. There is online information regarding how to file a complaint related to a program or service.

   TDHCA has strong financial controls and compliance monitoring to ensure that funds and other assistance are used in accordance with state and federal regulations and best industry practices.

2. Efficient such that maximum results are produced with a minimum of waste of taxpayer funds, including through the elimination of redundant and non-core functions

   TDHCA staff is encouraged to improve processes and efficiencies and seeks input from program participants to identify areas for streamlining and efficiency. A rigorous annual operating budget process prompts each work unit within the Department to revisit and justify its FTE usage and budgetary expenses, and agency leadership annually considers the highest and best use of resource allocations.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve

   Operations at TDHCA are continually assessed and improved based on principles of enterprise-wide risk management, adherence to documented operating procedures, and objective data analysis. Key to this has been cultivation of highly skilled staff able to pull and analyze data and the creation of a data reporting and management section to assist in the evaluation of existing and proposed policies.

4. Attentive to providing excellent customer service

   TDHCA has a strong understanding of the needs of the populations served through its

programs as well as the needs of the organizations with whom the Department works to serve those populations. TDHCA has an excellent interactive tool, Help for Texans, that allows those seeking assistance to get targeted local information on resources. TDHCA works to treat all Texans with respect, courtesy, and transparency.

5. Transparent such that agency actions can be understood by any Texan

   Through the frequent use of public roundtables, webinars, online discussion forums, and other public meetings, TDHCA gauges customers' understanding of programs and Department decisions. TDHCA disseminates information to all of its stakeholders over multiple platforms. This includes use of information available on its website, including downloadable flyers for consumers and potential subrecipients and the TDHCA Public Comment Center online website to help the general public and stakeholders engage in TDHCA programs.

Describe Any Other Considerations Relevant to Your Goal or Action Item

- **Construction Costs Trend.** Prior to the COVID-19 Pandemic, Texas was already seeing increasing construction costs. The impact of increasing costs on the affordable housing production industry means that, generally, fewer units can be produced. For example, in spite of increases in the annual federal allocation of Housing Tax Credits, unit production has not been able to increase proportionally; the allocation increases support the construction cost increases, but do not support more units being produced. This trend is noticeable as well in single family production activities, where each unit is costing more. Implications of this ultimately can affect performance measures and may prompt the need for changes to Department rules and some statutory language that place parameters on its programs that are no longer effective.

- **Trends Expected from COVID-19 Pandemic.** The COVID-19 Pandemic is having, and will continue to have, far-reaching effects on the populations and partners the Department serves.

    - ***Households***. Many of the low income households served by the Department were employed in jobs that have been most impacted by the stay-at-home orders associated with the pandemic. Households served by the Department are often the most vulnerable and this one event has pushed them into greater instability. This is exacerbated by the fact that households previously not low income but whose employment was affected by the pandemic are now becoming low income, broadening the pool of those eligible for Department programs. Their need is increasing both for housing assistance and for services.

Existing tenants of low income properties will have to find ways to become current on their deferred rent payments that were accrued during eviction moratoriums; low income households are needing greater assistance with utility assistance payments and other poverty programs; and those at risk of homelessness need immediate assistance to prevent them entering into homelessness. This issue is made more challenging as the local presence for TDHCA programs - the non-profits, cities, and counties that administer these programs - are unable to assist households in person for the time being.

- ***Properties.*** Properties in the Department's portfolio are faced with increasing numbers of tenants unable to pay rent, resulting in operating losses; the moratoriums on evictions prevent properties from taking actions to mitigate those losses. These properties will need assistance over time as they may become less financially stable. Also of note are the many properties that were in the middle of construction as the stay-at-home orders in some communities prevent their ability to proceed, causing delays in the availability of expected units. This issue is expected to affect the Department's multifamily performance measures over the ensuing quarters as properties do not come on line when predicted.
- ***Homeownership***. Both the municipal bond market and the mortgage-backed securities market, the two primary sources of financing for the Department's homeownership programs, have been impacted by economic concerns related to stay-at-home orders and the shut-down of areas of the economy. As a result, pricing of municipal housing bonds and mortgage-backed securities is less attractive. Consequently, the options available for homeownership may be less attractive than those offered prior to the pandemic, specifically with respect to relative mortgage rates. In addition, the disruption in the economy and resulting increased unemployment and potential negative credit implications for potential homebuyers will most likely decrease the number of low and moderate income homebuyers that will qualify for a mortgage loan. The combination of these factors will likely have an impact on the Department's homeownership performance measures with respect to the overall number of homeowners served as well as affect the breakout between the number of loans supported through single family mortgage revenue bonds and the taxable mortgage program, which is financed through the mortgage-backed securities market.

- **Additional Resources (not CARES Act)**. The Department has seen recent minimal increases in annual allocations the HOME, NHTF, LIHEAP, ESG, and DOEWAP Programs. Additionally, the Department recently received a Fair Housing Education grant from HUD, and has applied to HUD for an additional allocation of 811 PRA funds to provide rental assistance for households with disabilities receiving Medicaid services.

- **Additional Resources (CARES Act).** Under the CARES Act the Department is already receiving several allocations of funds and is expected to see more
  - TDHCA's Community Services Block Grant (CSBG) program will receive an

estimated $48 million for Texas' Community Action Agencies (CAAs), which deliver of a broad range of services designed to eliminate poverty and foster self-sufficiency for very low-income Texas residents in all 254 counties.

- TDHCA's Comprehensive Energy Assistance Program (CEAP) program will receive approximately $89 million in Low-Income Home Energy Assistance Program (LIHEAP) funds designed to assist low-income households in meeting their immediate energy needs.
- TDHCA's Emergency Solutions Grant (ESG) program will receive an initial award of approximately $33 million for private nonprofit organizations, cities, and counties in the State of Texas to help persons who are at-risk of homelessness or homeless quickly regain stability in permanent housing. The CARES Act provides an additional $3 billion in ESG funding that the Department of Housing and Urban Development (HUD) has not yet allocated and while it is expected TDHCA will receive additional funds, an estimate is not yet available.
- TDHCA's Housing Choice Voucher Program (often referred to as Section 8) will receive approximately $117,000.
- On April 13, 2020, the Governor of the State of Texas identified TDHCA as the designated state agency to receive the first allocation of CDBG CARES Act (CDBG-CV) funding. TDHCA will receive approximately $40 million in CDBG-CV funding allocated by the CARES Act. While the specific use of these funds has not yet been determined, TDHCA is committed to deploying these funds as quickly, effectively and fully as possible, and the Department is currently coordinating with the Office of the Governor to identify critical needs that can be addressed using CDBG funds.
- The CARES Act provides $15 million in funding for the Section 811 Project Rental Assistance (PRA) program. As a current administrator of these funds, it is possible that TDHCA will receive funds.
- For the above programs, TDHCA expects to augment its FTEs through temporary positions as authorized under Article IX.

- **First Time Homebuyer Program Changes**. Recently, the Department expanded its homeownership financing options for government loans (FHA, VA, and USDA) to include a two-point and three-point down payment assistance option (previously offered only a four-point option), providing additional flexibility for borrowers to customize their financing for maximum affordability. In addition, the Department is currently undertaking two key "outreach" efforts. The first is a rebranding and marketing expansion to reach more low and moderate-income Texans, primarily through participating lenders, realtors, and homebuyer counselors, and the role of homebuyer counselors is being increased to directly assist non-qualifying potential homebuyers with becoming eligible for financing through the Department's programs. The second is an initiative to increase participation in single family homeownership programs by local Housing Finance Corporations (HFCs) by leveraging the Department's loan volume and resulting economies of scale. This will allow HFCs to remain active participants in affordable single family housing, while leveraging Department resources and state

volume cap for private activity bonds, resulting in more affordable single family financing in the state.

- **Capital Improvements.** The Department has completed its prior capital improvement projects related to information systems security and PeopleSoft. TDHCA will continue to prioritize its information security standards and fiscal systems needs. Efforts will be made in the forthcoming biennium to upgrade several outdated software systems still in use in the Department, in particular a character-based “mainframe-style” travel tracking and authorization system.

- **Procurement.** TDHCA’s procurement area is recognized by peer agencies for its high quality and a focus on compliance with state protocols. TDHCA procurement staff include two Certified Texas Contract Managers and a Certified Texas Contract Developer that receive on-going training through the Office of the Comptroller to maintain certification. Training ranges from contract management and oversight, procurement, to issues specific to working with the Department of Information Resources. Combined, TDHCA procurement staff have 27 years of experience in this field. Maintaining the highest integrity in its procurement procedures is a priority to TDHCA leadership as is providing staff the flexibility and autonomy necessary to make decisions appropriate to their level.

- **Information Resource Planning.** TDHCA’s Information Systems (IS) division seeks to provide technology leadership, solutions, and services to the Department and its constituents in support of the Department’s mission. It achieves this by ensuring that the Department has the system tools needed to administer its expansive variety of programs and by providing ongoing support as system requirements evolve and expand. These systems serve TDHCA staff; partners such as subrecipients, property managers, and the manufactured housing industry, many of whom use online tools provided by TDHCA; as well as the general public, which can access information on local affordable housing, community services resources and manufactured home ownership, licensing, and other information through the Department’s “Help for Texan’s” and "Manufactured Housing Homeownership Record System" websites. The IS division operates with a security function to assess the Department’s overall cybersecurity posture and to mitigate cybersecurity threats, an internal software development function to build, maintain, and upgrade custom applications that support TDHCA's unique business needs, and a technical support function to address ongoing staff information technology needs as well as system and infrastructure upgrades. In keeping with the Texas Department of Information Resources State Strategic Plan, the IS division places a strong emphasis on cybersecurity, implementing new technologies, business continuity and replacing legacy systems through DIR technology partners and other cost-effective solutions. The IS division explores and evaluates a broad range of options such as open source software, software as a service, cloud applications and infrastructure, and other emerging technologies to meet Department needs. The IS division is overseen by the Director of Administration.

- **Public Awareness for Early Childhood Immunizations.** TDHCA has contact with families generally by telephone, mail, or the Internet. The Department's strategy for increasing public awareness for the importance of early childhood immunizations, pursuant to the Texas Government Code, Section 2056.0022, will be to provide a notice on the TDHCA web page most accessed by families and individuals,the entry page to *Help for Texans*, which is the Department's affordable housing and community services resource portal. The notice will provide a statement on the importance of immunizations with a link to the Department of State Health Services' page on Immunization Information for Parents and the Public.

Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.001
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Does not clearly designate TDHCA as a public housing authority (PHA). As this is sometimes questioned by the U.S. Department of Housing and Urban Development (HUD), it could impact the Department's ability to continue to serve approximately 850 households per year through its Section 8 Housing Choice Voucher Program, which includes vouchers for persons with disabilities and veterans.
Provide Agency Recommendation for Modification or Elimination	Add another numbered purpose clause stating: "serve as a public housing authority to provide the Department with access to more affordable housing resources"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	While TDHCA already operates as a PHA, the recommended change would affirm this role unambiguously and remove any risk that the federal funding agency (HUD) could have a basis for which to withdrawal PHA status.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.004(3) and (36)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.004 Definitions: (3) provides the definition of Contract for Deed (CFD) within TDHCA's statute. This definition is inconsistent with provisions related to CFDs found in House Bill (HB) 311, 84th Texas Legislature, which may cause confusion in administering programs serving households who originally purchased property through a contract for

	deed. Specifically, HB 311 changed the definition of "executory contracts" in Property Code such that the following is true: 1) CFDs now transfer title to the purchaser before the contract-for-deed is fully paid off. 2) While title is provided to purchaser, the seller can still retain a lien on the property at the same terms of the original contract. (36) provides the definition for Urban Area which is defined in part through reference to definition (28-a)(C). However, paragraph (C) of definition (28-a) relating to Rural Areas no longer includes a paragraph (C).
Provide Agency Recommendation for Modification or Elimination	Amend (3) to ensure that it conforms with HB 311 and to make clear in the definition that "contracts for deed" mean the same as "executory contracts" in order to avoid confusion elsewhere in Chapter 2306. Amend (36) to remove reference to (28-a)(C).
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Changes to (3) will provide clarity and therefore greater efficiency in efforts to serve colonia residents who may have purchased property using a contract for deed. Changes to (36) will ensure clarity in definitions.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code Subchapter C, §2306.053(b)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	TDHCA operates the Comprehensive Energy Assistance Program (CEAP), a significant utility payment assistance program. Occasionally the Department faces situations where it has concerns with the entities providing CEAP assistance (possible fraud, disallowed costs, mismanagement of funds) but simply defunding the subrecipient is not effective because the households needing the utility assistance are harmed. While the Department most likely has the authority to obligate subrecipients contractually to enter into a trustee relationship, TDHCA suggests adding a clause in this section that provides TDHCA with the explicit power to establish a Trustee for subrecipients, when needed to ensure ongoing delivery of services or assistance to clients.
Provide Agency Recommendation for Modification or Elimination	Add to (b), "establish requirements for subrecipients to enter into Trustee relationships to ensure ongoing delivery of services to households."
Describe the Estimated Cost Savings or Other Benefit	This enables the Department to continue to assist low income households while not putting the state at risk for

Associated with Recommended Change	possible repayment of federal funds due to contractors that may perform in ways that disallow federal costs.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code 2306.057
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section provides that a compliance assessment is required for project approval by the Board. In (b) it says that a written report of that assessment must be included in the "appropriate project file for board and department review". Many years past, these assessments were performed on paper and were included in Board materials. Because the bulk of these assessments are now housed in databases, the results of these assessments are only summarized for the Board. To the extent that concerns arise and conditions are needed, those issues are part of the summary to the Board. The requirement that the assessment report must be included for board review is an unnecessary requirement and no longer relevant to the manner in which the information is currently retained.
Provide Agency Recommendation for Modification or Elimination	Revise (b) to require only a "summary of any concerns or conditions identified in the compliance assessment" be provided to the Board.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This creates more efficient Board materials and saves staff time.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.0723
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Because the State Low Income Plan (SLIHP) is not a "state agency statement of general applicability that implements, interprets or prescribes law or policy" and the Department never has a need or intention to enforce the report against anyone, it should not be a rule. The statute creates unnecessary rule-making work for TDHCA staff. TDHCA would continue to present the SLIHP for public comment/roundtable discussion and Board approval.
Provide Agency Recommendation for Modification or Elimination	Eliminate statute requiring the SLIHP to be a rule.
Describe the Estimated Cost Savings or Other Benefit	Streamlines the SLIHP approval process and removes the improper designation of the SLIHP as a rule.

Associated with Recommended Change	
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.0985 (Recovery of Funds from Certain Subdivisions)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.0985 addresses the ability to require political entities with authority to tax to place a lien on properties that benefit from infrastructure improvements made with state or federal money; any funds recovered under this section may be appropriated to TDHCA for use in administering a program under a section that has since been eliminated from the code. This language serves no purpose.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes expectation that TDHCA undertake activity referred to in another portion of statute not under TDHCA's jurisdiction.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1071
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Definition of first time homebuyer for the Department's First Time Homebuyer (FTHB) Program. Statute defines FTHB as a Texas resident who has not owned a home in the last three years. However, the U.S. Internal Revenue Service (IRS), which governs the issuance of tax-exempt mortgage revenue bonds, authorized exceptions in Section 143(d)(2)(D) of the Code, including an exception for veterans and exceptions for borrowers that purchase homes in targeted areas.
Provide Agency Recommendation for Modification or Elimination	Amend definition as follows: "First-time homebuyer" means a person who: (A) resides in this state on the date on which an application is filed; and (B) has not owned a home during the three years preceding the date on which an application under this subchapter is filed <u>or satisfies an exception in accordance with IRS requirements</u>.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Change ensures veterans and homebuyers purchasing homes in targeted areas continue to receive the same degree of assistance they are currently receiving through TDHCA's homeownership programs.
Service, Statute, Rule or Regulation (Provide Specific Citation if	Tex. Gov't Code §2306.111(c)

applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section requires that 95% of the state's HOME Investment Partnerships Program (HOME) funds be used in non-Participating Jurisdiction (i.e., areas of the state that do not receive HOME funds directly from the federal government); these tend to be more rural areas of the state. In addition, 5% must be used for Persons with Disabilities statewide. Federal regulations require that 15% of all HOME funds be provided directly to Community Development Housing Organizations (CHDOs), which are community-based housing nonprofits that meet requirements of the HOME program. While there are many CHDOs in the more urban areas of the state, there are fewer of these in more rural areas, making achieving the 15% requirement a perennial challenge for TDHCA. New federal guidelines provide much more restrictive deadlines for the commitment and expenditure of HOME funds and added complexity in organizations qualifying as CHDOs. The scarcity of CHDOs in rural Texas and the stricter federal regulation effective since 2015 delay funds from being used as quickly and efficiently as possible and increase the likelihood that the state may fail to meet commitment deadlines for a portion of CHDO funds and, therefore, may result in the state having to return HOME funds to the federal government. Excluding all or a portion of the 15% federally mandated CHDO set-aside funds from the requirements of §2306.111(c) would minimize this risk.
Provide Agency Recommendation for Modification or Elimination	Amend §2306.111(c) to exclude CHDO funds from the 95/5 rule; or alternatively make a rural priority for HOME funds that if not used by a certain point is then allowed state-wide; or otherwise provide flexibility to expressly allow the use of CHDO funds in Participating Jurisdictions without violating the requirement.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would allow funds to be used more promptly and decrease the risk of the state having to return HOME funds to the federal government and therefore allow TDHCA to expand housing opportunities for more Texas households
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1112
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section calls for the creation of the Executive Award and Review Advisory Committee (EARAC) comprised of only Department staff, to make recommendations to the Board. This creates a situation in which the Executive Director is not the final voice on Board recommendations and is not able to weigh the considerations of all relevant areas of the Department. Further significant staff time is spent on the preparation for and attendance at these committee meetings.
Provide Agency Recommendation for Modification or Elimination	Remove the section or revise the section to indicate that prior to making a recommendation to the Board, the Executive Director should consult with the applicable program, underwriting and compliance staff.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	A clear direct line of reporting from the agency to the Board and an estimated savings of at least 25 staff hours per month.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1113
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tightly restricts the communication of TDHCA Board member and staff with persons associated with active applications for housing funds during the application period, including barring meetings outside of TDHCA headquarters and after regularly posted hours.
Provide Agency Recommendation	Statute could be amended to allow for meetings between

for Modification or Elimination	TDHCA staff and applicants outside of business hours. It might allow for meetings to occur at other locations, such as attorneys' offices.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	The Housing Tax Credit program is extremely complex. To meet statutorily required deadlines, staff and applicants alike regularly work long hours well outside business hours, and communicate extensively during business hours and over the phone and email, as currently allowed under statute, to work on issues. Adding flexibility with respect to where and when can allow for more effective and timely communication, reducing time spent by both parties. Further, it is not necessary for the requirement to apply to other TDHCA programs.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1114
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires notification of application of funds to a long list of persons for any proposed application for housing funds that include HOME funds or any other affordable housing program. Statutory language does not explicitly limit this to multifamily or to competitive activities and therefore this could be construed to place extensive notification requirements on single family HOME activities and HTF activities. Because the HOME and HTF Programs no longer release funds competitively, but do so on a reservation basis (meaning reserving funds as each household is identified), this would require that every household reservation trigger notification. For competitive single family applications under HOME, the households are not yet even identified so that exact location is not yet known. Furthermore, the requirements in statute are clearly reflective of "developments" and not applications for housing funds in which individuals households are assisted. Notifications outlined in statute on single family activity would be extremely onerous.
Provide Agency Recommendation for Modification or Elimination	Amend statute to specify that this requirement is for Housing Tax Credit and other multifamily activities and not "all funds" captured in §2306.111.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Provides clarity to the notification requirement and minimizes likelihood of future expectations that TDHCA provide notification for single family activities
Service, Statute, Rule or Regulation	Tex. Gov't Code §2306.142-143

(Provide Specific Citation if applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	§2306.142 requires a market study to determine underserved economic and geographic submarkets in the state. §2306.142(l) requires specific set-asides or allocations to meet those underserved markets. Much of this section was to address issues relating to sub-prime lending. The parameters for the market study are outdated, cannot be complied with, and are no longer relevant due to changes in the credit and sub-prime lending markets following the crash of 2008. The set-asides are economically unfeasible and could damage the economic condition of the Department. In addition, Section 2306.143 requires TDHCA to develop a subprime lender list using the survey required under 2306.142 if the U.S. Department of Housing and Urban Development (HUD) does not release a subprime lender list. The staff time and cost related to generating a subprime lender list would waste Department resources due to the outdated nature of these provisions in statute.
Provide Agency Recommendation for Modification or Elimination	Recommend elimination. Because compliance with the requirements of Tex. Gov't Code §2306.142 is cost prohibitive and not consistent with the reasonable financial operation of the Department, TDHCA seeks (and receives) an annual waiver from BRB each January. TDHCA's FTHB and TMP programs serve all eligible economic and geographic submarkets of the State, providing continuous funding to homebuyers that meet program requirements, such as a 620 FICO score. Using these financing methods, 65% of TDHCA's loans are to first time homebuyers earning less than 80% of the median income in their economic and geographic submarket and various TDHCA programs provide homeownership assistance to rural and border communities.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Eliminating the need to apply for the annual waiver will save Department the cost of annual report, compiled by its financial advisor, in support of waiver, and will save staff time and resources. It will also reduce time and expense for the Bond Review Board in the review and approval of the waiver.
Service, Statute, Rule or Regulation (Provide Specific Citation if	Tex. Gov't Code §§2306.171(3) and (4)

applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires TDHCA's Housing Finance Division to "provide matching funds to municipalities, counties, public agencies, housing sponsors and nonprofit developers who qualify under the division's programs." TDHCA is generally unable to do so as its funds are often federally limited in being used for match. Further, most of TDHCA's federal programs require match of TDHCA and often its subrecipients. TDHCA often meets its federal match requirements by passing the requirement (in part or in full) down to subrecipients. This provision also indicates that TDHCA should "encourage private for profit and nonprofits corporations and state organizations to match the division's funds ..." TDHCA is unclear how it could appropriately encourage private investment outside of an incentive program for which there is no funding.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.171(3) and (4)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities for which it is not allocated resources and that could conflict with federal law. This decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake these activities.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.186
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The reference in subsection (k) to Tex. Gov't Code §2306.6023 is incorrect. Tex. Gov't Code §2306.6023 is a citation relating to the Manufactured Housing Division requiring that they adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making
Provide Agency Recommendation for Modification or Elimination	Amend statute to refer to the correct citation (Tex. Gov't Code §2306.041)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Corrects potentially confusing legislation.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.252
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency	In the list of duties of TDHCA's Housing Resource Center (HRC) under Tex. Gov't Code §2306.252(b)(4), statute states that the HRC provides, in cooperation with the

Operations	state energy conservation office, the Texas Commission on Environmental Quality and other governmental entities, information on the use of sustainable and energy efficient housing construction products and assist local governments and nonprofits in identifying information on sustainable and energy efficient housing construction and energy efficient resources and techniques. The State Energy Conservation Office (SECO) has excellent resources for this, with a specific section for residential consumers. Requiring this of TDHCA is redundant and requires TDHCA to coordinate on something for which another agency is more qualified and is already performing such work.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.252
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes redundancy in state government and statute. Because TDHCA already refers people to SECO and appropriate agencies, there would be no cost savings.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.253
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Statute requires in this section that the Department develop a homebuyer education program and provides considerable specificity relating to how the activity should be funded and directing specific organizations with whom the Department should collaborate. Over time, the Department has become central to homebuyer counseling in Texas by funding train-the-trainer programs conducted by experienced third-parties, such as NeighborWorks, to increase the volume of those who can train homebuyers. In addition, several years ago TDHCA launched *Texas Homebuyer U,* an online homebuyer education program. By restricting the manner in which the Department should perform its program, this section, written in 1997, places requirements that no longer create the most efficient means of reaching homeowners.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.253
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended	By removing the section, flexibility can be returned to creatively supporting the activity of providing homebuyer education.

Change	
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.255
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Contract for Deed Conversion Program under Tex. Gov't Code §2306.255. This section requires the Department to work with private lenders to convert contracts for deed; the Department's role is to provide some type of guarantee in case of default. TDHCA tried to implement this section many years ago with no success. Due to the passage of HB311 84(R)-2015 by Representative Canales and Senator Lucio, transfers of title occur through the recordation of the contract for deed; therefore a conversion is no longer necessary.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Program is no longer necessary due to passage of HB 311. Additionally, TDHCA has not been allocated resources with which to administer the program as codified. Removing the language removes the expectation that TDHCA undertake this activity.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.2561 and 2306.805
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.2561 requires an Affordable Housing Preservation Program with specificity on how that should be designed, while Tex. Gov't Code §2306.805 creates a similar but different program, the Housing Preservation Incentives Program. In neither section is the program that is designed one that is readily consistent with the resources the Department actually has access to or the federal applicable regulations of those funds. Although the Department does utilize funds for preservation, neither statutory program is implemented as written in statute because of these challenges.
Provide Agency Recommendation for Modification or Elimination	Either: 1) delete Tex. Gov't Code §2306.2561 and §2306.805 as the programs are inconsistent with each other, and neither program is compatible with our funding sources and their associated federal regulations, or 2) revise these sections to reconcile with federal requirements.
Describe the Estimated Cost	Removes requirements that TDHCA undertake activities

Savings or Other Benefit Associated with Recommended Change	that are inconsistent with TDHCA funding sources and federal requirements.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.541 and 2306.542
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These two sections created an Advisory Committee (the Natural Disaster Housing Reconstruction Advisory Committee) and a program, the Housing Reconstruction Demonstration Pilot. These sections were established in response to the significant disaster recovery efforts that were historically housed at TDHCA. The committee, which was created and used as needed when TDHCA administered federal disaster recovery (DR) funds, is no longer in existence; nor does such a program exist. As the Department no longer oversees DR funds, it is appropriate to remove these sections.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §§2306.541 and 2306.542.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code 2306.589
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.589 requires the Department establish a Colonia Set-Aside fund in collaboration with the Texas Water Development Board specifically focused on paying for water and sewer service lines and hookups, and plumbing. The requirement was written when TDHCA was designated to oversee Community Development Block Grant (CDBG) funds and water/ wastewater infrastructure projects. The program that is required to be designed is not an eligible activity under any of the Department's current funding sources. The Department does operate the Self-Help Centers, under Tex. Gov't Code 2306.582, funded with CDBG.
Provide Agency Recommendation for Modification or Elimination	Either 1) delete the section, as the program is incompatible with our funding sources and their associated federal regulations, or 2) work to revise the section to reconcile with federal requirements.
Describe the Estimated Cost	Removes language related to activity that TDHCA has no

Savings or Other Benefit Associated with Recommended Change	ability to fund or implement; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.590
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Establishes a Colonia Initiatives Advisory Committee which reviews water and wastewater projects. This was enacted at a time when TDHCA was responsible for oversight of CDBG funds and water and wastewater infrastructure. Because TDHCA no longer performs those activities or oversees those funds, TDHCA does not operate this committee, and does not have staff experienced in this area. It is an activity of the Texas Water Development Board and should be deleted from TDHCA's statute.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §2306.590.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6702(5)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The definition for At-Risk development for purposes of the Housing Tax Credit program is explicitly defined in statute. As federal agencies change regulations, and change their handling of their older housing portfolios, it is increasingly important for the Department to be able to respond nimbly so that as much preservation can occur as is possible.
Provide Agency Recommendation for Modification or Elimination	Specify that the definition for an At-Risk development is "as defined by rule by the Department"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	A definition that can be revised as needed to respond to the changes in federal programs, regulations and trends relating to preserving affordable housing.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6711(b)
Describe why the Service, Statute, Rule or Regulation is Resulting in	This section limits awards per development to $2 million, and limits the total credits an applicant can get in any

Inefficient or Ineffective Agency Operations	round to $3 million. The $3 million cap was originally established when applications were typically requesting $1 million per development. This cap ensured that no more than approximately 3 awards could be made for large urban developers or more for small rural developers. As construction costs have increased over time, the per application cap has changed but not the total application round limit.
Provide Agency Recommendation for Modification or Elimination	Revise the cap in a single application round per applicant to either $6 million (allowing them roughly three awards) or to a limit of no more than three awards per Applicant.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Allows the Housing Tax Credit program to adjust with more recent cost increases and enables applicants to experience some economies of scale while still spreading the awards equitably across all applicants.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6712
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section relates to amendments made to housing tax credit applications and directs in explicit detail what amendments rise to the level of requiring Board approval by defining those items that are material alterations. This section, now almost 20 years old, has created a system in which very routine and minimal real estate development changes are taking up a disproportional amount of time as staff prepares Board materials, and delays progress as approvals must wait for the monthly Board meeting.
Provide Agency Recommendation for Modification or Elimination	Either revise section (d) from having an explicit list of what a material alteration is to saying "material alteration of a development must be defined by the Department by rule" or revise the specific clauses within (d) to allow for minimal modifications without being considered material for the number of units or bedroom mixes, the scope of tenant services, and increase the square footage limitation and density percentages.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will save staff time each month in preparing Board materials and streamline the development process for applicants who must wait for the board meeting timeline to hear that they have amendment approvals.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6717(4)
Describe why the Service, Statute,	Requires TDHCA to post the director's recommendation

Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	for material Housing Tax Credit (HTC) amendment requests 15 days prior to the Board meeting at which the amendment will be discussed.
Provide Agency Recommendation for Modification or Elimination	Eliminate the requirement. TDHCA already posts all policy recommendations to the Board seven days prior to the Board meeting or three days in case of emergency items, including other items of analogous import, such as applicant appeals. The advanced posting harms applicants who have to wait another month for a decision if they cannot meet the earlier deadline.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlines process and improve Department timely response to developers.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6723
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section requires that the Department jointly administer the rural Housing Tax Credit set-aside with the Texas Department of Agriculture (the rural development agency). The requirement indicates that TDA should assist in development of the threshold, scoring, and underwriting criteria applied to rural applications and that the criteria "must be approved by that agency." It also requires that TDHCA and TDA jointly, with TDHCA funds, host outreach, training and capacity building to ensure sufficient rural applications are received. Furthermore, the regional allocation formula is required to be jointly considered by TDHCA and TDA.
Provide Agency Recommendation for Modification or Elimination	Delete the section. When first added into statute, efforts were made to comply with these requirements by both agencies at the time; however, the rule process for the QAP and the review process for the RAF are both widely discussed for public comment including input from rural advocates. The requirements of this section are no longer being met.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	No cost savings will be achieved, as these requirements are not being met currently; however, elimination would remove an obsolete requirement.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6733

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Bars former board members and staff specified in statute from participating in the Housing Tax Credit (HTC) program for two years from their departure from the agency. Because the statute refers to positions that existed at the time the statute was written but which no longer corresponds to the agencies current structure, the Department may be applying it in an overly broad manner in order to ensure compliance.
Provide Agency Recommendation for Modification or Elimination	Amend that statute to be based on roles or duties rather than specific positions.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would ensure that even when the staffing structure changes the persons performing certain substantive duties are subject to the restriction while making it clear the regardless of titles, persons performing other duties are not subject to this provision.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.6734
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Subsection (b) of this section requires that every Housing Tax Credit awardee report to the Department at least every 90 days the percentage of businesses with which the awardee has contracted that qualify as minority-owned businesses.
Provide Agency Recommendation for Modification or Elimination	Revise to require a one-time report at the end of construction. To require a report every 90 days in onerous for the developers and creates a paperwork/reporting burden for staff.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Reduced reporting and paperwork burden on HTC developers.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.781-786, Subchapter GG
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These sections required the creation of a Colonia Model Subdivision Program and an associated Colonia Model Subdivision Revolving Loan Fund. This is a duplicative concept because the HOME Community Housing Development Organization (CHDO) set aside already offers this opportunity and the Department holds funds for these types of single family developments. For a number of years, TDHCA offered single family development primarily under the Colonia Model

	Subdivision Program but had limited applicants. TDHCA now offers the assistance under the broader HOME Single Family Development category, while still offering funds in the colonias. Participants who had sought Colonia Model Subdivision Program funds continue to seek funds under the broader Single Family Development funds such that this has not caused a decrease in access to funds for these entities. It should be noted that even under the Single Family Development category, participation is limited.
Provide Agency Recommendation for Modification or Elimination	Delete entire Subchapter.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes unnecessary language; decreases the likelihood that unnecessary restrictions will be placed on single family development funds.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.921
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The definition of "Migrant labor housing facility" contains no exception for the inspection or licensing of hotels, motels, and other places of public accommodation/short term rentals, as federal regulation does. Accordingly, the state statute compels the inspection and licensing of hotels and other rental properties if they are used for more than three days as living quarters for three or more migrant, seasonal, or temporary workers. Federal regulation (specifically 29 CFR §500.131) excepts persons who regularly provide housing on a commercial basis to the general public who then provide housing to a migrant agricultural worker on the same or comparable terms and conditions as provided to the general public.
Provide Agency Recommendation for Modification or Elimination	Add an exception at the beginning of the definition of "Migrant labor housing facility" at §2306.921(3): "unless excepted or excluded from housing safety or health requirements by federal law or regulation . . ."
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes an inconsistency between state and federal regulation of farmworker housing, and reduces the cost of licensing and inspecting facilities that would not otherwise be subjected to such regulation but for the fact that some of their occupants are seasonal, temporary, or migrant workers.
Service, Statute, Rule or Regulation	Tex. Gov't Code, Chapter 2304, Housing Rehabilitation

(Provide Specific Citation if applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This chapter, created in 1993, broadly promotes the rehabilitation of housing and a means to prevent the deterioration of residential areas. The Department does, in fact, program several of its federal and state funds for the purpose of single family home rehabilitation. However, this chapter also requires the Department to adopt housing, building, and fire codes for certain local areas, and adopt rules for this program; specifies that funds for this activity are in the state treasury; and lays out parameters for local governments to create and establish rehabilitation plans for approval by the Department that are then a part of the program. It is unknown to current agency staff if such funds were ever made available in the Treasury, however for at least the last 20 years no such funds or program has existed.
Provide Agency Recommendation for Modification or Elimination	Delete the chapter.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	No cost savings will be achieved, as these requirements are not being met currently; however, elimination would remove an obsolete requirement.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Utility Code §39.905. Goal for Energy Efficiency.
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The last sentence of subsection (f) requires TDHCA to provide expert testimony at State Office of Administrative Hearings (SOAH) rate case hearings concerning whether the targeted low income weatherization programs of each unbundled Transmission and Distribution Utility (TDU) is "consistent with federal weatherization programs" or "adequately funded." TDHCA staff does not have sufficient expertise with TDU "hard-to-reach" programs to determine if these are consistent with federal weatherization programs. The Texas Public Utility Commission ("PUC") has represented to TDHCA that it has sufficient expertise with the federal weatherization programs to determine if the TDU programs are consistent without TDHCA's assistance. However, because of the statutory language, TDHCA and TDU staff must send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be

	participating in the proceedings.
Provide Agency Recommendation for Modification or Elimination	Delete last sentence of subsection (f)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will save staff time by eliminating the need to send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings. This will also remove unnecessary requirements.

Disaster-Related Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	There are various timeliness and due dates throughout Tex. Gov't Code Ch. 2306 that could be affected by a disaster or not be able to be met because of a disaster. Presumably gubernatorial waivers, if needed, could be sought. Specific timelines are noted below. • The requirements for the timing of the State Low Income Housing Plan in Tex. Gov't Code §2306.0725. • General Agency Deadlines – §2306.072(a) - Date by which TDHCA submit Annual Low Income Housing Report to board – March 18 – §2306.0721 - Date by which TDHCA must submit Low Income Housing Plan to board – March 18 – §2306.112(a) - Date by which Housing Finance Budget must be filed with board – August 1 – §2306.113 – Date by which board will approve of change Housing Finance Budget – September 1 – §2306.1096 - Date by which Housing and Health Services Coordinating Council must deliver report to Governor and the LBB: August 1 of even numbered years • Housing Tax Credit-related deadlines (somewhat addressed in general entry related to Subchapter DD) – §2306.6724 (a) - Deadline by which a new proposed annual or biennial Qualified Allocation Plan (QAP) must be submitted to board: September 30 – §2306.6724(b) - Date by which board must submit QAP to Governor (November 15) and date by which Governor must approve, approve with changes, or reject QAP: December 1 – §2306.6724 (d) - Date by which applicant must submit an application for competitive tax credits: March 1 – §2306.6724 (e) - Date by which TDHCA staff shall issue list of approved HTC applications: June 30 – §2306.6724 (f) - Date by which board shall issue final tax credit commitments: July 31
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	In the case of a disaster, staff may not be able to complete tasks by deadlines either because staff is directly affected by the disaster or is reallocating time to expedite disaster-related activities. More importantly in the context of disaster response, there is no flexibility to

	take actions on different timelines to address urgent disaster-related needs
Provide Agency Recommendation for Modification or Elimination	Add language that indicates deadlines are in place except in the case of a disaster. Consider creating additional flexibility to develop criteria for awarding tax credits in response to a disaster
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	In the case of a disaster, TDHCA would be allowed to focus on relief and recovery efforts
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.111 (c)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.111(c) provides that at least 95% of HOME funds must be used in areas outside of participating jurisdictions. In the case of a disaster affecting participating jurisdictions, the Department would be limited in its ability to provide assistance using HOME funds. Presumably gubernatorial waivers, if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	This was included to highlight the issue. However, the gubernatorial waiver process should be sufficient.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	NA
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.111 (d) –(d-3), 1115
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Citations referenced require the use of a regional allocation formula and specified set-asides to ensure the distribution of certain types of assistance. If the need in a disaster impacted area were disproportionately great, this could be an impediment. Presumably gubernatorial waivers, if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	This was included to highlight the issue. However, the gubernatorial waiver process could be utilized if needed.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	NA
Service, Statute, Rule or Regulation (Provide Specific Citation if	Tex. Gov't Code §2306.1111

applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.1111 requires the use of a uniform application and funding cycles for all competitive single family and multifamily cycles. This limits TDHCA's ability to offer applications and funding cycles to address disaster-specific needs.
Provide Agency Recommendation for Modification or Elimination	Add language that uniform application and funding cycles must be used as currently provided in statute except in the case of a disaster. In such an event, TDHCA would be authorized to make funds available through applications and funding cycles specific to disaster assistance.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Would allow TDHCA to offer resources outside of its regular funding cycle in order to make funds available to affected areas.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.188
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provides for alternative means of establishing the ability to grant a lien on a property if the property is being assisted with federally provided assistance to repair or rebuild after a disaster. This was developed for use in connection with the Community Development Block Grant - Disaster Recovery (CDBG-DR) program, but the language appears to work for other federal assistance such as HOME. It would not work for Housing Trust Fund assistance.
Provide Agency Recommendation for Modification or Elimination	Language could be amended to allow this alternative means of establishing homeownership for non-federal or state assistance.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will facilitate the Department's ability to provide assistance to homeowners affected by disasters through state-funded programs such as the Housing Trust Fund, through which TDHCA currently offers the Texas Bootstrap Program and the Amy Young Barrier Removal (AYBR) Program.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code Ch. 2306, Subchapter DD governs the Competitive Housing Tax Credit (HTC) Program
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code Ch. 2306, Subchapter DD governs the HTC program. It is designed for an orderly annual application and award cycle. Authority to create a special cycle is limited to situations where there is a special

	award of "emergency funds." (Tex. Gov't Code §2306.6739) • Tax credits are not funds; tax credits are an allocation of a tax benefit that can provide financial assistance. This is a critically important legal distinction as federal "funding" when referring to actual funds triggers a number of federal requirements generally inapplicable to tax credits. • Many of the provisions in Subchapter DD would possibly serve to delay assisting emergency reconstruction or rehabilitation. For example, requirements for pre-applications (.6704), market studies (.67055), or local resolutions (.67071) and the various deadlines of .6724.
Provide Agency Recommendation for Modification or Elimination	Amend statute to expand authority to offer funding cycles outside the annual funding cycle and related deadlines in the event of a disaster and to exclude from these cycles program requirements that would unnecessarily delay assistance or would not be relevant to the type of assistance being made available. Could allow for the development of scoring criteria other than those set out in statute, fashioned in rule to address the specific circumstances of a disaster.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Could provide a method through which TDHCA could more quickly award tax credits to address needs in affected areas than currently available under statute.

Supplemental Schedules

A. Budget Structure- Goal, Objectives and Outcome Measures, Strategies and Output, Efficiency and Explanatory Measures

Reports reflecting the following:

- TDHCA's FY 2022-23 Goals, Strategies, and Objectives
- TDHCA's FY 2022-23 Objective Outcomes
- TDHCA's FY 2022-23 Strategy Measures

Agency Goal/Objective/Strategy 5/30/2020 9:10:55AM

87th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Agency: **332 Department of Housing and Community Affairs**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
1			SHORT NAME:	AFFORDABLE HOUSING
			FULL NAME:	Increase Availability of Safe/Decent/Affordable Housing
			DESCRIPTION:	To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.
	1		SHORT NAME:	MAKE FUNDS AVAILABLE
			FULL NAME:	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
			DESCRIPTION:	Make loans, grants, and incentives available to fund all eligible housing activities and preserve/create single- and multifamily units for very low, low and moderate income households.
		1	SHORT NAME:	MRB PROGRAM - SINGLE FAMILY
			FULL NAME:	Mortgage Loans & MCCs through the SF MRB Program
			DESCRIPTION:	Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.
		2	SHORT NAME:	HOME PROGRAM
			FULL NAME:	Provide Funding through the HOME Program for Affordable Housing
			DESCRIPTION:	Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.
		3	SHORT NAME:	TEXAS BOOTSTRAP - HTF
			FULL NAME:	Provide Loans through the Texas Bootstrap Program (TBP) - HTF
			DESCRIPTION:	Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program.
		4	SHORT NAME:	AMY YOUNG - HTF
			FULL NAME:	Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF
			DESCRIPTION:	Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.

Agency: **332 Department of Housing and Community Affairs**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
		5	SHORT NAME:	SECTION 8 RENTAL ASSISTANCE
			FULL NAME:	Federal Rental Assistance through Section 8 Vouchers
			DESCRIPTION:	Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.
		6	SHORT NAME:	SECTION 811 PRA
			FULL NAME:	Assistance Through Federal Sec 811 Project Rental Assistance Program
			DESCRIPTION:	To provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program.
		7	SHORT NAME:	FEDERAL TAX CREDITS
			FULL NAME:	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
			DESCRIPTION:	Provide federal tax credits to develop rental housing for very low and low income households.
		8	SHORT NAME:	MRB PROGRAM - MULTIFAMILY
			FULL NAME:	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
			DESCRIPTION:	Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.
2			SHORT NAME:	INFORMATION & ASSISTANCE
			FULL NAME:	Provide Information and Assistance
			DESCRIPTION:	Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.
	1		SHORT NAME:	PROVIDE INFORMATION AND ASSISTANCE
			FULL NAME:	Provide Information and Assistance for Housing and Community Services
			DESCRIPTION:	Provide information and assistance regarding affordable housing resources and community support services.

Agency: **332 Department of Housing and Community Affairs**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
		1	SHORT NAME:	HOUSING RESOURCE CENTER
			FULL NAME:	Housing Resource Center
			DESCRIPTION:	Provide information and technical assistance to the public through the Housing Resource Center.
	2		SHORT NAME:	COLONIA INITIATIVES
			FULL NAME:	Promote and Improve Homeownership Along the Texas-Mexico Border
			DESCRIPTION:	Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.
		1	SHORT NAME:	COLONIA SERVICE CENTERS
			FULL NAME:	Assist Colonias, Border Communities, and Nonprofits
			DESCRIPTION:	Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.
3			SHORT NAME:	POOR AND HOMELESS PROGRAMS
			FULL NAME:	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
			DESCRIPTION:	Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.
	1		SHORT NAME:	PROGRAMS FOR HOMELESS/VLI
			FULL NAME:	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
			DESCRIPTION:	To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.
		1	SHORT NAME:	POVERTY-RELATED FUNDS
			FULL NAME:	Administer Poverty-related Funds through a Network of Agencies
			DESCRIPTION:	Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.

Agency: **332 Department of Housing and Community Affairs**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
	2		SHORT NAME:	REDUCE HOME ENERGY COSTS
			FULL NAME:	Reduce Cost of Home Energy for 6% of Very Low Income Households
			DESCRIPTION:	To reduce cost of home energy for 6 percent of very low income households each year.
		1	SHORT NAME:	ENERGY ASSISTANCE PROGRAMS
			FULL NAME:	Administer State Energy Assistance Programs
			DESCRIPTION:	Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.
4			SHORT NAME:	ENSURE COMPLIANCE
			FULL NAME:	Ensure Compliance with Program Mandates
			DESCRIPTION:	Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.
	1		SHORT NAME:	MONITOR PROPERTIES/AWARDEES
			FULL NAME:	Monitor Developments & Subrecipient Contracts for Compliance
			DESCRIPTION:	Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.
		1	SHORT NAME:	MONITOR HOUSING REQUIREMENTS
			FULL NAME:	Monitor and Inspect for Federal & State Housing Program Requirements
			DESCRIPTION:	Monitor and inspect for federal and state housing program requirements.
		2	SHORT NAME:	MONITOR CONTRACT REQUIREMENTS
			FULL NAME:	Monitor Subrecipient Contracts
			DESCRIPTION:	Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
5			SHORT NAME:	MANUFACTURED HOUSING
			FULL NAME:	Regulate Manufactured Housing Industry
			DESCRIPTION:	Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.
	1		SHORT NAME:	PROTECT CITIZENS
			FULL NAME:	Operate a Regulatory System To Ensure Efficiency
			DESCRIPTION:	Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.
		1	SHORT NAME:	TITLING & LICENSING
			FULL NAME:	Provide Statements of Ownership and Licenses in a Timely Manner
			DESCRIPTION:	Provide services for Statements of Ownership and Licenses in a timely and efficient manner.
		2	SHORT NAME:	INSPECTIONS
			FULL NAME:	Conduct Inspections of Manufactured Homes in a Timely Manner
			DESCRIPTION:	Conduct inspections of manufactured homes in a timely and efficient manner.
		3	SHORT NAME:	ENFORCEMENT
			FULL NAME:	Process Complaints/Conduct Investigations/Take Administrative Actions
			DESCRIPTION:	Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.
		4	SHORT NAME:	TEXAS.GOV
			FULL NAME:	Texas.gov fees. Estimated and Nontransferable
			DESCRIPTION:	Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
6			SHORT NAME:	INDIRECT ADMIN AND SUPPORT COSTS
			FULL NAME:	Indirect Administration and Support Costs
			DESCRIPTION:	Indirect administration and support costs.
	1		SHORT NAME:	INDIRECT ADMIN AND SUPPORT COSTS
			FULL NAME:	Indirect Administration and Support Costs
			DESCRIPTION:	Indirect administration and support costs.
		1	SHORT NAME:	CENTRAL ADMINISTRATION
			FULL NAME:	Central Administration
			DESCRIPTION:	Central administration.
		2	SHORT NAME:	INFORMATION RESOURCE TECHNOLOGIES
			FULL NAME:	Information Resource Technologies
			DESCRIPTION:	Information resource technologies.
		3	SHORT NAME:	OPERATING/SUPPORT
			FULL NAME:	Operations and Support Services
			DESCRIPTION:	Operations and support services.

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Agency Code: **332** Agency : **Department of Housing and Community Affairs**

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: **1** Increase Availability of Safe/Decent/Affordable Housing								
Objective.: **1** Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing								
1	SHORT NAME:	%VLI/LI/MI RECEIVE HOUSING	Y	Y	Y	N	H	H
	FULL NAME:	Percent Households/Individuals Assisted						
	DESCRIPTION:	Percent of Households/Individuals of Very Low, Low, and Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
2	SHORT NAME:	% VLI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Very Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Very Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
3	SHORT NAME:	% LI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
4	SHORT NAME:	% MI RECEIVING HOUSING	Y	Y	Y	N	H	H
	FULL NAME:	Percent Households of Moderate Income Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
Goal.: **3** Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs								
Objective.: **1** Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year								
1	SHORT NAME:	% POVERTY ASSISTANCE	Y	N	Y	N	H	H

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
	FULL NAME:	% Eligible Population That Received Homeless & Poverty-Related Asst						
	DESCRIPTION:	Percent Eligible Population That Received Homeless and Poverty-Related Assistance						
2	SHORT NAME:	% INCOMES ABOVE POVERTY	N	N	Y	N	H	H
	FULL NAME:	Percent of Persons Assisted That Achieve Incomes above Poverty Level						
	DESCRIPTION:	Percent of Persons Assisted That Achieve Incomes above Poverty Level						
Objective.: **2** Reduce Cost of Home Energy for 6% of Very Low Income Households								
1	SHORT NAME:	% VLI HOUSEHOLD RECIPIENTS	Y	N	Y	N	H	H
	FULL NAME:	Percent of Very Low Income Households Receiving Energy Assistance						
	DESCRIPTION:	Percent of Very Low Income Households Receiving Energy Assistance						
Goal.: **4** Ensure Compliance with Program Mandates								
Objective.: **1** Monitor Developments & Subrecipient Contracts for Compliance								
1	SHORT NAME:	% OF FF SUBS W/ ONSITE MONITOR	N	N	Y	N	M	H
	FULL NAME:	Percent of Formula-Funded Receiving Onsite Monitoring						
	DESCRIPTION:	Percent of Community Action (CA) Network and Homeless Housing and Services Program (HHSP) Subrecipients Receiving Onsite Monitoring						
Goal.: **5** Regulate Manufactured Housing Industry								
Objective.: **1** Operate a Regulatory System To Ensure Efficiency								
1	SHORT NAME:	% APPS PROCESSED	N	N	Y	N	H	H
	FULL NAME:	Percent of Applications Processed within Established Time Frames						
	DESCRIPTION:	Percent of Applications Processed within Established Time Frames						

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
2	SHORT NAME:	% CONSUMER COMPLAINT INSPECTIONS	Y	N	Y	N	H	H
	FULL NAME:	Percent of Consumer Complaint Inspections Conducted within 30 Days						
	DESCRIPTION:	Percent of Consumer Complaint Inspections Conducted within 30 Days of Request						
3	SHORT NAME:	% COMPLAINTS DISCIPLINARY ACTION	Y	N	Y	N	H	L
	FULL NAME:	Percent of Complaints Resulting in Disciplinary Action						
	DESCRIPTION:	Percent of Complaints Resulting in Disciplinary Action						
4	SHORT NAME:	% DOCUMENTED COMPLAINTS	N	N	Y	N	H	H
	FULL NAME:	Percent of Documented Complaints Resolved within Six Months						
	DESCRIPTION:	Percent of Documented Complaints Resolved within Six Months						
5	SHORT NAME:	RATE DISCIPLINARY ACTION	N	N	Y	N	H	H
	FULL NAME:	Recidivism Rate for Those Receiving Disciplinary Action						
	DESCRIPTION:	Recidivism Rate for Those Receiving Disciplinary Action						

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MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Goal: **1** Increase Availability of Safe/Decent/Affordable Housing							
Objective: **1** Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing							
Strategy: **1** Mortgage Loans & MCCs through the SF MRB Program							
MEASURE TYPE: OP Output Measures							
1 SHORT NAME: # HOUSEHOLDS ASSIST. W / FINANCING		Y	N	N	C	H	H
FULL NAME: # Households Asst. through Bond Authority or Other Mortgage Financing							
DESCRIPTION: Number of Households Assisted through Bond Authority or Other Mortgage Financing							
MEASURE TYPE: EF Efficiency Measures							
1 SHORT NAME: AVERAGE LOAN AMOUNT W / O ASST.		N	N	N	N	M	H
FULL NAME: Average Loan Amount w/o Down Payment Assistance							
DESCRIPTION: Average Loan Amount Per Household without Down Payment Assistance							
2 SHORT NAME: AVERAGE DOWN PMT. ASST. LOAN AMT.		N	N	N	N	M	H
FULL NAME: Avg Loan Amount with Down Payment Assistance							
DESCRIPTION: Average Loan Amount with Down Payment Assistance							
MEASURE TYPE: EX Explanatory/Input Measures							
1 SHORT NAME: # HH REC LOANS W/O DOWN PAY ASST		N	N	N	N	M	H
FULL NAME: Households Receiving Mortgage Loans w/o Down Payment Assistance							
DESCRIPTION: Number of Households Receiving Mortgage Loans without Down Payment Assistance							
2 SHORT NAME: # DOWN PAYMENT ASSIST. HOUSEHOLDS		N	N	N	N	M	H
FULL NAME: Number Households Receiving Mortgage Loans w/ Down Payment Assistance							
DESCRIPTION: Number of Households Receiving Loans with Down Payment Assistance.							
3 SHORT NAME: # HH MORTGAGE CREDIT CERT W/O LOAN		N	N	N	N	M	H

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	# HH Rec'g Mortgage Credit Certificate w/o Mortgage Loan						
	DESCRIPTION:	Number of Households Receiving a Mortgage Credit Certificate without a Mortgage Loan						
4	SHORT NAME:	# HH MORTGAGE CREDIT CERT WITH LOAN	N	N	N	N	M	H
	FULL NAME:	# HH Rec'g Mortgage Credit Certificate with Mortgage Loan & +/-DPA						
	DESCRIPTION:	Number of Households Receiving a Mortgage Credit Certificate and a Mortgage Loan with or without Down Payment Assistance						
Strategy:	**2**	Provide Funding through the HOME Program for Affordable Housing						
MEASURE TYPE:	***OP***	***Output Measures***						
1	SHORT NAME:	# HOUSEHOLDS ASST. W/SF HOME FUNDS	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted with Single Family HOME Funds						
	DESCRIPTION:	Number of Households Assisted with Single Family HOME Funds						
2	SHORT NAME:	#HH ASS. W/MF HOME, TCAP RF, OTHER	N	N	N	C	H	H
	FULL NAME:	#HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans						
	DESCRIPTION:	Number of Households Assisted with Multifamily HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Multifamily Direct Loan Funds						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVG AMT SF DEVELOPMENT	N	N	N	N	M	L
	FULL NAME:	Avg Amt Per Household for Single Family Development						
	DESCRIPTION:	Average Amount Per Household for Single Family Development Activities						
2	SHORT NAME:	AVERAGE AMOUNT SF REHABILITATION	N	N	N	N	M	L
	FULL NAME:	Avg Amt Per Household/Single Family Rehab, New Const or Reconstruction						
	DESCRIPTION:	Average Amount Per Household for Single Family Rehabilitation Activities, New Construction or Reconstruction						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
3	SHORT NAME:	AVG AMT/HH FOR ACQUISITION	N	Y	N	N	M	L
	FULL NAME:	Average Amount Per Household for Acquisition with/without Construction						
	DESCRIPTION:	Average Amount Per Household for Acquisition with or without Construction Assistance						
4	SHORT NAME:	AVERAGE AMOUNT RENTAL ASSISTANCE	N	N	N	N	M	L
	FULL NAME:	Average Amount Per Household of Tenant-based Rental Assistance						
	DESCRIPTION:	Average Annual Amount Per Household Receiving Tenant-based Rental Assistance						
5	SHORT NAME:	AVG HOME, TCAP RF, OTHER FUNDS\HHS	N	N	N	N	H	L
	FULL NAME:	Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development						
	DESCRIPTION:	Average HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Funds Amount Per Household Multifamily Development						
MEASURE TYPE:		***EX Explanatory/Input Measures***						
1	SHORT NAME:	# SF DEVELOPMENT HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	# of Households Asst. through S.F. Development Activities						
	DESCRIPTION:	Number of Households Assisted through Single Family Development Activities						
2	SHORT NAME:	# SF REHAB/NEW/RECONSTR ACTIVITIES	N	N	N	N	M	H
	FULL NAME:	# of Households Asst through S.F. Rehab, New Const, or Reconst Act						
	DESCRIPTION:	Number of Households Assisted through Single Family Rehabilitation, New Construction, or Reconstruction Activities						
3	SHORT NAME:	# HOUSEHOLDS ASSIST W/ACQUISITION	N	Y	N	C		
	FULL NAME:	# of Households Asst through Acquisition with/without Construct Asst						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Number of Households Assisted through Acquisition with or without Construction Assistance						
4	SHORT NAME:	# OF RENTAL ASSISTANCE HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Tenant-based Rental Assistance						
	DESCRIPTION:	Number of Households Assisted through Tenant-based Rental Assistance Annually						
5	SHORT NAME:	# HH ASSISTED W/ HOME MF	N	N	N	N	H	H
	FULL NAME:	Number of Households Assisted through HOME Multifamily Activities						
	DESCRIPTION:	Number of Households Assisted through HOME Multifamily Activities						
6	SHORT NAME:	# HH ASST. TCAP RF, OTHER MF LOAN	N	N	N	N	H	H
	FULL NAME:	# HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities						
	DESCRIPTION:	Number of Households Assisted through Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, and Other Mulitfamily Direct Loan Activities						
	Strategy:	**3** Provide Loans through the Texas Bootstrap Program (TBP) - HTF						
MEASURE TYPE:		***OP Output Measures***						
1	SHORT NAME:	# HOUSEHOLDS ASSIST TX BOOTSTRAP	N	N	N	N	H	H
	FULL NAME:	Number of Households Assisted through Texas Bootstrap - HTF						
	DESCRIPTION:	Number of Households Assisted through Texas Bootstrap - HTF						
MEASURE TYPE:		***EF Efficiency Measures***						
1	SHORT NAME:	AVG AMOUNT HOUSEHOLD BOOTSTRAP	N	Y	N	N	M	L
	FULL NAME:	Average Amount Per Household for Texas Bootstrap - HTF						
	DESCRIPTION:	Average Amount Per Household for Texas Bootstrap - HTF						
	Strategy:	**4** Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
MEASURE TYPE:	***OP***	***Output Measures***						
1	SHORT NAME:	# HOUSEHOLDS ASSIST TX AYBR	N	N	N	N	H	H
	FULL NAME:	Number of Households Assisted through Amy Young Barrier Removal - HTF						
	DESCRIPTION:	Number of Households Assisted through Amy Young Barrier Removal Program - HTF						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVG AMOUNT HOUSEHOLD AMY YOUNG	N	N	N	N	M	L
	FULL NAME:	Average Amount Per Household for Amy Young Barrier Removal - HTF						
	DESCRIPTION:	Average Amount Per Household for Amy Young Barrier Removal - HTF						
Strategy:	**5**	Federal Rental Assistance through Section 8 Vouchers						
MEASURE TYPE:	***OP***	***Output Measures***						
1	SHORT NAME:	TOTAL # HOUSEHOLDS ASSISTED	Y	N	N	C	H	H
	FULL NAME:	Total # of HHs Assisted thru Statewide Housing Asst. Payments Program						
	DESCRIPTION:	Total Number of Households Assisted through Statewide Housing Assistance Payments Program						
2	SHORT NAME:	# OF SEC 8 HH IN PROJ ACCESS PGM	N	N	N	C	M	H
	FULL NAME:	# of Section 8 Households Participating in Project Access Program						
	DESCRIPTION:	Number of Section 8 Households Participating in the Project Access Program						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVG ADMIN COST/HH FOR HCVP	N	N	N	N	M	L
	FULL NAME:	Average Admin Cost Per Household for Housing Choice Voucher Program						
	DESCRIPTION:	Average Administration Cost Per Household for Housing Choice Voucher Program						
Strategy:	**6**	Assistance Through Federal Sec 811 Project Rental Assistance Program						

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MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
MEASURE TYPE: OP Output Measures							
1 SHORT NAME:	# OF HHS ASS. THRU SEC 811 PRA	N	N	N	C	H	H
FULL NAME:	Number of Households Assisted through Section 811 PRA Program						
DESCRIPTION:	The Number of Households Assisted through Section 811 Project Rental Assistance Program						
Strategy:	**7** Provide Federal Tax Credits to Develop Rental Housing for VLI and LI						
MEASURE TYPE: OP Output Measures							
1 SHORT NAME:	# HOUSEHOLDS ASST THRU HTC PROGRAM	Y	N	N	C	H	H
FULL NAME:	Number of Households Assisted through the Housing Tax Credit Program						
DESCRIPTION:	Number of Households Assisted through the Housing Tax Credit Program						
MEASURE TYPE: EF Efficiency Measures							
1 SHORT NAME:	AVERAGE AMOUNT NEW CONSTRUCTION	N	N	N	N	M	L
FULL NAME:	Avg Annual Tax Credits Amount Per Household for New Construction						
DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for New Construction Activities						
2 SHORT NAME:	AVERAGE COST NEW CONSTRUCTION	N	N	N	N	M	L
FULL NAME:	Average Total Development Costs per Household for New Construction						
DESCRIPTION:	Average Total Development Costs Per Househod for New Construction Activities						
3 SHORT NAME:	AVERAGE AMOUNT ACQU/REHAB	N	N	N	N	M	L
FULL NAME:	Average Annual Tax Credits Amount Per Household for Acqu/Rehab						
DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for Acquisition/Rehabilitation Activities						
4 SHORT NAME:	AVERAGE COST ACQU/REHAB	N	N	N	N	M	L

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Average Total Development Costs Per Household for Acquisition/Rehab						
	DESCRIPTION:	Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities						
MEASURE TYPE:	***EX***	***Explanatory/Input Measures***						
1	SHORT NAME:	# NEW CONSTRUCTION HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through New Construction Activities						
	DESCRIPTION:	Number of Households Assisted through New Construction Activities						
2	SHORT NAME:	# ACQU/REHAB HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Acqu/Rehab Activities						
	DESCRIPTION:	Number of Households Assisted through Acquisition/Rehabilitation Activities						
Strategy:	**8**	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program						
MEASURE TYPE:	***OP***	***Output Measures***						
1	SHORT NAME:	# HOUSEHOLDS ASST MF MRB PROG	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted with Multifamily MRB Program						
	DESCRIPTION:	Number of Households Assisted through the Multifamily Mortgage Revenue Bond Program						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVERAGE AMOUNT NEW CONSTRUCTION	N	N	N	N	M	L
	FULL NAME:	Average Amount of Bond Proceeds Per Household for New Construction						
	DESCRIPTION:	Average Amount of Bond Proceeds Per Household for New Construction Activities						
2	SHORT NAME:	AVERAGE COST NEW CONSTRUCTION	N	N	N	N	M	L
	FULL NAME:	Average Total Development Costs Per Household for New Construction						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Average Total Development Costs Per Household for New Construction Activities						
3	SHORT NAME:	AVERAGE AMT ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation						
	DESCRIPTION:	Average Amount of Bond Proceeds Per Household for Acquisition/Rehabilitation Activities						
4	SHORT NAME:	AVERAGE COST ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Average Total Development Costs Per Household for Acqu/Rehab						
	DESCRIPTION:	Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities						
	MEASURE TYPE:	***EX Explanatory/Input Measures***						
1	SHORT NAME:	# CONSTRUCTION HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through New Construction Activities						
	DESCRIPTION:	Number of Households Assisted through New Construction Activities						
2	SHORT NAME:	# ACQU/REHAB HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Acqu/Rehab Activities						
	DESCRIPTION:	Number of Households Assisted through Acquisition/Rehabilitation Activities						

Goal: **2** Provide Information and Assistance
Objective: **1** Provide Information and Assistance for Housing and Community Services
Strategy: **1** Housing Resource Center

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	MEASURE TYPE:	***OP Output Measures***						
1	SHORT NAME:	# REQUESTS COMPLETED	Y	N	N	C	H	H
	FULL NAME:	Number of Information and Technical Assistance Requests Completed						
	DESCRIPTION:	Number of Information and Technical Assistance Requests Completed						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Objective: **2** Promote and Improve Homeownership Along the Texas-Mexico Border								
Strategy: **1** Assist Colonias, Border Communities, and Nonprofits								
MEASURE TYPE: OP Output Measures								
1	SHORT NAME:	TECHNICAL ASSISTANCE CONTACTS	Y	N	N	C	H	H
	FULL NAME:	# of Tech Assistance Contacts Conducted by Field Offices						
	DESCRIPTION:	Number of Technical Assistance Contacts Conducted Annually from the Border Field Offices						
2	SHORT NAME:	COLONIA RESIDENTS ASSISTED	N	N	N	C	M	H
	FULL NAME:	# of Colonia Residents Receiving Direct Assist from Self-help Centers						
	DESCRIPTION:	Number of Colonia Residents Receiving Direct Assistance from Self-help Centers						
Goal: **3** Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs								
Objective: **1** Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year								
Strategy: **1** Administer Poverty-related Funds through a Network of Agencies								
MEASURE TYPE: OP Output Measures								
1	SHORT NAME:	# PERSONS ASSISTED	Y	N	N	C	H	H
	FULL NAME:	Number of Persons Assisted through Homeless and Poverty-related Funds						
	DESCRIPTION:	Number of Persons Assisted through Homeless and Poverty-related Funds						
2	SHORT NAME:	# PERSONS IMPROVED	Y	N	N	C	H	H
	FULL NAME:	Number of Persons Assisted That Achieve Incomes Above Poverty Level						
	DESCRIPTION:	Number of Persons Assisted That Achieve Incomes above Poverty Level						
3	SHORT NAME:	# ASSISTED BY CSBG PROGRAM	N	N	N	C	M	H
	FULL NAME:	# of Persons Assisted by the Community Services Block Grant Program						
	DESCRIPTION:	Number of Persons Assisted by the Community Services Block Grant Program						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
4	SHORT NAME:	# ENROLLED IN ESG PROGRAM	N	Y	N	C	M	H
	FULL NAME:	Number of Persons Enrolled in the Emergency Solutions Grant Program						
	DESCRIPTION:	Number of Persons Enrolled in the Emergency Solutions Grant Program						
5	SHORT NAME:	# ENROLLED IN HHSP	N	Y	N	C	H	H
	FULL NAME:	# of Persons Enrolled in the Homeless and Housing Services Program						
	DESCRIPTION:	Number of Persons Enrolled in the Homeless and Housing Services Program						
MEASURE TYPE:		***EF Efficiency Measures***						
1	SHORT NAME:	AVERAGE COST/CLIENT	N	Y	N	N	M	L
	FULL NAME:	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm						
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Emergency Solutions Grant Program						
2	SHORT NAME:	AVG. SUB. COST P/P FOR THE CSBG PRG	N	N	N	N	M	L
	FULL NAME:	Average Subrecipient Cost Per Person for the CSBG Program						
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Community Services Block Grant Program						
3	SHORT NAME:	AVG. SUB. COST P/P FOR HHSP PRG	N	Y	N	N	M	L
	FULL NAME:	Average Subrecipient Cost Per Person for the HHSP Program						
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Homeless Housing and Services Program						
MEASURE TYPE:		***EX Explanatory/Input Measures***						
1	SHORT NAME:	# IN POVERTY MTG INC ELIGIBILITY	N	N	N	N	M	H
	FULL NAME:	Number of Persons in Poverty Meeting Income Eligibility						
	DESCRIPTION:	Number of Persons in Poverty Meeting Income Eligibility						

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Objective: **2** Reduce Cost of Home Energy for 6% of Very Low Income Households								
Strategy: **1** Administer State Energy Assistance Programs								
MEASURE TYPE: OP Output Measures								
1	SHORT NAME:	# RECEIVING UTILITY ASSIST	Y	N	N	C	H	H
	FULL NAME:	Number of Households Receiving Utility Assistance						
	DESCRIPTION:	Number of Households Assisted through the Comprehensive Utility Assistance Program						
2	SHORT NAME:	# WEATHERIZED DWELLINGS	Y	N	N	C	H	H
	FULL NAME:	Number of Dwelling Units Weatherized by the Department						
	DESCRIPTION:	Number of Dwelling Units Weatherized by the Department						
MEASURE TYPE: EF Efficiency Measures								
1	SHORT NAME:	AVERAGE SUBRECIPIENT COST/HH	N	N	N	N	M	L
	FULL NAME:	Average Subrecipient Cost Per Household Served for Utility Assistance						
	DESCRIPTION:	Average Subrecipient Cost Per Household Served for Utility Assistance						
2	SHORT NAME:	AVERAGE COST/HOME WEATHERIZED	N	N	N	N	H	L
	FULL NAME:	Average Cost Per Home Weatherized						
	DESCRIPTION:	Average Cost Per Home Weatherized						
MEASURE TYPE: EX Explanatory/Input Measures								
1	SHORT NAME:	# VLI ELIGIBLE HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Very Low Income Households Eligible for Utility Assistance						
	DESCRIPTION:	Number of Very Low Income (VLI) Households Eligible for Utility Assistance						
Goal: **4** Ensure Compliance with Program Mandates								

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Objective: **1** Monitor Developments & Subrecipient Contracts for Compliance								
Strategy: **1** Monitor and Inspect for Federal & State Housing Program Requirements								
MEASURE TYPE: OP Output Measures								
1	SHORT NAME:	# OF ANNUAL OCR RECEIVED AND REVIEW	N	N	N	C	M	H
	FULL NAME:	# of Annual Owners Compliance Reports Received and Reviewed						
	DESCRIPTION:	Number of Annual Owners Compliance Reports Received and Reviewed						
2	SHORT NAME:	# OF FILE REVIEWS	Y	N	N	C	M	H
	FULL NAME:	Total Number of File Reviews						
	DESCRIPTION:	Total Number of File Reviews Conducted						
3	SHORT NAME:	TOTAL # OF PHYSICAL INSPECTIONS	N	N	N	C	M	H
	FULL NAME:	Total Number of Physical Inspections						
	DESCRIPTION:	Total Number of Physical Inspections Conducted by the Compliance Division						
MEASURE TYPE: EX Explanatory/Input Measures								
1	SHORT NAME:	# ACTIVE PROPERTIES IN PORTFOLIO	N	N	N	N	M	H
	FULL NAME:	Total Number of Active Properties in the Portfolio						
	DESCRIPTION:	Total Number of Active Properties in the Compliance Monitoring Portfolio						
2	SHORT NAME:	# ACTIVE UNITS IN PORTFOLIO	N	N	N	N	H	H
	FULL NAME:	Total Number of Active Units in the Portfolio						
	DESCRIPTION:	Total Number of Active Units in the Portfolio						
Strategy: **2** Monitor Subrecipient Contracts								
MEASURE TYPE: OP Output Measures								
1	SHORT NAME:	# MONITOR REVIEW NON-FORM CONTRACTS	Y	N	N	C	H	H

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
FULL NAME:	Total Number of Monitoring Reviews of All Non-formula Contracts						
DESCRIPTION:	Total Number of Monitoring Reviews of All Non-formula Contracts						
2 SHORT NAME:	# AUDIT REVIEWS	N	N	N	C	M	H
FULL NAME:	Number of Single Audit Reviews						
DESCRIPTION:	Number of Single Audit Reviews Conducted						
3 SHORT NAME:	# FORMULA SUB REC. MONITOR REVIEWS	N	N	N	C	M	H
FULL NAME:	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews						
DESCRIPTION:	Total Number of Formula-Funded Subrecipients Receiving Monitoring Reviews						
MEASURE TYPE:	***EX Explanatory/Input Measures***						
1 SHORT NAME:	# NF SUBJECT TO MONITORING	N	N	N	N	H	H
FULL NAME:	Total Number of Non-formula Contracts Subject to Monitoring						
DESCRIPTION:	Total Number of Non-formula Contracts Subject to Monitoring						
2 SHORT NAME:	# OF PREVIOUS PART REVIEWS	N	N	N	N	M	H
FULL NAME:	Number of Previous Participation Reviews						
DESCRIPTION:	Number of Previous Participation Reviews						
3 SHORT NAME:	# OF FORMULA-FUNDED SUBRECIPIENTS	N	N	N	N	M	H
FULL NAME:	Number of Formula-Funded Subrecipients						
DESCRIPTION:	Total Number of Formula-Funded Subrecipients						

Goal: **5** Regulate Manufactured Housing Industry
Objective: **1** Operate a Regulatory System To Ensure Efficiency
Strategy: **1** Provide Statements of Ownership and Licenses in a Timely Manner

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
MEASURE TYPE: OP Output Measures							
1 SHORT NAME:	# STATEMENTS OF OWNERSHIP ISSUED	Y	N	N	C	H	H
FULL NAME:	No. of Manufactured Housing Stmts. of Ownership Issued						
DESCRIPTION:	Number of Manufactured Housing Statements of Ownership Issued						
2 SHORT NAME:	# LICENSES ISSUED	N	N	N	C	M	H
FULL NAME:	Number of Licenses Issued						
DESCRIPTION:	Number of Licenses Issued						
MEASURE TYPE: EF Efficiency Measures							
1 SHORT NAME:	AVG COST/SOL ISSUED	N	N	N	N	M	L
FULL NAME:	Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued						
DESCRIPTION:	Average Cost Per Manufactured Housing Statement of Ownership Issued						
MEASURE TYPE: EX Explanatory/Input Measures							
1 SHORT NAME:	# OF MANUFACTURED HOMES OF RECORD	N	N	N	N	H	H
FULL NAME:	Number of Manufactured Homes of Record in Texas						
DESCRIPTION:	Number of Manufactured Homes of Record in Texas						
Strategy: **2**	Conduct Inspections of Manufactured Homes in a Timely Manner						
MEASURE TYPE: OP Output Measures							
1 SHORT NAME:	# ROUTINE INSPECTIONS	N	N	N	C	H	H
FULL NAME:	Number of Routine Installation Inspections Conducted						
DESCRIPTION:	Number of Routine Installation Inspections Conducted						
2 SHORT NAME:	# NON-ROUTINE INSPECTIONS	N	N	N	C	H	H
FULL NAME:	Number of Non-routine Inspections Conducted						

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Number of Non-routine Inspections Conducted						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVERAGE COST PER INSPECTION	N	N	N	N	M	L
	FULL NAME:	Average Cost Per Inspection						
	DESCRIPTION:	Average Cost Per Inspection						
MEASURE TYPE:	***EX***	***Explanatory/Input Measures***						
1	SHORT NAME:	# INSTALLATION REPORTS	Y	N	N	N	H	H
	FULL NAME:	Number of Installation Reports Received						
	DESCRIPTION:	Number of Installation Reports Received						
2	SHORT NAME:	# INSTALLATION INSPECTIONS	N	N	N	N	H	H
	FULL NAME:	Number of Installation Inspections with Deviations						
	DESCRIPTION:	Number of Installation Inspections with Deviations						
Strategy:	**3**	Process Complaints/Conduct Investigations/Take Administrative Actions						
MEASURE TYPE:	***OP***	***Output Measures***						
1	SHORT NAME:	# COMPLAINTS RESOLVED	Y	N	N	C	H	H
	FULL NAME:	Number of Complaints Resolved						
	DESCRIPTION:	Number of Complaints Resolved						
MEASURE TYPE:	***EF***	***Efficiency Measures***						
1	SHORT NAME:	AVERAGE COST COMPLAINT RESOLVED	N	N	N	N	H	L
	FULL NAME:	Average Cost Per Complaint Resolved						
	DESCRIPTION:	Average Cost Per Complaint Resolved						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
2	SHORT NAME:	AVERAGE TIME RESOLUTION	Y	N	N	N	H	L
	FULL NAME:	Average Time for Complaint Resolution						
	DESCRIPTION:	Average Time for Complaint Resolution (Days)						
MEASURE TYPE:	***EX***	***Explanatory/Input Measures***						
1	SHORT NAME:	# JURISDICTIONAL COMPLAINT RECEIVED	Y	N	N	N	H	L
	FULL NAME:	Number of Jurisdictional Complaints Received						
	DESCRIPTION:	Number of Jurisdictional Complaints Received						

B. List of Measure Definitions

Reports reflecting:

- TDHCA's FY 2022-23 definitions for Outcome Measures
- TDHCA's FY 2022-23 definitions for Strategy Measures

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No.	1	Percent Households/Individuals Assisted

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:**

Key Measure: Y **New Measure: Y** **Percent Measure: Y**

BL 2022 Definition

The percentage of households/individuals of very low (60 Area Median Family Income (AMFI) or below), low (61-80 AMFI), and moderate income (81+ AMFI) that need housing and subsequently receive housing or housing related assistance represents service coverage provided by the Housing Trust Fund Program , the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2022 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2022 Data Source

The number of households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The percent of households assisted is based on: (numerator) an actual count of households/ individuals using TDHCA's housing programs (in terms of households or units built) and (denominator) the most recent data of extremely low, very low, low and moderate income Texans who need affordable housing; with respect to the moderate income population with housing needs. (Note: Also, rental development units funded by multiple programs are counted only once for the purposes of outcome calculations.)

BL 2022 Purpose

This measure addresses the extent to which services are provided by all housing programs and calculates the level of service compared to the need. This measure identifies the percentage of the low to moderate income population with housing needs that TDHCA housing programs were able to serve.

BL 2023 Definition

The percentage of households/individuals of very low (60 Area Median Family Income (AMFI) or below), low (61-80 AMFI), and moderate income (81+ AMFI) that need housing and subsequently receive housing or housing related assistance represents service coverage provided by the Housing Trust Fund Program , the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2023 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2023 Data Source

The number of households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs (in terms of households or units built) and (denominator) the most recent data of extremely low, very low, low and moderate income Texans who need affordable housing; with respect to the moderate income population with housing needs. (Note: Also, rental
development units funded by multiple programs are counted only once for the purposes of outcome calculations.)

BL 2023 Purpose

This measure addresses the extent to which services are provided by all housing programs and calculates the level of service compared to the need. This measure identifies the percentage of the low to moderate income population with housing needs that TDHCA housing programs were able to serve.

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No.	2	Percent Very Low Income Households Receiving Housing Assistance

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 01-01 OC 02

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of very low income households (60 Area Median Family Income (AMFI) or below) receiving housing assistance represents service coverage provided by Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program, the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2022 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2022 Data Source

The number of very low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The percent of households of very low income served with housing or housing related assistance is based on:
(numerator) an actual count of households/individuals using TDHCA's housing programs or units built because of the programs and (denominator) the most recent data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2022 Purpose

This measure identifies the percentage of the very low income population with housing needs that TDHCA housing programs were able to serve.

BL 2023 Definition

The percentage of very low income households (60 Area Median Family Income (AMFI) or below) receiving housing assistance represents service coverage provided by Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program, the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2023 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2023 Data Source

The number of very low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The percent of households of very low income served with housing or housing related assistance is based on:
(numerator) an actual count of households/individuals using TDHCA's housing programs or units built because of the programs and (denominator) the most recent data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2023 Purpose

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This measure identifies the percentage of the very low income population with housing needs that TDHCA housing programs were able to serve.

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No.	3	Percent Low Income Households Receiving Housing Assistance

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 01-01 OC 03

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of low income (61-80 Area Median Family Income, or AMFI) households receiving housing assistance represents service coverage provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2022 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2022 Data Source

The number of low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The percent of households of low income served with housing or housing related assistance is based on:
(numerator) an actual count of households/individuals or units built using TDHCA's housing programs and (denominator) the most recent data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2022 Purpose

The measure addresses the extent to which services are provided by all housing programs for low income and calculates the level of service provided to the low income population. This measure is important because it identifies, of the number of low income households, how many low income households/individuals the housing programs were able to serve.

BL 2023 Definition

The percentage of low income (61-80 Area Median Family Income, or AMFI) households receiving housing assistance represents service coverage provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2023 Data Limitations

The Department contracts with entities to administer its various housing programs. The intake, eligibility review and actual service may be provided at the local level. The reporting of households served may be provided by the contracted entity. Reported performance is considered reliable.

BL 2023 Data Source

The number of low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The percent of households of low income served with housing or housing related assistance is based on:
(numerator) an actual count of households/individuals or units built using TDHCA's housing programs and (denominator) the most recent data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

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BL 2023 Purpose

The measure addresses the extent to which services are provided by all housing programs for low income and calculates the level of service provided to the low income population. This measure is important because it identifies, of the number of low income households, how many low income households/individuals the housing programs were able to serve.

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No.	4	Percent Households of Moderate Income Receiving Housing Assistance

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:**

Key Measure: Y **New Measure: Y** **Percent Measure: Y**

BL 2022 Definition

The percentage of moderate income (Over 80 Area Median Family Income, or AMFI) households receiving housing assistance represents service coverage provided by My First Texas Home Programs and other housing funds.

BL 2022 Data Limitations

The Department contracts with a Master Servicer to maintain data of households served. The intake, eligibility review and actual service is provided by the participating lender. The reporting of households served is provided by the Master Servicer. Reported performance is considered reliable.

BL 2022 Data Source

The number of moderate income households served is maintained by the Single Family Bond program and reported quarterly. Data is provided by the Master Servicer, entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The percent of households of moderate income served with housing or housing related assistance is based on:
(numerator) an actual count of moderate income households/individuals using TDHCA's housing programs or units built and (denominator) the most recent data of moderate income households who need affordable housing.

BL 2022 Purpose

The measure addresses the extent to which services are provided by the Single Family Bond program, which is the only housing program serving the moderate income population. This measure is important because it identifies, of the number of moderate income households, how many moderate income households/individuals the Single Family Bond program was able to serve.

BL 2023 Definition

The percentage of moderate income (Over 80 Area Median Family Income, or AMFI) households receiving housing assistance represents service coverage provided by My First Texas Home Programs and other housing funds.

BL 2023 Data Limitations

The Department contracts with a Master Servicer to maintain data of households served. The intake, eligibility review and actual service is provided by the participating lender. The reporting of households served is provided by the Master Servicer. Reported performance is considered reliable.

BL 2023 Data Source

The number of moderate income households served is maintained by the Single Family Bond program and reported quarterly. Data is provided by the Master Servicer, entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The percent of households of moderate income served with housing or housing related assistance is based on:
(numerator) an actual count of moderate income households/individuals using TDHCA's housing programs or units built and (denominator) the most recent data of moderate income households who need affordable housing.

BL 2023 Purpose

The measure addresses the extent to which services are provided by the Single Family Bond program, which is the only housing program serving the moderate income population. This measure is important because it identifies, of the number of moderate income households, how many moderate income households/individuals the Single Family Bond program was able to serve.

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Outcome No.	1	% Eligible Population That Received Homeless & Poverty-Related Asst

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 03-01 OC 01

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of the population eligible for homeless and poverty-related assistance that receives assistance is derived by dividing the number of persons assisted through these programs by the total number of persons eligible for assistance in Texas.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

The number of persons served is based on subrecipient data which is tracked on a daily basis and submitted monthly to TDHCA. The most recent census data, including estimates, is utilized to determine the eligible population. The eligible population is based on current TDHCA program income requirements as allowed under federal guidelines.

BL 2022 Methodology

Based on the monthly performance reports submitted by subrecipients, the Department determines the percent of very low income persons served by dividing the total number of low income persons served by the total number of persons eligible for assistance in Texas. Monthly performance information is entered in the Department's database and maintained by the Department.

BL 2022 Purpose

The measure identifies the percent of the income eligible population assisted by Community Services programs. This measure is important because it identifies the impact Community Services programs have had on the target population.

BL 2023 Definition

The percentage of the population eligible for homeless and poverty-related assistance that receives assistance is derived by dividing the number of persons assisted through these programs by the total number of persons eligible for assistance in Texas.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

The number of persons served is based on subrecipient data which is tracked on a daily basis and submitted monthly to TDHCA. The most recent census data, including estimates, is utilized to determine the eligible population. The eligible population is based on current TDHCA program income requirements as allowed under federal guidelines.

BL 2023 Methodology

Based on the monthly performance reports submitted by subrecipients, the Department determines the percent of very low income persons served by dividing the total number of low income persons served by the total number of persons eligible for assistance in Texas. Monthly performance information is entered in the Department's database and maintained by the Department.

BL 2023 Purpose

The measure identifies the percent of the income eligible population assisted by Community Services programs. This measure is important because it identifies the impact Community Services programs have had on the target population.

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Outcome No.	2	Percent of Persons Assisted That Achieve Incomes above Poverty Level

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 03-01 OC 02

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty is the number of persons assisted that achieve incomes above 125% of poverty, and maintain that income level for a minimum of 90 days, divided by the total number of persons at or below 125% of poverty in Texas. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The number of persons achieving incomes above poverty is based on monthly reports submitted by subrecipients. The data is entered on the Department's database and maintained by the Department. The most recent census data information available is utilized to determine the total population at or above 125% of poverty in Texas.

BL 2022 Methodology

The percentage is derived using the total number of very low income persons assisted by the CSBG program maintaining the level of income required for TOPS for a minimum of 90 days divided by the total number of persons at or below the level of poverty required for CSBG in Texas using the most recent census data available. Information on the number of persons assisted is submitted to the Department by subrecipients.

BL 2022 Purpose

CSBG subrecipients are required to track the number of persons assisted that achieve incomes above 125% of poverty as a result of efforts by the subrecipients.

BL 2023 Definition

The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty is the number of persons assisted that achieve incomes above 125% of poverty, and maintain that income level for a minimum of 90 days, divided by the total number of persons at or below 125% of poverty in Texas. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The number of persons achieving incomes above poverty is based on monthly reports submitted by subrecipients. The data is entered on the Department's database and maintained by the Department. The most recent census data information available is utilized to determine the total population at or above 125% of poverty in Texas.

BL 2023 Methodology

The percentage is derived using the total number of very low income persons assisted by the CSBG program maintaining the level of income required for TOPS for a minimum of 90 days divided by the total number of persons at or below the level of poverty required for CSBG in Texas using the most recent census data available. Information on the number of persons assisted is submitted to the Department by subrecipients.

BL 2023 Purpose

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CSBG subrecipients are required to track the number of persons assisted that achieve incomes above 125% of poverty as a result of efforts by the subrecipients.

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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Outcome No.	1	Percent of Very Low Income Households Receiving Energy Assistance

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 03-02 OC 01

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

This measure reflects the percentage of income-eligible households receiving utility assistance through all Energy Assistance programs. Information on the number of households assisted is submitted to the Department by subrecipients. A household may be assisted by more than one Energy Assistance program activity depending on need.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

The percent of income-eligible households that received Energy Utility assistance through all Energy Assistance programs is based on monthly data reported by subrecipients. The income eligible population is based on the most recent census data available, including estimates.

BL 2022 Methodology

The data is entered in an automated system and maintained by the Department. The percent of very low income households receiving energy assistance is calculated by dividing the number of very low income households receiving CEAP or WAP assistance by the most current census data representing the number of households meeting current program income requirements. Numbers may reflect households receiving both energy assistance and weatherization assistance; in these instances households are counted separately for each program.

BL 2022 Purpose

The measure identifies the percent of the very low income population assisted by Energy Assistance programs. This measure indicates how effectively the Department has provided energy related services to the target population and the impact of the programs statewide.

BL 2023 Definition

This measure reflects the percentage of income-eligible households receiving utility assistance through all Energy Assistance programs. Information on the number of households assisted is submitted to the Department by subrecipients. A household may be assisted by more than one Energy Assistance program activity depending on need.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

The percent of income-eligible households that received Energy Utility assistance through all Energy Assistance programs is based on monthly data reported by subrecipients. The income eligible population is based on the most recent census data available, including estimates.

BL 2023 Methodology

The data is entered in an automated system and maintained by the Department. The percent of very low income households receiving energy assistance is calculated by dividing the number of very low income households receiving CEAP or WAP assistance by the most current census data representing the number of households meeting current program income requirements. Numbers may reflect households receiving both energy assistance and weatherization assistance; in these instances households are counted separately for each program.

BL 2023 Purpose

The measure identifies the percent of the very low income population assisted by Energy Assistance programs. This measure indicates how effectively the Department has provided energy related services to the target population and the impact of the programs statewide.

OBJECTIVE OUTCOME DEFINITIONS REPORT
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Outcome No.	1	Percent of Formula-Funded Receiving Onsite Monitoring

Calculation Method: N **Target Attainment: H** **Priority: M** **Cross Reference:** Agy 332 086-R-S70-1 04-01 OC 01

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

Measure represents the percentage of the formula funded (CA Network (CSBG, CEAP, and WAP) and HHSP) subrecipients that undergo onsite monitoring by the Department.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered from Department databases.

BL 2022 Methodology

Number is actual. Subrecipients may administer more than one TDHCA program. This figure is calculated by the total number of formula-funded (CA network and HHSP) subrecipients receiving onsite reviews in a fiscal year divided by the total number of such subrecipients.

BL 2022 Purpose

To provide policy makers meaningful information on TDHCA oversight of formula-funded (CA Network and HHSP) subrecipients.

BL 2023 Definition

Measure represents the percentage of the formula funded (CA Network (CSBG, CEAP, and WAP) and HHSP) subrecipients that undergo onsite monitoring by the Department.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered from Department databases.

BL 2023 Methodology

Number is actual. Subrecipients may administer more than one TDHCA program. This figure is calculated by the total number of formula-funded (CA network and HHSP) subrecipients receiving onsite reviews in a fiscal year divided by the total number of such subrecipients.

BL 2023 Purpose

To provide policy makers meaningful information on TDHCA oversight of formula-funded (CA Network and HHSP) subrecipients.

OBJECTIVE OUTCOME DEFINITIONS REPORT
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Outcome No.	1	Percent of Applications Processed within Established Time Frames

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 05-01 OC 01

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of Statement of Ownership and License applications processed within established time frames as opposed to those that are not.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

The Statement of Ownership functional area of the Manufactured Housing Division reviews a random selection of 25 or more applications (per month) within a reporting period. The Licensing functional area reviews all applications to verify if they were processed timely.

BL 2022 Methodology

To obtain the percentage, divide the number of applications that are processed within the required time frame by the total number reviewed. The percentage is attained by combining the results of the Statement of Ownership and Licensing functional areas. Information is manually prepared and/or computer generated through the Manufactured Housing Division's Database.

BL 2022 Purpose

Applications are processed within established time frames. The time frame for Statement of Ownership applications is 15 working days; the time frame for licensing applications is 7 working days. The importance is to measure the ability of the agency to process applications in a timely manner.

BL 2023 Definition

The percentage of Statement of Ownership and License applications processed within established time frames as opposed to those that are not.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

The Statement of Ownership functional area of the Manufactured Housing Division reviews a random selection of 25 or more applications (per month) within a reporting period. The Licensing functional area reviews all applications to verify if they were processed timely.

BL 2023 Methodology

To obtain the percentage, divide the number of applications that are processed within the required time frame by the total number reviewed. The percentage is attained by combining the results of the Statement of Ownership and Licensing functional areas. Information is manually prepared and/or computer generated through the Manufactured Housing Division's Database.

BL 2023 Purpose

Applications are processed within established time frames. The time frame for Statement of Ownership applications is 15 working days; the time frame for licensing applications is 7 working days. The importance is to measure the ability of the agency to process applications in a timely manner.

OBJECTIVE OUTCOME DEFINITIONS REPORT
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Outcome No.	2	Percent of Consumer Complaint Inspections Conducted within 30 Days

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 05-01 OC 02

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of consumer complaint inspections conducted within 30 days is based on the number of consumer and industry requested inspections completed within 30 calendar days from the date that an inspection is requested.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

To obtain the percentage, divide the total number of inspections conducted within the required 30 calendar days by the total number of required inspections conducted within the reporting period.

BL 2022 Purpose

Consumer complaints must be addressed as required by the Act. The importance is to measure the ability of the agency to conduct consumer complaint inspections in a timely manner and to comply with the requirements set forth in the Act.

BL 2023 Definition

The percentage of consumer complaint inspections conducted within 30 days is based on the number of consumer and industry requested inspections completed within 30 calendar days from the date that an inspection is requested.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

To obtain the percentage, divide the total number of inspections conducted within the required 30 calendar days by the total number of required inspections conducted within the reporting period.

BL 2023 Purpose

Consumer complaints must be addressed as required by the Act. The importance is to measure the ability of the agency to conduct consumer complaint inspections in a timely manner and to comply with the requirements set forth in the Act.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Date: 5/30/2020
Time: 9:11:36AM

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Outcome No.	3	Percent of Complaints Resulting in Disciplinary Action

Calculation Method: N **Target Attainment: L** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 05-01 OC 03

Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of complaints that result in disciplinary action, including agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution and/or penalties on which the board or executive director has acted when violations cannot be resolved informally.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

To obtain the percentage, divide the number of closed complaints with a disciplinary action by the total number of jurisdictional complaints closed.

BL 2022 Purpose

Efforts are made to informally resolve complaints. Violations of manufactured housing standards that cannot be resolved result in disciplinary actions. It is important that the consumers and the manufactured housing industry have an expectation that the agency will ensure fair and effective enforcement of the Act.

BL 2023 Definition

The percentage of complaints that result in disciplinary action, including agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution and/or penalties on which the board or executive director has acted when violations cannot be resolved informally.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

To obtain the percentage, divide the number of closed complaints with a disciplinary action by the total number of jurisdictional complaints closed.

BL 2023 Purpose

Efforts are made to informally resolve complaints. Violations of manufactured housing standards that cannot be resolved result in disciplinary actions. It is important that the consumers and the manufactured housing industry have an expectation that the agency will ensure fair and effective enforcement of the Act.

OBJECTIVE OUTCOME DEFINITIONS REPORT
87th Regular Session, Base Recon, Version 1
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Outcome No.	4	Percent of Documented Complaints Resolved within Six Months

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 05-01 OC 04

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The percentage of complaints resolved within a period of 6 months (180 days) or less from the date of receipt as opposed to complaints which take longer than six months to resolve.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

The number of jurisdictional complaints resolved within a period of six months (180 days) or less from the date of receipt divided by the total number of jurisdictional complaints resolved.

BL 2022 Purpose

Of the number of complaints resolved, the measure identifies those complaints that have been resolved within six months. It is important to ensure the timely enforcement of the Act, which is an agency goal.

BL 2023 Definition

The percentage of complaints resolved within a period of 6 months (180 days) or less from the date of receipt as opposed to complaints which take longer than six months to resolve.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

The number of jurisdictional complaints resolved within a period of six months (180 days) or less from the date of receipt divided by the total number of jurisdictional complaints resolved.

BL 2023 Purpose

Of the number of complaints resolved, the measure identifies those complaints that have been resolved within six months. It is important to ensure the timely enforcement of the Act, which is an agency goal.

OBJECTIVE OUTCOME DEFINITIONS REPORT
87th Regular Session, Base Recon, Version 1
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Outcome No.	5	Recidivism Rate for Those Receiving Disciplinary Action

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference:** Agy 332 086-R-S70-1 05-01 OC 05

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2022 Definition

The recidivism rate for those receiving disciplinary action is the percentage of offenders who were repeat offenders during the most recent three-year period. A repeat offender is an individual or license holder with two or more disciplinary actions taken by the executive director or board within the current and preceding two fiscal years.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

To obtain the percentage, calculate the number of individuals or license holders against whom two or more disciplinary actions were taken by the executive director or board within the current and preceding two fiscal years divided by the total number of individuals or license holders receiving disciplinary actions within the current and preceding two fiscal years.

BL 2022 Purpose

The measure is intended to show how effectively the agency enforces its regulatory requirements and prohibitions. It is important that the agency enforce its act and rules strictly enough to ensure that consumers are protected from unsafe, incompetent and unethical practices by the license holder.

BL 2023 Definition

The recidivism rate for those receiving disciplinary action is the percentage of offenders who were repeat offenders during the most recent three-year period. A repeat offender is an individual or license holder with two or more disciplinary actions taken by the executive director or board within the current and preceding two fiscal years.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

To obtain the percentage, calculate the number of individuals or license holders against whom two or more disciplinary actions were taken by the executive director or board within the current and preceding two fiscal years divided by the total number of individuals or license holders receiving disciplinary actions within the current and preceding two fiscal years.

BL 2023 Purpose

The measure is intended to show how effectively the agency enforces its regulatory requirements and prohibitions. It is important that the agency enforce its act and rules strictly enough to ensure that consumers are protected from unsafe, incompetent and unethical practices by the license holder.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EF	
Measure No.	1	Average Loan Amount w/o Down Payment Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average mortgage loan amount without down payment assistance.

BL 2022 Data Limitations

While TDHCA has indicated "Higher," multiple factors beyond TDHCA's control affect average loan size; the desirability of the resulting performance is dependent on the cause and any potential public policy implications rather than the size of the loan itself.

BL 2022 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2022 Methodology

The total amount of the loans will be summed and divided by the corresponding number of households.

BL 2022 Purpose

This measure identifies the average mortgage loan amount without down payment assistance.

BL 2023 Definition

A measure that tracks the average mortgage loan amount without down payment assistance.

BL 2023 Data Limitations

While TDHCA has indicated "Higher," multiple factors beyond TDHCA's control affect average loan size; the desirability of the resulting performance is dependent on the cause and any potential public policy implications rather than the size of the loan itself.

BL 2023 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2023 Methodology

The total amount of the loans will be summed and divided by the corresponding number of households.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the average mortgage loan amount without down payment assistance.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EF	
Measure No.	2	Avg Loan Amount with Down Payment Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average mortgage loan amount with down payment assistance.

BL 2022 Data Limitations

While TDHCA has indicated "Higher," multiple factors beyond TDHCA's control affect average loan size; the desirability of the resulting performance is dependent on the cause and any potential public policy implications rather than the size of the loan itself.

BL 2022 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2022 Methodology

The total amount of the loans will be summed and divided by the corresponding number of households.

BL 2022 Purpose

This measure identifies the average mortgage loan amount with down payment assistance.

BL 2023 Definition

A measure that tracks the average mortgage loan amount with down payment assistance.

BL 2023 Data Limitations

While TDHCA has indicated "Higher," multiple factors beyond TDHCA's control affect average loan size; the desirability of the resulting performance is dependent on the cause and any potential public policy implications rather than the size of the loan itself.

BL 2023 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2023 Methodology

The total amount of the loans will be summed and divided by the corresponding number of households.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the average mortgage loan amount with down payment assistance.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	1	Households Receiving Mortgage Loans w/o Down Payment Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households receiving loans without down payment assistance.

BL 2022 Data Limitations

No Limitations

BL 2022 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2022 Methodology

The number will be a count of loans without down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program.

BL 2022 Purpose

To track the number of households receiving loans without down payment assistance.

BL 2023 Definition

A measure that tracks the number of households receiving loans without down payment assistance.

BL 2023 Data Limitations

No Limitations

BL 2023 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2023 Methodology

The number will be a count of loans without down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program.

BL 2023 Purpose

To track the number of households receiving loans without down payment assistance.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	2	Number Households Receiving Mortgage Loans w/ Down Payment Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households receiving loans with down payment assistance.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2022 Methodology

The number will be a count of loans with down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program.

BL 2022 Purpose

To track the number of households receiving loans with down payment assistance.

BL 2023 Definition

A measure that tracks the number of households receiving loans with down payment assistance.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal.

BL 2023 Methodology

The number will be a count of loans with down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program.

BL 2023 Purpose

To track the number of households receiving loans with down payment assistance.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	3	# HH Rec'g Mortgage Credit Certificate w/o Mortgage Loan

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EX 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. Households can receive a federal tax credit for the MCCs over the life of the loan.

BL 2022 Data Limitations

There are no data limitations.

BL 2022 Data Source

The number of MCCs is tracked by the Texas Homeownership Division. Agency extracts data from a program administrator lender portal.

BL 2022 Methodology

The number will be the count of the issued ”stand alone” MCCs. This number does not include MCCs issued in conjunction with loans reported under this Strategy.

BL 2022 Purpose

This measure identifies the number of households receiving ”stand alone” MCCs not issued in conjunction with a TDHCA mortgage loan.

BL 2023 Definition

A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. Households can receive a federal tax credit for the MCCs over the life of the loan.

BL 2023 Data Limitations

There are no data limitations.

BL 2023 Data Source

The number of MCCs is tracked by the Texas Homeownership Division. Agency extracts data from a program administrator lender portal.

BL 2023 Methodology

The number will be the count of the issued ”stand alone” MCCs. This number does not include MCCs issued in conjunction with loans reported under this Strategy.

Strategy-Related Measures Definitions
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BL 2023 Purpose

This measure identifies the number of households receiving ”stand alone” MCCs not issued in conjunction with a TDHCA mortgage loan.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	4	# HH Rec'g Mortgage Credit Certificate with Mortgage Loan & +/-DPA

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-01 EX 04

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans (combos), with or without down payment assistance provided by the department. Households can receive a federal tax credit per year through the MCC Program over the life of the loan.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of MCCs are tracked by the Texas Homeownership Division. The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal

BL 2022 Methodology

The number will be the count of the issued MCCs that have been combined with mortgage loans.

BL 2022 Purpose

This measure identifies the number of households receiving the combined program elements of a Mortgage Credit Certificate and a mortgage loan, with down payment assistance.

BL 2023 Definition

A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans (combos), with or without down payment assistance provided by the department. Households can receive a federal tax credit per year through the MCC Program over the life of the loan.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of MCCs are tracked by the Texas Homeownership Division. The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal

BL 2023 Methodology

The number will be the count of the issued MCCs that have been combined with mortgage loans.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the number of households receiving the combined program elements of a Mortgage Credit Certificate and a mortgage loan, with down payment assistance.

Strategy-Related Measures Definitions
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	OP	
Measure No.	1	# Households Asst. through Bond Authority or Other Mortgage Financing

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked in the agency's computer system.

BL 2022 Methodology

The number will be a count of households assisted through all single family mortgage financing programs.

BL 2022 Purpose

To track the total number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing.

BL 2023 Definition

A measure that tracks the number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked in the agency's computer system.

BL 2023 Methodology

The number will be a count of households assisted through all single family mortgage financing programs.

BL 2023 Purpose

To track the total number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF	
Measure No.	1	Avg Amt Per Household for Single Family Development

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of HOME funds per unit in support of Single Family Development (SFD) activities, including acquisition and new construction or rehabilitation of affordable housing for purchase by low income homebuyers.

BL 2022 Data Limitations

Refunds are often applied after the activity is closed.

BL 2022 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of HOME funds expended for acquisition and new construction, including new construction or rehabilitation, under single family development activities will be divided by the number of units developed through Single Family Development (SFD) funds.

BL 2022 Purpose

This measure identifies the average costs associated with the development of an affordable single family housing unit for purchase by low income households utilizing HOME Single Family Development (SFD) funds.

BL 2023 Definition

A measure that tracks the average amount of HOME funds per unit in support of Single Family Development (SFD) activities, including acquisition and new construction or rehabilitation of affordable housing for purchase by low income homebuyers.

BL 2023 Data Limitations

Refunds are often applied after the activity is closed.

BL 2023 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

The total dollar amount of HOME funds expended for acquisition and new construction, including new construction or rehabilitation, under single family development activities will be divided by the number of units developed through Single Family Development (SFD) funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the average costs associated with the development of an affordable single family housing unit for purchase by low income households utilizing HOME Single Family Development (SFD) funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF	
Measure No.	2	Avg Amt Per Household/Single Family Rehab, New Const or Reconstruction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of HOME funds per unit in support of Homeowner Rehabilitation Assistance (HRA) activities, including new construction, reconstruction, or rehabilitation of owner-occupied homes.

BL 2022 Data Limitations

Refunds are often applied after the activity is closed.

BL 2022 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of HOME funds expended for new construction, reconstruction or rehabilitation of owner-occupied homes will be divided by the number of units assisted utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2022 Purpose

This measure identifies the average costs associated with rehabilitation, new construction, or reconstruction of owner-occupied single family homes utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2023 Definition

A measure that tracks the average amount of HOME funds per unit in support of Homeowner Rehabilitation Assistance (HRA) activities, including new construction, reconstruction, or rehabilitation of owner-occupied homes.

BL 2023 Data Limitations

Refunds are often applied after the activity is closed.

BL 2023 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

The total dollar amount of HOME funds expended for new construction, reconstruction or rehabilitation of owner-occupied homes will be divided by the number of units assisted utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the average costs associated with rehabilitation, new construction, or reconstruction of owner-occupied single family homes utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF	
Measure No.	3	Average Amount Per Household for Acquisition with/without Construction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of HOME funds per unit in support of Homebuyer Assistance (HBA) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership

BL 2022 Data Limitations

Refunds are often applied after the activity is closed

BL 2022 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of HOME funds expended for acquisition of affordable housing will be divided by the number of households assisted through HBA and HANC funds.

BL 2022 Purpose

This measure identifies the average costs associated with financing an affordable housing unit for homeownership utilizing HOME Homebuyer Assistance (HBA) funds.

BL 2023 Definition

A measure that tracks the average amount of HOME funds per unit in support of Homebuyer Assistance (HBA) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership

BL 2023 Data Limitations

Refunds are often applied after the activity is closed

BL 2023 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

The total dollar amount of HOME funds expended for acquisition of affordable housing will be divided by the number of households assisted through HBA and HANC funds.

BL 2023 Purpose

This measure identifies the average costs associated with financing an affordable housing unit for homeownership utilizing HOME Homebuyer Assistance (HBA) funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF	
Measure No.	4	Average Amount Per Household of Tenant-based Rental Assistance

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EF 04

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of HOME funds expended per household in support of Tenant Based Rental Assistance (TBRA) during the State Fiscal Year.

BL 2022 Data Limitations

Refunds are often applied after the activity is closed.

BL 2022 Data Source

The amounts of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of HOME funds expended during the State Fiscal Year for Tenant Based Rental Assistance (TBRA) divided by the number of households assisted.

BL 2022 Purpose

This measure identifies the average annual cost associated with rental assistance utilizing Tenant Based Rental Assistance (TBRA) HOME funds.

BL 2023 Definition

A measure that tracks the average amount of HOME funds expended per household in support of Tenant Based Rental Assistance (TBRA) during the State Fiscal Year.

BL 2023 Data Limitations

Refunds are often applied after the activity is closed.

BL 2023 Data Source

The amounts of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

The total dollar amount of HOME funds expended during the State Fiscal Year for Tenant Based Rental Assistance (TBRA) divided by the number of households assisted.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the average annual cost associated with rental assistance utilizing Tenant Based Rental Assistance (TBRA) HOME funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency: **Department of Housing and Community Affairs**
Goal No.	1 Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2 Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF
Measure No.	5 Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EF 05

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of loans and grants per low income unit awarded using multifamily HOME, multifamily (MF) Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The numbers and amounts of the multifamily loans/grants are tracked by the Multifamily Finance division.
Data is entered by staff and maintained in the agency's computer system.
Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds. Some multifamily direct loan funds may be layered with other TDHCA funding such as bonds or HTC.

BL 2022 Methodology

This figure will be calculated by dividing the amount of multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds utilized by the corresponding number of restricted units developed, through new construction or rehabilitation. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.)

BL 2022 Purpose

This measure identifies the loan/grant amount associated with developing housing units and measures the efficiency of utilizing multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds.

BL 2023 Definition

A measure that tracks the average amount of loans and grants per low income unit awarded using multifamily HOME, multifamily (MF) Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The numbers and amounts of the multifamily loans/grants are tracked by the Multifamily Finance division.
Data is entered by staff and maintained in the agency's computer system.
Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds. Some multifamily direct loan funds may be layered with other TDHCA funding such as bonds or HTC.

BL 2023 Methodology

This figure will be calculated by dividing the amount of multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds utilized by the corresponding number of restricted units developed, through new construction or rehabilitation. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.)

BL 2023 Purpose

This measure identifies the loan/grant amount associated with developing housing units and measures the efficiency of utilizing multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EX	
Measure No.	1	# of Households Asst. through S.F. Development Activities

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Single Family Development (SFD) activities, including acquisition and new construction or rehabilitation of affordable housing for purchase by low income households.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The sum of units developed through Single Family Development (SFD) awards of HOME funds for the development of affordable housing for purchase by low income households will be exported from the Agency's Housing Contract System.

BL 2022 Purpose

This measure identifies the total number of units developed through Single Family Development (SFD) awards of HOME funds.

BL 2023 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Single Family Development (SFD) activities, including acquisition and new construction or rehabilitation of affordable housing for purchase by low income households.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

The sum of units developed through Single Family Development (SFD) awards of HOME funds for the development of affordable housing for purchase by low income households will be exported from the Agency's Housing Contract System.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the total number of units developed through Single Family Development (SFD) awards of HOME funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		2	Provide Funding through the HOME Program for Affordable Housing
Measure Type		EX	
Measure No.		2	# of Households Asst through S.F. Rehab, New Const, or Reconst Act

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Homeowner Rehabilitation Assistance (HRA) activities, including new construction, reconstruction or rehabilitation of owner-occupied homes.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The sum of units developed through Homeowner Rehabilitation Assistance (HRA) awards of HOME funds for the new construction, reconstruction or rehabilitation of owner-occupied homes will be exported from in the Agency's Housing Contract System.

BL 2022 Purpose

This measure identifies the total number of units developed through Homeowner Rehabilitation Assistance (HRA) awards of HOME funds.

BL 2023 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Homeowner Rehabilitation Assistance (HRA) activities, including new construction, reconstruction or rehabilitation of owner-occupied homes.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

The sum of units developed through Homeowner Rehabilitation Assistance (HRA) awards of HOME funds for the new construction, reconstruction or rehabilitation of owner-occupied homes will be exported from in the Agency's Housing Contract System.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the total number of units developed through Homeowner Rehabilitation Assistance (HRA) awards of HOME funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		2	Provide Funding through the HOME Program for Affordable Housing
Measure Type		EX	
Measure No.		3	# of Households Asst through Acquisition with/without Construct Asst

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Homebuyer Assistance (HBA) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The sum of households assisted through HBA and HANC awards of HOME funds for the acquisition of affordable housing will be exported from the Agency 's Housing Contract System.

BL 2022 Purpose

This measure identifies the total number of households assisted through Homebuyer Assistance (HBA) awards of HOME funds.

BL 2023 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Homebuyer Assistance (HBA) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

The sum of households assisted through HBA and HANC awards of HOME funds for the acquisition of affordable housing will be exported from the Agency 's Housing Contract System.

BL 2023 Purpose

This measure identifies the total number of households assisted through Homebuyer Assistance (HBA) awards of HOME funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EX	
Measure No.	4	Number of Households Assisted through Tenant-based Rental Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EX 04

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Tenant Based Rental Assistance (TBRA) activities, including rental assistance activities during the State Fiscal Year.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2022 Methodology

The first quarter represents the total number of households receiving Tenant Based Rental Assistance (TBRA) as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period.The combined four quarters included in the Single Family HOME output measure 1.1.2 OP 1 will be the annual sum.

BL 2022 Purpose

This measure identifies the total number of households assisted through HOME Tenant Based Rental Assistance (TBRA) within the State Fiscal Year.

BL 2023 Definition

A measure that tracks the number of households awarded HOME funds provided in support of Tenant Based Rental Assistance (TBRA) activities, including rental assistance activities during the State Fiscal Year.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system.

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The first quarter represents the total number of households receiving Tenant Based Rental Assistance (TBRA) as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period.The combined four quarters included in the Single Family HOME output measure 1.1.2 OP 1 will be the annual sum.

BL 2023 Purpose

This measure identifies the total number of households assisted through HOME Tenant Based Rental Assistance (TBRA) within the State Fiscal Year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		2	Provide Funding through the HOME Program for Affordable Housing
Measure Type		EX	
Measure No.		5	Number of Households Assisted through HOME Multifamily Activities

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EX 05

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME funds.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This measure will be calculated as the sum of all restricted units that utilized multifamily HOME funds for rental development. Numbers may reflect units receiving both HOME funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

BL 2022 Purpose

To track the amount of multifamily units assisted as reflected by the units developed with MF Home funds.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME funds.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

This measure will be calculated as the sum of all restricted units that utilized multifamily HOME funds for rental development. Numbers may reflect units receiving both HOME funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final
draw.

BL 2023 Purpose

To track the amount of multifamily units assisted as reflected by the units developed with MF Home funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		2	Provide Funding through the HOME Program for Affordable Housing
Measure Type		EX	
Measure No.		6	# HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-02 EX 06

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF") funds or other multifamily direct loan funds exclusive of HOME multifamily direct loans. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This measure will be calculated as the sum of all restricted units awarded multifamily TCAP RF or other Federal or State direct loan funds programmed for rental development. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bonds. Numbers may reflect units receiving both direct loan funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

BL 2022 Purpose

To track the amount of multifamily units assisted utilizing multifamily TCAP RF or other multifamily direct loan funds not funded through the HOME Program.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF") funds or other multifamily direct loan funds exclusive of HOME multifamily direct loans. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

BL 2023 Data Limitations

No limitations.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Data Source

The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

This measure will be calculated as the sum of all restricted units awarded multifamily TCAP RF or other
Federal or State direct loan funds programmed for rental development. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bonds. Numbers may reflect units receiving both direct loan funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

BL 2023 Purpose

To track the amount of multifamily units assisted utilizing multifamily TCAP RF or other multifamily direct loan funds not funded through the HOME Program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	OP	
Measure No.	1	Number of Households Assisted with Single Family HOME Funds

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-02 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted through single family HOME funds.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency’s computer system.

BL 2022 Methodology

Sum of the total number of households assisted through single family HOME funds. With the exception of Tenant-Based Rental Assistance, performance is measured when the activity (which reflects assistance to specific households) is closed in the Agency's Housing Contract System. For Tenant-Based Rental Assistance, consistent with the methodology in 1.1.2 EX 4, the measure would capture households served during the State Fiscal Year.

BL 2022 Purpose

To track the number of households assisted through single family HOME funds.

BL 2023 Definition

A measure that tracks the number of households assisted through single family HOME funds.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the HOME division. Data is verified by staff and maintained in the agency’s computer system.

BL 2023 Methodology

Sum of the total number of households assisted through single family HOME funds. With the exception of Tenant-Based Rental Assistance, performance is measured when the activity (which reflects assistance to specific households) is closed in the Agency's Housing Contract System. For Tenant-Based Rental Assistance, consistent with the methodology in 1.1.2 EX 4, the measure would capture households served during the State Fiscal Year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

To track the number of households assisted through single family HOME funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	OP	
Measure No.	2	#HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-02 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME, multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The number of households is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This measure will be calculated as the sum of all restricted units awarded multifamily HOME, MF Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds for rental development, inclusive of units layered with tax credits. Direct loan funds may include multifamily National Housing Trust Funds or other Federal or State funds programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through MF mortgage revenue bond proceeds, including Private Activity Bond proceeds. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. In addition to being layered with tax credits, some MF direct loan funds may be layered with other TDHCA funding such as bonds.

BL 2022 Purpose

To track the amount of multifamily units assisted utilizing HOME, TCAP RF, or other multifamily direct loan funds.

BL 2023 Definition

Strategy-Related Measures Definitions
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A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME, multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The number of households is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

This measure will be calculated as the sum of all restricted units awarded multifamily HOME, MF Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds for rental development, inclusive of units layered with tax credits. Direct loan funds may include multifamily National Housing Trust Funds or other Federal or State funds programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through MF mortgage revenue bond proceeds, including Private Activity Bond proceeds. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. In addition to being layered with tax credits, some MF direct loan funds may be layered with other TDHCA funding such as bonds.

BL 2023 Purpose

To track the amount of multifamily units assisted utilizing HOME, TCAP RF, or other multifamily direct loan funds.

Strategy-Related Measures Definitions
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	3	Provide Loans through the Texas Bootstrap Program (TBP) - HTF	
Measure Type	EF		
Measure No.	1	Average Amount Per Household for Texas Bootstrap - HTF	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount per unit of loans/grants for the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The numbers and amounts of the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of Bootstrap loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of households assisted through the Bootstrap Program utilizing the Housing Trust Fund. Performance is measured when loans are funded by Accounting. Methodology includes sub-grantee administrative funds.

BL 2022 Purpose

This measure identifies the average loan amount associated with the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2023 Definition

A measure that tracks the average amount per unit of loans/grants for the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The numbers and amounts of the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The total dollar amount of Bootstrap loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of households assisted through the Bootstrap Program utilizing the Housing Trust Fund. Performance is measured when loans are funded by Accounting. Methodology includes sub-grantee administrative funds.

Strategy-Related Measures Definitions
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BL 2023 Purpose

This measure identifies the average loan amount associated with the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

Strategy-Related Measures Definitions
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	3	Provide Loans through the Texas Bootstrap Program (TBP) - HTF
Measure Type	OP	
Measure No.	1	Number of Households Assisted through Texas Bootstrap - HTF

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-03 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The number will be a count of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.

BL 2022 Purpose

To track the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2023 Definition

A measure that tracks the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The number will be a count of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

To track the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	4	Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF	
Measure Type	EF		
Measure No.	1	Average Amount Per Household for Amy Young Barrier Removal - HTF	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-04 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount per unit of loans/grants for the Amy Young Barrier Removal ("AYBR") program utilizing the Housing Trust Fund.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The numbers and amounts of AYBR loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The total dollar amount of AYBR loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of AYBR households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.Methodology includes sub-grantee administrative funds.

BL 2022 Purpose

This measure identifies the average assistance amount associated with the AYBR program utilizing the Housing Trust Fund.

BL 2023 Definition

A measure that tracks the average amount per unit of loans/grants for the Amy Young Barrier Removal ("AYBR") program utilizing the Housing Trust Fund.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The numbers and amounts of AYBR loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The total dollar amount of AYBR loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of AYBR households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.Methodology includes sub-grantee administrative funds.

Strategy-Related Measures Definitions
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BL 2023 Purpose

This measure identifies the average assistance amount associated with the AYBR program utilizing the Housing Trust Fund.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	4	Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF
Measure Type	OP	
Measure No.	1	Number of Households Assisted through Amy Young Barrier Removal - HTF

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-04 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted through the Amy Young Barrier Removal ("AYBR") program utilizing the Housing Trust Fund.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The number will be a count of households assisted through the AYBR program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting

BL 2022 Purpose

To track the number of households assisted through AYBR program utilizing the Housing Trust Fund.

BL 2023 Definition

A measure that tracks the number of households assisted through the Amy Young Barrier Removal ("AYBR") program utilizing the Housing Trust Fund.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The number will be a count of households assisted through the AYBR program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting

Strategy-Related Measures Definitions
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BL 2023 Purpose

To track the number of households assisted through AYBR program utilizing the Housing Trust Fund.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	5	Federal Rental Assistance through Section 8 Vouchers
Measure Type	EF	
Measure No.	1	Average Admin Cost Per Household for Housing Choice Voucher Program

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-05 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average cost per household served represents an average of total TDHCA administrative expenditures funded through Section 8 funds or other TDHCA funds.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

Expenditures are tracked through the Department's financial automated system.

BL 2022 Methodology

The average costs per household served is the sum of TDHCA administrative expenditures undertaken to administer Section 8 (inclusive of costs charged by PHAs administering ported but not yet absorbed TDHCA Section 8 vouchers) divided by the total number of active contracts as of September 1 plus new contracts added over the course of the year. This figure includes both Section 8 administrative funds and non-Section8 funds used to support Section 8 administration.

BL 2022 Purpose

The measure identifies the efficiency in costs to provide Section 8 services to a very low income household.

BL 2023 Definition

The average cost per household served represents an average of total TDHCA administrative expenditures funded through Section 8 funds or other TDHCA funds.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

Expenditures are tracked through the Department's financial automated system.

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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The average costs per household served is the sum of TDHCA administrative expenditures undertaken to administer Section 8 (inclusive of costs charged by PHAs administering ported but not yet absorbed TDHCA Section 8 vouchers) divided by the total number of active contracts as of September 1 plus new contracts added over the course of the year. This figure includes both Section 8 administrative funds and non-Section8 funds used to support Section 8 administration.

BL 2023 Purpose

The measure identifies the efficiency in costs to provide Section 8 services to a very low income household.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	5	Federal Rental Assistance through Section 8 Vouchers
Measure Type	OP	
Measure No.	1	Total # of HHs Assisted thru Statewide Housing Asst. Payments Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-05 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of very low income households receiving rent supplements through the Section 8 Housing Choice Voucher program during the current state fiscal year.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system record for the program.

BL 2022 Methodology

Total households will be based on total active contracts during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 8 assistance as of September 1, plus new contracts executed throughout the quarter. Subsequent quarters will report only new contracts executed for the reporting period. This will include households served through Project Access. It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to TDHCA executing a contract. These households would not have been absorbed if not for having been able to access a Project Access voucher.

BL 2022 Purpose

To track the number of households assisted through Section 8 tenant based rental assistance during the fiscal year.

BL 2023 Definition

The total number of very low income households receiving rent supplements through the Section 8 Housing Choice Voucher program during the current state fiscal year.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system record for the program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

Total households will be based on total active contracts during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 8 assistance as of September 1, plus new contracts executed throughout the quarter. Subsequent quarters will report only new contracts executed for the reporting period. This will include households served through Project Access. It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to TDHCA executing a contract. These households would not have been absorbed if not for having been able to access a Project Access voucher.

BL 2023 Purpose

To track the number of households assisted through Section 8 tenant based rental assistance during the fiscal year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	5	Federal Rental Assistance through Section 8 Vouchers
Measure Type	OP	
Measure No.	2	# of Section 8 Households Participating in Project Access Program

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-05 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program. TDHCA utilizes vouchers from various programs/initiatives. This may change as resources become/no longer are available. The vouchers for various target populations as of FY 2020 include: First voucher type (Project Access): may include applicant over 62.; Second voucher type (NED): applicant under 62; Third voucher type (Pilot): applicants transitioning from a state hospital. No age limit; Fourth voucher type (Mainstream): any member of household under 62. At least 18 years old. Fifth voucher type (VASH).HUD-Veterans Affairs Supportive Housing program that combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services that VA provides.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency s computer system record for the program.

BL 2022 Methodology

Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1, plus new contracts executed throughout the quarter. Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1. It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to the TDHCA executing a contract. These households would not have been absorbed if not for having a Project Access voucher.This will include Mainstream, NED, PAV, Pilot, and VASH vouchers.

BL 2022 Purpose

To track the amount of persons with disabilities transitioning from institutions into community based housing through the Project Access Program.

BL 2023 Definition

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program. TDHCA utilizes vouchers from various programs/initiatives. This may change as resources become/no longer are available. The vouchers for various target populations as of FY 2020 include: First voucher type (Project Access): may include applicant over 62.; Second voucher type (NED): applicant under 62; Third voucher type (Pilot): applicants transitioning from a state hospital. No age limit; Fourth voucher type (Mainstream): any member of household under 62. At least 18 years old. Fifth voucher type (VASH).HUD-Veterans Affairs Supportive Housing program that combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services that VA provides.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The number of households is tracked by the division. Data is entered by staff and maintained in the agency s computer system record for the program.

BL 2023 Methodology

Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1, plus new contracts executed throughout the quarter. Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1. It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to the TDHCA executing a contract. These households would not have been absorbed if not for having a Project Access voucher.This will include Mainstream, NED, PAV, Pilot, and VASH vouchers.

BL 2023 Purpose

To track the amount of persons with disabilities transitioning from institutions into community based housing through the Project Access Program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Assistance Through Federal Sec 811 Project Rental Assistance Program
Measure Type	OP	
Measure No.	1	Number of Households Assisted through Section 811 PRA Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-06 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of extremely low income households receiving Project Rental Assistance through the Section 811 Project Rental Assistance program during the current state fiscal year.

BL 2022 Data Limitations

no limitations

BL 2022 Data Source

The number of households is tracked by the department. Data is entered by staff and maintained in the agency's Compliance Monitoring Tracking System

BL 2022 Methodology

The number will be based on the number of households who have signed leases assisted through the Section 811 Project Rental Assistance during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 811 Project Rental Assistance as of September 1 plus new leases throughout the quarter. Subsequent quarters will report only new leases signed for the reporting period.

BL 2022 Purpose

To track the amount of households assisted through Section 811 Project Rental Assistance.

BL 2023 Definition

The number of extremely low income households receiving Project Rental Assistance through the Section 811 Project Rental Assistance program during the current state fiscal year.

BL 2023 Data Limitations

no limitations

BL 2023 Data Source

The number of households is tracked by the department. Data is entered by staff and maintained in the agency's Compliance Monitoring Tracking System

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

The number will be based on the number of households who have signed leases assisted through the Section 811 Project Rental Assistance during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 811 Project Rental Assistance as of September 1 plus new leases throughout the quarter. Subsequent quarters will report only new leases signed for the reporting period.

BL 2023 Purpose

To track the amount of households assisted through Section 811 Project Rental Assistance.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	1	Avg Annual Tax Credits Amount Per Household for New Construction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of annual credits per low income unit of new construction utilizing the Housing Tax Credit program.

BL 2022 Data Limitations

Federal regulations establish the amount and value of tax credits available. Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The number of low income units and amount of credits for new construction is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the total annual amount of tax credit associated with new constructions divided by the number of restricted new construction units. This calculation will include both 9% and 4% Housing Tax Credit awards based on cost certification data reported by project owners.

BL 2022 Purpose

This measure identifies the subsidy associated with developing affordable housing units and measures the efficiency of allocating tax credits.

BL 2023 Definition

A measure that tracks the average amount of annual credits per low income unit of new construction utilizing the Housing Tax Credit program.

BL 2023 Data Limitations

Federal regulations establish the amount and value of tax credits available. Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The number of low income units and amount of credits for new construction is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

This figure will be calculated by dividing the total annual amount of tax credit associated with new constructions divided by the number of restricted new construction units. This calculation will include both 9% and 4% Housing Tax Credit awards based on cost certification data reported by project owners.

BL 2023 Purpose

This measure identifies the subsidy associated with developing affordable housing units and measures the efficiency of allocating tax credits.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	2	Average Total Development Costs per Household for New Construction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average total development costs per unit of new construction utilizing the Housing Tax Credit program.

BL 2022 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The total number of units in the development and total development costs for new construction is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is calculated by dividing the sum of total development costs by the number of newly constructed units. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost-certification.

BL 2022 Purpose

This measure identifies the total development costs associated with developing affordable housing units. Although useful to track, this measure is not entirely within the Department's control.

BL 2023 Definition

A measure that tracks the average total development costs per unit of new construction utilizing the Housing Tax Credit program.

BL 2023 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The total number of units in the development and total development costs for new construction is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

This figure is calculated by dividing the sum of total development costs by the number of newly constructed units. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost-certification.

BL 2023 Purpose

This measure identifies the total development costs associated with developing affordable housing units. Although useful to track, this measure is not entirely within the Department's control.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI	
Measure Type	EF		
Measure No.	3	Average Annual Tax Credits Amount Per Household for Acqu/Rehab	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EF 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of annual credits per rehabilitated and acquired low income unit utilizing Housing Tax Credits.

BL 2022 Data Limitations

Federal regulations establish the amount and value of tax credits available. Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The number of low income units and amount of credits for rehabilitation and acquisition is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the total annual amount of tax credits for acquisition/rehabs by the number of restricted units acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost certification.

BL 2022 Purpose

This measure identifies the subsidy associated with rehabilitating and acquiring affordable housing and measures the efficiency of allocating tax credits.

BL 2023 Definition

A measure that tracks the average amount of annual credits per rehabilitated and acquired low income unit utilizing Housing Tax Credits.

BL 2023 Data Limitations

Federal regulations establish the amount and value of tax credits available. Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The number of low income units and amount of credits for rehabilitation and acquisition is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

This figure will be calculated by dividing the total annual amount of tax credits for acquisition/rehabs by the number of restricted units acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost certification.

BL 2023 Purpose

This measure identifies the subsidy associated with rehabilitating and acquiring affordable housing and measures the efficiency of allocating tax credits.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	4	Average Total Development Costs Per Household for Acquisition/Rehab

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EF 04

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average total development costs per rehabilitated and acquired unit utilizing Housing Tax Credits.

BL 2022 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The total development costs and the total number of units in the development is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the sum of total development costs by the number of units acquired and/or rehabilitated. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost-certification.

BL 2022 Purpose

This measure identifies the average total development costs associated with acquiring and rehabilitating affordable housing.

BL 2023 Definition

A measure that tracks the average total development costs per rehabilitated and acquired unit utilizing Housing Tax Credits.

BL 2023 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The total development costs and the total number of units in the development is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
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BL 2023 Methodology

This figure will be calculated by dividing the sum of total development costs by the number of units acquired and/or rehabilitated. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost-certification.

BL 2023 Purpose

This measure identifies the average total development costs associated with acquiring and rehabilitating affordable housing.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI	
Measure Type	EX		
Measure No.	1	Number of Households Assisted through New Construction Activities	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the low income new construction units through the Housing Tax Credit program.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of units is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is the sum of all newly constructed rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2022 Purpose

To track the number of new construction units assisted through the Housing Tax Credit program.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by the low income new construction units through the Housing Tax Credit program.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of units is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

This figure is the sum of all newly constructed rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2023 Purpose

To track the number of new construction units assisted through the Housing Tax Credit program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EX	
Measure No.	2	Number of Households Assisted through Acqu/Rehab Activities

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-07 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the low income acquisition/rehabilitation units assisted through the Housing Tax Credit program.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of units is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is the sum of all acquired and rehabilitated rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2022 Purpose

To track the number of acquisition/rehabilitation units assisted through the Housing Tax Credit program.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by the low income acquisition/rehabilitation units assisted through the Housing Tax Credit program.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of units is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

This figure is the sum of all acquired and rehabilitated rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2023 Purpose

To track the number of acquisition/rehabilitation units assisted through the Housing Tax Credit program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	OP	
Measure No.	1	Number of Households Assisted through the Housing Tax Credit Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-07 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the households assisted as reflected by the number of low income units financed through the multifamily division utilizing Housing Tax Credits.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of units is tracked by the Asset Management division. Data is based on cost certification data reported by the project owners and entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2022 Purpose

To track the total amount of multifamily units assisted utilizing the Housing Tax Credit program.

BL 2023 Definition

A measure that tracks the households assisted as reflected by the number of low income units financed through the multifamily division utilizing Housing Tax Credits.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of units is tracked by the Asset Management division. Data is based on cost certification data reported by the project owners and entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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This figure is the sum of all restricted units newly constructed or acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. Units and households assisted may receive assistance from different programs.

BL 2023 Purpose

To track the total amount of multifamily units assisted utilizing the Housing Tax Credit program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EF	
Measure No.	1	Average Amount of Bond Proceeds Per Household for New Construction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average amount of bond proceeds per unit of Mortgage Revenue Bond (MRB) new multifamily construction.

BL 2022 Data Limitations

Information is based on reported figures submitted by property owners during cost-certification.

BL 2022 Data Source

The number of low income units and amount of bonds for new construction is based on cost certification
data reported by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units newly constructed.

BL 2022 Purpose

This measure identifies the average amount of bonds associated with developing affordable housing and measures the efficiency of awarding multifamily MRB funds. Although useful to track, this measure is not entirely within the Department's control.

BL 2023 Definition

A measure that tracks the average amount of bond proceeds per unit of Mortgage Revenue Bond (MRB) new multifamily construction.

BL 2023 Data Limitations

Information is based on reported figures submitted by property owners during cost-certification.

BL 2023 Data Source

The number of low income units and amount of bonds for new construction is based on cost certification
data reported by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units newly constructed.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the average amount of bonds associated with developing affordable housing and measures the efficiency of awarding multifamily MRB funds. Although useful to track, this measure is not entirely within the Department's control.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EF	
Measure No.	2	Average Total Development Costs Per Household for New Construction

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average total development costs per unit of Mortgage Revenue Bond (MRB) new multifamily construction.

BL 2022 Data Limitations

Information is based on reported figures initially submitted by property owner during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The total number of units in the development and total development costs for new construction is based on cost certification data reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the sum of total development costs at cost-certification by the total number of units newly constructed.

BL 2022 Purpose

This measure identifies the costs associated with developing affordable housing units.

BL 2023 Definition

A measure that tracks the average total development costs per unit of Mortgage Revenue Bond (MRB) new multifamily construction.

BL 2023 Data Limitations

Information is based on reported figures initially submitted by property owner during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The total number of units in the development and total development costs for new construction is based on cost certification data reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

This figure will be calculated by dividing the sum of total development costs at cost-certification by the total number of units newly constructed.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the costs associated with developing affordable housing units.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program	
Measure Type	EF		
Measure No.	3	Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EF 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average bond amount per unit of multifamily Mortgage Revenue Bond (MRB) acquisition/rehabilitation.

BL 2022 Data Limitations

Information is based on reported figures submitted by property owners during cost-certification

BL 2022 Data Source

The number of low income units and amount of bonds for acquisition/rehabilitation is based on cost certification data reported by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units to be acquired/rehabilitated.

BL 2022 Purpose

This measure identifies the average amount of bonds associated with acquiring and rehabilitating affordable housing and measures the efficiency of awarding multifamily MRB funds.

BL 2023 Definition

A measure that tracks the average bond amount per unit of multifamily Mortgage Revenue Bond (MRB) acquisition/rehabilitation.

BL 2023 Data Limitations

Information is based on reported figures submitted by property owners during cost-certification

BL 2023 Data Source

The number of low income units and amount of bonds for acquisition/rehabilitation is based on cost certification data reported by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units to be acquired/rehabilitated.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

This measure identifies the average amount of bonds associated with acquiring and rehabilitating affordable housing and measures the efficiency of awarding multifamily MRB funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EF	
Measure No.	4	Average Total Development Costs Per Household for Acqu/Rehab

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EF 04

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the average total development costs per unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition.

BL 2022 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2022 Data Source

The total number of units in the development and amount of total development costs is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure will be calculated by dividing the sum of total development costs reported during cost-certification by the number of units to be acquired/rehabilitated.

BL 2022 Purpose

This measure identifies the total development costs amount associated with rehabilitating and acquiring affordable housing units.

BL 2023 Definition

A measure that tracks the average total development costs per unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition.

BL 2023 Data Limitations

Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.

BL 2023 Data Source

The total number of units in the development and amount of total development costs is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

This figure will be calculated by dividing the sum of total development costs reported during cost-certification by the number of units to be acquired/rehabilitated.

BL 2023 Purpose

This measure identifies the total development costs amount associated with rehabilitating and acquiring affordable housing units.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program	
Measure Type	EX		
Measure No.	1	Number of Households Assisted through New Construction Activities	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by new construction activities utilizing the multifamily Mortgage Revenue Bond (MRB) program.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is the sum of all restricted units newly constructed as reported during costcertification.
With rare exception, these units will be layered with HTCs and potentially also with Multifamily Direct Loan funds and therefore also reflected under those strategies.

BL 2022 Purpose

To track the number of households assisted through new construction units assisted utilizing multifamily MRB program.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by new construction activities utilizing the multifamily Mortgage Revenue Bond (MRB) program.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is based on cost certification data reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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This figure is the sum of all restricted units newly constructed as reported during costcertification.
With rare exception, these units will be layered with HTCs and potentially also with Multifamily Direct Loan funds and therefore also reflected under those strategies.

BL 2023 Purpose

To track the number of households assisted through new construction units assisted utilizing multifamily MRB program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program	
Measure Type	EX		
Measure No.	2	Number of Households Assisted through Acqu/Rehab Activities	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 01-01-08 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by acquisition/Rehabilitation and acquisition activities utilizing the multifamily Mortgage Revenue Bond (MRB) program.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of households is based on cost certification data reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. Units and households assisted may receive assistance from different programs.

BL 2022 Methodology

This figure is the sum of all restricted units acquired/rehabilitated, as reported at cost-certification.

BL 2022 Purpose

To track the number of households assisted through acquisition/rehabilitation activities utilizing the multifamily MRB program.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by acquisition/Rehabilitation and acquisition activities utilizing the multifamily Mortgage Revenue Bond (MRB) program.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of households is based on cost certification data reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. Units and households assisted may receive assistance from different programs.

BL 2023 Methodology

This figure is the sum of all restricted units acquired/rehabilitated, as reported at cost-certification.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

To track the number of households assisted through acquisition/rehabilitation activities utilizing the multifamily MRB program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	8	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	OP	
Measure No.	1	Number of Households Assisted with Multifamily MRB Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 01-01-08 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The number of units is based on cost certification data reported by the owners and tracked by the Asset Management division for each separate program. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2022 Purpose

To track the total amount of low income multifamily units assisted utilizing mortgage revenue bond funds.

BL 2023 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The number of units is based on cost certification data reported by the owners and tracked by the Asset Management division for each separate program. Data is entered by staff and maintained in the agency's computer system.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2023 Purpose

To track the total amount of low income multifamily units assisted utilizing mortgage revenue bond funds.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance	
Objective No.	1	Provide Information and Assistance for Housing and Community Services	
Strategy No.	1	Housing Resource Center	
Measure Type	OP		
Measure No.	1	Number of Information and Technical Assistance Requests Completed	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 02-01-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

A measure tracking the number of information and technical assistance requests made by consumers completed by the Housing Resource Center.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2022 Methodology

The number of requests received is a total of the requests entered into the division database.

BL 2022 Purpose

To track the consumer information and technical assistance requests received and fulfilled.

BL 2023 Definition

A measure tracking the number of information and technical assistance requests made by consumers completed by the Housing Resource Center.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

BL 2023 Methodology

The number of requests received is a total of the requests entered into the division database.

BL 2023 Purpose

To track the consumer information and technical assistance requests received and fulfilled.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance	
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border	
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits	
Measure Type	OP		
Measure No.	1	# of Tech Assistance Contacts Conducted by Field Offices	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 02-02-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions units of local government, nonprofit organizations and colonia residents. Border field officers provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2022 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2022 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure identifies program support and compliance with legislative mandates.

BL 2023 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2023 Data Limitations

No limitations.

Strategy-Related Measures Definitions
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BL 2023 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2023 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2023 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government . This measure identifies program support and compliance with legislative mandates.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits
Measure Type	OP	
Measure No.	2	# of Colonia Residents Receiving Direct Assist from Self-help Centers

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 02-02-01 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2022 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

BL 2022 Data Source

Actual assistance provided as reflected on the most recent quarterly report received from Colonia Self-Help Center administrators.

BL 2022 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2022 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

BL 2023 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2023 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Data Source

Actual assistance provided as reflected on the most recent quarterly report received from Colonia Self-Help Center administrators.

BL 2023 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2023 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

Strategy-Related Measures Definitions
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		EF	
Measure No.		1	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

The average amount of ESG subrecipient funds per person entering the ESG Program. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2022 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

BL 2022 Data Source

The total number of persons served entering the ESG program is is gathered from the subrecipients' monthly performance reports, and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

BL 2022 Methodology

The efficiency measure is determined by dividing the total expenditure of ESG funds by the total number of Program Participants entering the ESG Program.

BL 2022 Purpose

The purpose of the measure shows the efficiency in administering the program.

BL 2023 Definition

The average amount of ESG subrecipient funds per person entering the ESG Program. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2023 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

BL 2023 Data Source

The total number of persons served entering the ESG program is is gathered from the subrecipients' monthly performance reports, and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

BL 2023 Methodology

The efficiency measure is determined by dividing the total expenditure of ESG funds by the total number of Program Participants entering the ESG Program.

Strategy-Related Measures Definitions
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BL 2023 Purpose

The purpose of the measure shows the efficiency in administering the program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	2	Average Subrecipient Cost Per Person for the CSBG Program

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 03-01-01 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2022 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period due to late reporting from subrecipients.

BL 2022 Data Source

The total number of persons served is gathered from the subrecipients' monthly performance reports.

BL 2022 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

BL 2022 Purpose

The purpose of the measure shows the efficiency in administering the program.

BL 2023 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2023 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period due to late reporting from subrecipients.

BL 2023 Data Source

The total number of persons served is gathered from the subrecipients' monthly performance reports.

BL 2023 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

Strategy-Related Measures Definitions
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BL 2023 Purpose

The purpose of the measure shows the efficiency in administering the program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	3	Average Subrecipient Cost Per Person for the HHSP Program

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

The average amount of HHSP subrecipient funds per person entering HHSP. This would include all funds given to the subrecipient. That figure excludes any funds set
aside for TDHCA administrative funding.

BL 2022 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

BL 2022 Data Source

The total number of persons entering the HHSP program is gathered from the subrecipients' monthly performance reports and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

BL 2022 Methodology

The efficiency measure is determined by dividing the total expenditure of HHSP funds by the total number of Program Participants entering the HHSP Program.

BL 2022 Purpose

The purpose of the measure shows the efficiency in administering the program.

BL 2023 Definition

The average amount of HHSP subrecipient funds per person entering HHSP. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2023 Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

BL 2023 Data Source

The total number of persons entering the HHSP program is gathered from the subrecipients' monthly performance reports and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

The efficiency measure is determined by dividing the total expenditure of HHSP funds by the total number of Program Participants entering the HHSP Program.

BL 2023 Purpose

The purpose of the measure shows the efficiency in administering the program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	EX		
Measure No.	1	Number of Persons in Poverty Meeting Income Eligibility	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 03-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2022 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2022 Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

BL 2022 Methodology

Number is actual or estimated, dependent on most recent census data available.

BL 2022 Purpose

The purpose of the measure identifies the number of persons meeting program income guidelines and identifies the number of persons in need.

BL 2023 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2023 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2023 Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

BL 2023 Methodology

Number is actual or estimated, dependent on most recent census data available.

Strategy-Related Measures Definitions
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BL 2023 Purpose

The purpose of the measure identifies the number of persons meeting program income guidelines and identifies the number of persons in need.

Strategy-Related Measures Definitions
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		OP	
Measure No.		1	Number of Persons Assisted through Homeless and Poverty-related Funds

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 03-01-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

This measure tracks the number of persons assisted through homeless and poverty-related programs.

BL 2022 Data Limitations

A possible limitation could be subrecipients failing to submit timely reports or to make adjustments on a timely basis.

BL 2022 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2022 Methodology

Performance reported is actual number.

BL 2022 Purpose

The purpose of the measure is to identify the number of persons assisted by all homeless and poverty-related programs

BL 2023 Definition

This measure tracks the number of persons assisted through homeless and poverty-related programs.

BL 2023 Data Limitations

A possible limitation could be subrecipients failing to submit timely reports or to make adjustments on a timely basis.

BL 2023 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2023 Methodology

Performance reported is actual number.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

The purpose of the measure is to identify the number of persons assisted by all homeless and poverty-related programs

Strategy-Related Measures Definitions
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		OP	
Measure No.		2	Number of Persons Assisted That Achieve Incomes Above Poverty Level

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 03-01-01 OP 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG)that achieve incomes above 125% of poverty level for a minimum of 90 days. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2022 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2022 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

BL 2022 Methodology

Performance reported is actual number.

BL 2022 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

BL 2023 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG)that achieve incomes above 125% of poverty level for a minimum of 90 days. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2023 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2023 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

Strategy-Related Measures Definitions
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BL 2023 Methodology

Performance reported is actual number.

BL 2023 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

Strategy-Related Measures Definitions
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		OP	
Measure No.		3	# of Persons Assisted by the Community Services Block Grant Program

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 03-01-01 OP 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2022 Data Limitations

Data could be limited if subrecipients fail to submit timely reports or to make adjustments on a timely basis.

BL 2022 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2022 Methodology

Performance reported is the actual number.

BL 2022 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

BL 2023 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

BL 2023 Data Limitations

Data could be limited if subrecipients fail to submit timely reports or to make adjustments on a timely basis.

BL 2023 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2023 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
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BL 2023 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	4	Number of Persons Enrolled in the Emergency Solutions Grant Program

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

This measure tracks the number of persons entering through the Emergency Solutions Grant (ESG) Program.

BL 2022 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2022 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2022 Methodology

The total number of persons entering the ESG Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department’s database.

BL 2022 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2023 Definition

This measure tracks the number of persons entering through the Emergency Solutions Grant (ESG) Program.

BL 2023 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2023 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2023 Methodology

The total number of persons entering the ESG Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department’s database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	5	# of Persons Enrolled the Homeless and Housing Services Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference:

Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2022 Definition

This measure tracks the number of persons entering HHSP.

BL 2022 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2022 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2022 Methodology

The total number of persons entering the HHSP Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department’s database.

BL 2022 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2023 Definition

This measure tracks the number of persons entering HHSP.

BL 2023 Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

BL 2023 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2023 Methodology

The total number of persons entering the HHSP Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department’s database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

Strategy-Related Measures Definitions
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Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	EF	
Measure No.	1	Average Subrecipient Cost Per Household Served for Utility Assistance

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 03-02-01 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2022 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2022 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

BL 2022 Methodology

Calculations are based on the total subrecipient expenditures for CEAP divided by the total number of households served.

BL 2022 Purpose

The measure identifies the average program cost to provide service to a household

BL 2023 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2023 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2023 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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BL 2023 Methodology

Calculations are based on the total subrecipient expenditures for CEAP divided by the total number of households served.

BL 2023 Purpose

The measure identifies the average program cost to provide service to a household

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EF		
Measure No.	2	Average Cost Per Home Weatherized	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 03-02-01 EF 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2022 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2022 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2022 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2022 Purpose

The measure identifies the average cost to perform weatherization on a home.

BL 2023 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2023 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2023 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2023 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure identifies the average cost to perform weatherization on a home.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EX		
Measure No.	1	Number of Very Low Income Households Eligible for Utility Assistance	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 03-02-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2022 Data Limitations

The income eligible population is based on the most recent census data available, including estimates. A census is conducted every ten years; updated poverty population estimates are also made available periodically.

BL 2022 Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

BL 2022 Methodology

Data represents an actual or estimated number, dependent on most recent census data available.

BL 2022 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

BL 2023 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2023 Data Limitations

The income eligible population is based on the most recent census data available, including estimates. A census is conducted every ten years; updated poverty population estimates are also made available periodically.

BL 2023 Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

BL 2023 Methodology

Data represents an actual or estimated number, dependent on most recent census data available.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	OP	
Measure No.	1	Number of Households Receiving Utility Assistance

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 03-02-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2022 Data Limitations

Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature.

BL 2022 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

BL 2023 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2023 Data Limitations

Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature.

BL 2023 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2023 Methodology

Number is actual.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	OP	
Measure No.	2	Number of Dwelling Units Weatherized by the Department

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 03-02-01 OP 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients.

BL 2022 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2022 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2022 Methodology

The performance number reported represents the actual number of dwelling units weatherized.

BL 2022 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

BL 2023 Definition

The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients.

BL 2023 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2023 Data Source

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
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Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2023 Methodology

The performance number reported represents the actual number of dwelling units weatherized.

BL 2023 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	EX		
Measure No.	1	Total Number of Active Properties in the Portfolio	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Program totals are maintained by the Department's databases.

BL 2022 Methodology

Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)

BL 2022 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio as of the end of the fiscal year.

BL 2023 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Program totals are maintained by the Department's databases.

BL 2023 Methodology

Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio as of the end of the fiscal year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	EX	
Measure No.	2	Total Number of Active Units in the Portfolio

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 04-01-01 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Unit totals are maintained by the Department's databases.

BL 2022 Methodology

Figure represents actual number of units associated with active properties, which could include units from recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

BL 2022 Purpose

The measure provides information of the total rental units monitored by the Department.

BL 2023 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Unit totals are maintained by the Department's databases.

BL 2023 Methodology

Figure represents actual number of units associated with active properties, which could include units from recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure provides information of the total rental units monitored by the Department.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	1	# of Annual Owners Compliance Reports Received and Reviewed	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-01 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

The data is gathered by program from Department databases.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

The measure meets statutory and agency requirements.

BL 2023 Definition

Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

The data is gathered by program from Department databases.

BL 2023 Methodology

Number is actual.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	2	Total Number of File Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-01 OP 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered by program from Department databases.

BL 2022 Methodology

The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite.

BL 2022 Purpose

The measure meets statutory and agency requirements.

BL 2023 Definition

Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered by program from Department databases.

BL 2023 Methodology

The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite.

BL 2023 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	3	Total Number of Physical Inspections	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-01 OP 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS).

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered by program from Department databases.

BL 2022 Methodology

The number reported is the actual number of UPCS inspections performed.

BL 2022 Purpose

The measure meets statutory and agency requirements.

BL 2023 Definition

Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS).

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered by program from Department databases.

BL 2023 Methodology

The number reported is the actual number of UPCS inspections performed.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	1	Total Number of Non-formula Contracts Subject to Monitoring	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 04-01-02 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2022 Data Limitations

No limitations

BL 2022 Data Source

Data on contracts administered is maintained in the Department's database.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.

BL 2023 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2023 Data Limitations

No limitations

BL 2023 Data Source

Data on contracts administered is maintained in the Department's database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology
Number is actual.

BL 2023 Purpose
The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	2	Number of Previous Participation Reviews	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-02 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of previous participation reviews.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is maintained in the department's database.

BL 2022 Methodology

Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly.

BL 2022 Purpose

The measure meets statutory and agency requirements.

BL 2023 Definition

Measure represents the number of previous participation reviews.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is maintained in the department's database.

BL 2023 Methodology

Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly.

BL 2023 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	3	Number of Formula-Funded Subrecipients	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-02 EX 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1 of that State Fiscal Year.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered from Department databases.

BL 2022 Methodology

Number is actual. Subrecipients may administer more than one network program.

BL 2022 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

BL 2023 Definition

Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1 of that State Fiscal Year.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered from Department databases.

BL 2023 Methodology

Number is actual. Subrecipients may administer more than one network program.

BL 2023 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	1	Total Number of Monitoring Reviews of All Non-formula Contracts	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 04-01-02 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered from Department databases.

BL 2022 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

BL 2022 Purpose

The measure meets statutory and program requirements.

BL 2023 Definition

Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered from Department databases.

BL 2023 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure meets statutory and program requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	2	Number of Single Audit Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-02 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered from Department data bases.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

The measure meets statutory and program requirements.

BL 2023 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered from Department data bases.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology
Number is actual.

BL 2023 Purpose
The measure meets statutory and program requirements.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	3	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 04-01-02 OP 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

The data is gathered from Department databases.

BL 2022 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

BL 2022 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

BL 2023 Definition

Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

The data is gathered from Department databases.

BL 2023 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	EF		
Measure No.	1	Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 05-01-01 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Information is obtained from either a management report from the Department's Financial Administration Division or USAS.

BL 2022 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

BL 2022 Purpose

The measure shows the efficiency in costs to issue a Statement of Ownership

BL 2023 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Information is obtained from either a management report from the Department's Financial Administration Division or USAS.

BL 2023 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure shows the efficiency in costs to issue a Statement of Ownership

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner
Measure Type	EX	
Measure No.	1	Number of Manufactured Homes of Record in Texas

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2022 Methodology

Actual number.

BL 2022 Purpose

The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record.

BL 2023 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2023 Methodology

Actual number.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	OP		
Measure No.	1	No. of Manufactured Housing Stmts. of Ownership Issued	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of manufactured housing Statements of Ownership issued for
which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database and accounting receipts.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

BL 2023 Definition

The total number of manufactured housing Statements of Ownership issued for
which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database and accounting receipts.

BL 2023 Methodology

Number is actual.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	OP		
Measure No.	2	Number of Licenses Issued	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 05-01-01 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2022 Data Limitations

No limitations of data.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

BL 2023 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2023 Data Limitations

No limitations of data.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Number is actual.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EF	
Measure No.	1	Average Cost Per Inspection

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 086-R-S70-1 05-01-02 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division’s Database and the Inspector’s Travel Voucher Database.

BL 2022 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2022 Purpose

The measure identifies the cost efficiency to perform or attempt an inspection.

BL 2023 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division’s Database and the Inspector’s Travel Voucher Database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2023 Purpose

The measure identifies the cost efficiency to perform or attempt an inspection.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EX	
Measure No.	1	Number of Installation Reports Received

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-02 EX 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Actual number.

BL 2022 Purpose

The measure provides information on the total number of installation reports received.

BL 2023 Definition

The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Actual number.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure provides information on the total number of installation reports received.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EX	
Measure No.	2	Number of Installation Inspections with Deviations

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-02 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Actual number.

BL 2022 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

BL 2023 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Actual number.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	OP	
Measure No.	1	Number of Routine Installation Inspections Conducted

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-02 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Number is actual.

BL 2022 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

BL 2023 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

Number is actual.

BL 2023 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	OP		
Measure No.	2	Number of Non-routine Inspections Conducted	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-02 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Collection of data is based on the Inspector's Travel Voucher Database.

BL 2022 Methodology

The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.

BL 2022 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

BL 2023 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Collection of data is based on the Inspector's Travel Voucher Database.

BL 2023 Methodology

The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EF	
Measure No.	1	Average Cost Per Complaint Resolved

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-03 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

BL 2022 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2022 Purpose

The measure identifies the efficiency in costs for resolving a complaint.

BL 2023 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2023 Purpose

The measure identifies the efficiency in costs for resolving a complaint.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EF	
Measure No.	2	Average Time for Complaint Resolution

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-03 EF 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2022 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

BL 2023 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2023 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EX	
Measure No.	1	Number of Jurisdictional Complaints Received

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-03 EX 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Actual number.

BL 2022 Purpose

The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload.

BL 2023 Definition

The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Actual number.

BL 2023 Purpose

The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	OP		
Measure No.	1	Number of Complaints Resolved	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 086-R-S70-1 05-01-03 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2022 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2022 Data Limitations

No limitations.

BL 2022 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2022 Methodology

Actual number.

BL 2022 Purpose

The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems.

BL 2023 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2023 Data Limitations

No limitations.

BL 2023 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2023 Methodology

Actual number.

Strategy-Related Measures Definitions
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems.

C. Historically Underutilized Business Plan

TDHCA HISTORICALLY UNDERUTILIZED BUSINESS PLAN

Introduction

TDHCA strives to include Historically Underutilized Businesses in all procurements. Opportunities are thoroughly reviewed to enable HUBs to participate in the Department acquisition of goods and services. TDHCA has specific Policies and Procedures for the Historically Underutilized Business Program as referenced in Texas Administrative Code, Title 10, Part 1, Chapter 1, SubChapter A, Rule §1.6. TDHCA also has a designated HUB Coordinator in accordance with Section 2161.062, Government Code.

State HUB participation goals have been achieved consistently by the Department, with a focus toward maintaining high goals in future acquisitions. The Department routinely participates in vendor forums, trains Department staff, actively researches possible businesses to participate in opportunities, as well as assists vendors in becoming HUB certified.

GOAL

The Texas Department of Housing and Community Affairs strives to provide procurement and contracting opportunities for all businesses, with efforts to maximize inclusion of minority, women, and disabled veteran owned businesses.

OBJECTIVE

The Department shall make a good faith effort to maximize the award of goods and services to HUBs in all facets of contracting, subcontracting, and purchases. Through all reasonable means, the Department seeks to award procurement and subcontracting opportunities to minority, women, and disabled veteran owned businesses.

STRATEGY

The following programs have been developed and are part of TDHCA's good faith effort to achieve these goals:

- HUB Orientation/Assistance Package
- Actively participate in Economic Opportunity Forums (EOFs) enhancing the vendor knowledge of procurement opportunities at the Department.
- Utilization of the Electronic State Business Daily website provides opportunity to all HUBs and HUB subcontractors to acquire and participate in the Department's bid opportunities.
- Multiple Awards of single requisitions to enhance HUB vendor participation.
- Specifications, delivery dates, and guidelines are reasonable and concise.
- Ensuring that specifications and terms and conditions reflect the actual needs.
- Inclusion of possible NIGP Class/Items for vendors to explore for subcontracting opportunities.

- Ensuring subcontracting plans are appropriately and accurately included in services and commodities contracts of which the value exceeds $100,000. Evaluation of the contractor compliance with subcontracting plans as applicable in contracts of $100,000 or greater.

OUTPUT MEASURES

Table 1. HUB Goals and TDHCA Performance

Category	TDHCA Performance 2018	TDHCA Performance 2019	TDHCA Goals for 2020
Heavy Construction	N/A	N/A	N/A
Building Construction	N/A	N/A	N/A
Special Trades Contracts	N/A	N/A	N/A
Professional Services Contracts	N/A	N/A	N/A
Other Services Contracts	41.40%	47.39%	26.0%
Commodities Contracts	76.65%	70.80%	21.1%
Grand Total HUB Participation	47.57%	49.54%	

Table 2. TDHCA Performance – Fiscal Year 2018

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	N/A	N/A	N/A	32.9%
Professional Services Contracts	N/A	N/A	N/A	23.7%
Other Services Contracts	2,024,570.00	837,829.00	41.40%	26.0%
Commodities Contracts	430,391.00	330,010.00	76.65%	21.1%
Grand Total Expenditures	2,454,962.00	1,167,839.00	47.57%	

Table 3. TDHCA Performance – Fiscal Year 2019

Category	8B2BTDHCA Performance Total Dollar Amount Spent	2BTDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	N/A	N/A	N/A	32.9%
Professional Services Contracts	N/A	N/A	N/A	23.7%
Other Services Contracts	2,143,449.00	1,015,881.00	47.39%	26.0%
Commodities Contracts	216,386.00	153,209.00	70.80%	21.1%
Grand Total Expenditures	2,359,835.00	1,169,091.00	49.54%	

EXTERNAL/INTERNAL ASSESSMENT

TDHCA continues to increase the use of HUBs by educating staff on procurement policy rules and procedures; through aggressively recruiting and educating prospective HUB businesses; assisting HUBs with the state HUB Certification program; and participation in EOFs with other state entities, local and federal entities and elected officials. Through participation in these Forums, TDHCA has developed new vendor relationships and continues to pursue new avenues for HUB participation. TDHCA continually works to improve HUB participation goals and strives to exceed the previous year's goals for HUB and subcontracting of HUB vendors.

F. Agency Workforce Plan

TDHCA Workforce Plan

Introduction

Each state agency is required to conduct a strategic planning staffing analysis and develop a workforce plan that follows guidelines developed by the State Auditor. This workforce plan addresses the agency's critical staffing and training needs, including the need for experienced employees to impart knowledge to their potential successors pursuant to Tex. Gov't Code §2056.002.

Agency Overview

This section describes the mission, strategic goals, objectives, and business functions of the agency. Potential changes to these items over the next five years are also discussed.

TDHCA Mission

The mission of the Texas Department of Housing and Community Affairs (TDHCA) is to administer its housing and community-based programs efficiently, transparently, and strategically to provide a continuum of services from ameliorating poverty, to assisting homeless populations, to offering a spectrum of affordable housing and homeownership options to help Texans in need.

The Department accomplishes its mission largely by acting as a conduit for federal assistance for housing and community services that are provided primarily via local partners to Texans who qualify based on their income level. Because of several specific housing programs it receives, TDHCA also operates as both a housing finance agency and a public housing authority. In addition, the Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

Ensuring compliance with the many state and federal laws that govern the Department's programs is a critical aspect of achieving the Department's mission, which includes ensuring that TDHCA's housing portfolio is being well maintained and correctly operated, that program funds are being compliantly and effectively administered, and that any misuse of those resources is identified and addressed.

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TDHCA's Goals, Objectives, and Strategies to Fulfill its Mission

Goal 1. Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective 1. Make loans, grants, and incentives available to fund eligible housing activities and preserve/create single and multifamily units for very low, low, and moderate income households.

Strategy 1. Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are

below the conventional market interest rates to very low, low, and moderate income homebuyers.

Strategy 2. Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program and the Multifamily Direct Loan Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

Strategy 3. Provide loans through the Housing Trust Fund through the Texas Bootstrap Program.

Strategy 4. Provide loans through the Housing Trust Fund through the Amy Young Barrier Removal Program.

Strategy 5. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Strategy 6. Provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program

Strategy 7. Provide federal tax credits to develop rental housing for very low and low income households.

Strategy 8. Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.

Goal 2. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1. Provide information and assistance regarding affordable housing resources and community support services

Strategy 1. Provide information and technical assistance to the public through the Housing Resource Center.

Objective 2. Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas- Mexico border

Strategy 1. Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, the Bootstrap Self-Help program, the Contract for Deed conversion program and other Department programs.

Goal 3. Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective 1. To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

Strategy 1. Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.

Objective 2. To reduce cost of home energy for 6 percent of very low income households each year

Strategy 1. Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

Goal 4. Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective 1. Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy 1. Monitor and inspect for federal and state housing program requirements.

Strategy 2. Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal 5. Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1. Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.

Strategy 1. Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Strategy 2. Conduct inspections of manufactured homes in a timely and efficient manner.

Strategy 3. Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Strategy 4. Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.

Core Business Functions

TDHCA business functions can be broadly grouped into four categories: providing housing and community services assistance, affirmatively furthering fair housing, regulating the manufactured housing industry, serving as an informational resource. To ensure the success of the Department's efforts in these areas, a variety of supporting functions are required. These support areas include financial administration, human resources, information systems, asset management, portfolio
management and compliance, policy and public affairs, purchasing, and real estate analysis.

Housing and Community Services Assistance

Types of housing and community services assistance include:

- Housing assistance for individual households (homebuyer mortgage and down payment, home repair, and rental payment assistance);
- Ensuring programs affirmatively further fair housing efforts;
- Funding for the development of apartments (new construction or rehabilitation of rental units);
- Energy assistance (utility payments or home weatherization activities);
- Assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- Capacity building assistance (training and technical assistance, assistance with operating costs, and predevelopment loans to help local housing organizations develop housing).

Manufactured Housing Activities

TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that

manufactured homes are well constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, legislators, community organizations, advocacy groups, housing developers, and supportive services providers. Examples of information provided includes: general information on TDHCA activities, application and implementation technical assistance, housing need data and analysis, and direct consumer information on available assistance statewide. This information is provided through a myriad of communication methods: a 1-800 phone line, publications and guidebooks, via email and the TDHCA website, public hearings, trainings and workshops, planning roundtables, field offices, mass mailings, television, radio, and print media, speaking engagements, and conferences. TDHCA uses online forums to encourage topical discussions and gather feedback on proposed policies, rules, plans, reports, or other activities. Forums may be used in combination with public hearings and other public comment opportunities as a means for the Department to collect stakeholder input.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; prevent discrimination; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

Anticipated Changes to the Mission, Strategies, and Goals over the Next Five Years

The Department does not anticipate any significant changes of the mission, strategies and goals over the next five years.

Current Workforce Profile (Supply Analysis)

This section describes the agency's current workforce by assessing whether current employees have the knowledge, skills, and abilities needed to address critical business issues in the future.

Size and Composition of Workforce

As of April 30, 2020, TDHCA had a total headcount of 294 employees. The following tables profile the agency's workforce. TDHCA's workforce is comprised of 41.2 percent males and 58.8 percent females. Over 49 percent of the agency's work force is over 50 years old with 35 percent of the work force having 16 or more years of state service.

Statistics show that under one-half or 47 percent of the work force has 10 years or less of experience working at TDHCA with proficiency levels ranging from working knowledge of

processes to gaining mastery level of processes. 32 percent of TDHCA's workforce has 11-20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert. Employees with 21 years or more of tenure compromise 21 percent of the work force and are also keepers of institutional business knowledge.

The agency realizes that to prevent disparity in knowledge and experience levels and to mitigate future program operational challenges, succession planning strategies must address the transfer of institutional business knowledge and professional expertise.

Work Force Breakdown

Gender

	Number of Employees	Percent of Employees
Male	121	41.2%
Female	173	58.8%

Source: Centralized Accounting and Payroll/Personnel System

Age

	Number of Employees	Percent of Employees
Under 30	22	7.5%
30-39	43	14.6%
40-49	84	28.6%
50 – 59	105	35.7%
60 and over	40	13.6%

Source: Centralized Accounting and Payroll/Personnel System

Agency Tenure

	Number of Employees	Percent of Employees
0-5 years	116	39.5%
6-10 years	53	18.0%
11-15 years	48	16.3%
16-20 years	35	11.9%
21-25 years	31	10.6%
Over 25 years	11	3.7%

Source: Centralized Accounting and Payroll/Personnel System

State Tenure

	Number of Employees	Percent of Employees
0-5 years	86	29.3%
6-10 years	52	17.7%
11-15 years	51	17.3%
16-20 years	42	14.3%
21-25 years	30	10.2%
Over 25 years	33	11.2%

Source: Centralized Accounting and Payroll/Personnel System

TDHCA Work Force Compared to Statewide Civilian Workforce

The "Statewide Employment Statistics" table below compares the percentage of African American, Hispanic and Female TDHCA employees (as of April 30, 2020) to the statewide civilian work force as reported by the Texas Workforce Commission's Civil Rights Division. For most job categories, the agency is comparable to or above statewide work force statistics; however, there are some areas that are under-represented. TDHCA is dedicated to ensuring quality in the workforce and specifically targets recruitment resources such a diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/Administrators	7.69%	8.10%	23.08%	22.40%	38.46%	38.80%
Professionals	8.67%	10.90%	39.80%	20.30%	69.39%	54.40%
Technicians	13.73%	14.40%	27.45%	29.20%	15.69%	55.20%
Para-Professionals	45.45%	N/A	27.27%	N/A	100%	N/A
Administrative Support	30.00%	14.30%	30.00%	36.40%	80.00%	71.60%

Source: Centralized Accounting and Payroll/Personnel System (CAPPS) and Texas Workforce Commission (TWC). TWC statistics extracted from "Equal Employment Opportunity and Minority Hiring Practices Report, Fiscal Years 2017-2018."

The January 2015 TWC EEO and Minority Hiring Practices Report indicated that TWC has combined the statewide percentages for the Paraprofessional and the Service Maintenance EEO categories because they were not available separately from their BLS source report; accordingly, there is no statewide paraprofessional statistic available for comparison.

Employee Turnover

According to the State Auditor's Office Turnover Report for fiscal year 2019, the statewide turnover rate for full-time and part-time classified employees at state agencies was 20.3 percent. This does not include interagency transfers since the state does not consider this to be a loss to the state.

As shown by the chart on the next page, TDHCA's turnover rates have historically been at least 5 percent under the state turnover rates. In fiscal year 2019, the turnover rate was 1.6 percent lower than the previous fiscal year. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job. There can be a financial gain as experienced employees are replaced with entry level staff, however, loss of those experienced employees can negatively impact the agency due to loss of institutional knowledge and skill.

Overall Turnover

Fiscal Year	TDHCA	State
2019	7.8%	20.3%
2018	9.4%	19.3%
2017	7.4%	18.6%
2016	5.6%	17.6%
2015	12.0%	18.0%

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2019.
Turnover rates exclude interagency transfers

Turnover by Length of Agency Service

FY	# Terms	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15-19.99 Years	Over 20 Years
2019	24	5	4	5	4	2	4
2018	27	5	6	4	5	4	3
2017	21	5	3	2	3	5	3
2016	16	4	1	4	3	0	4
2015	34	8	9	6	3	4	4

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

FY	# Terms	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years
2019	24	3	3	4	7	7
2018	27	0	4	5	10	8
2017	21	1	5	4	6	5
2016	16	0	6	2	4	4
2015	34	1	8	11	11	3

Source: SAO E-Class. Data excludes interagency transfers

Retirement Eligibility

Data obtained from the Centralized Accounting & Payroll/Personnel System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- Employee Development
- On-the-job training
- Leadership Development
- Succession Planning
- Cross divisional training
- Mentoring

Projected TDHCA Retirements

Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 311)
2020	46	14.8%
2021	10	3.2%
2022	14	4.5%
2023	21	6.8%
2024	17	5.5%
Total Projected Retirements	108	34.7%

Source: Centralized Accounting & Payroll/Personnel System (CAPPS)

Workforce Skills Critical to the Mission and Goals of the Agency

Core Functions

- Asset Management
- Building Inspection and Weatherization
- Capital Market Bond Financing
- Community Services
- Construction Management and Oversight
- Contract Management
- Data Analysis and Reporting
- Emergency Response and Management
- Environmental science
- Governmental Accounting and Reporting
- Information Systems, Security, and Web Administration
- Knowledge of federal regulations, particularly OMB requirements
- Knowledge of Loan Closing and Titling processes
- Knowledge of Real Estate Transactions
- Legislative and governmental relations
- Loan Management
- Mortgage and loan management
- Portfolio management and compliance
- Program Planning and Administration
- Underwriting

Critical Work Force Skills

Although the agency has many talented and qualified employees, there are a number of critical skills the Department's workforce needs in order to effectively accomplish its business functions and provide a high level of customer service which include:

- Analysis/research/planning/problem solving
- Auditing
- Communication (verbal and written)
- Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- Customer service
- Financial management, financial analysis, and accounting expertise
- Housing market industry
- Information security analysis
- Inspection
- Investigation
- Leadership and management
- Legal analysis
- Legislative relations and bill tracking

- Manufactured housing rules and regulations
- Marketing
- Multi-lingual
- Outreach and technical assistance
- Project management, quality oversight, and evaluation
- Titling and licensing

Use of Consultants

To effectively achieve its mission, TDHCA will continue to use consultants and contract workers in areas where their unique skills and experience represents the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems, and Bond Finance.

Information Systems Division

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department continues to employ one contract systems analyst to assist with PeopleSoft Financials support.

Bond Finance

Bond Finance uses the following types of consultants:

Bond Counsel	A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.
Disclosure Counsel	A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.
Financial or Municipal Advisor	Typically an investment banking firm experienced in issuance of mortgage revenue bonds, indenture analytics, and mortgage-
Interest Rate Swap Advisor	Primarily monitors interest rate swaps used to hedge single family mortgage revenue bonds.
Investment Bankers	A firm specializing in the underwriting, issuance and sale of mortgage revenue bonds and provides advice relating to financial structure and cash flows.
Master Servicer	A financially sound bank or trust company experienced in loan servicing for tax-exempt and taxable single family programs.
Program Administrator	A company experienced in programmatic and tax compliance review for tax-exempt and taxable single family programs.
Rating Agencies	A national rating agency which analyzes bond issues and assigns a rating to them to indicate to prospective bondholders the investment quality of the issue.
TBA Provider	An investment banking firm experienced with the pooling and hedging of mortgage-backed securities in the TBA market.

Future Workforce Profile (Demand Analysis)

This section describes the Department's future business and staffing outlook. This analysis helps to identify trends, future influences, and challenges for the agency's business functions, new and at-risk business, and workforce composition.

Future Workforce Skills Needed

In addition to those skills described above in the "Workforce Skills Critical to the Mission and Goals of the Agency" section, it is expected that the following skills will also be needed:

- The Bond Finance Division may need to bring some specialized functions in-house over the next several years that the Department currently relies upon consultants to complete. Those tasks may require new staff and new skill sets.
- The Legal Services Division is called upon to provide increasingly complex transactional documentation skills and assist in developing increasingly detailed and complex rules, as new programs continue to emerge in response to federal legislative changes and new strategic directions. Both require significant real estate experience, detailed knowledge of state and federal laws, plus exceptional drafting skills. As more asset resolution and enforcement issues are brought forward, additional capabilities in contested case proceedings, loan restructurings, and bankruptcy matters are required.
- The Fair Housing and Management Team has a current and future need for data analysis and programming skills.
- There may be legislative mandates impacting the administration and delivery of agency programs.
- The Human Resources Division anticipates needing to build strong overall HR knowledge, including HR certification; compensation skills; recruitment skills; the ability to administer HR programs effectively (strategically and assisting with development of programs); and skills in becoming an effective change agent for the Department.
- Many of the program areas have ongoing needs for expertise in data management and reporting.
- Other skill requirements with increased focus include team building and the ability to adapt to changing workplace demands.

Anticipated Increase or Decrease in the Number of Employees Needed to Do the Work

Anticipated Increases:

- At a minimum maintain current staffing level.
- Reallocate employees within the agency to address shifts in program funding and/or increased demands.
- Continuously review processes and develop efficiencies as needed.
- Provide training and effectively manage succession planning.
- Awarding of new federal funds or appropriation of state funds.
- The Real Estate Analysis Division anticipates an increase in the number of employees

needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

Gap Analysis

Anticipated Surplus or Shortage of Employees/ Skills

Overall, the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department, it is anticipated that there may be a shortage of the following personnel and/or skills:

- The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and LIHTC issues.
- The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.

Strategy Development

This section describes strategies for workforce transition.

TDHCA has always encouraged training for staff. This is an essential part of developing and maintaining a skilled workforce that encompasses the quality performance needed to carry out the mission and goals of the agency.

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of 49 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. TDHCA must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TDHCA workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

In addition to the diversity and composition of the future TDHCA workforce, fair pay will continue to impact recruitment and retention. TDHCA and state agencies, in general, currently cannot compete with other organizations in terms of compensating its employees. Many

existing employees continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. TDHCA must continue to foster an environment that offers not only fair compensation, but also other incentives that attract and retain staff.

Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been developed.

Gap: Retain and Attract the Right Employees for the Job.

Goal: To attract and retain a competent workforce.

Rationale: Recruiting excellent workers with the knowledge, skills, and abilities to perform their job duties is essential for a quality work force. It is also a challenge to retain those same employees in such a competitive market. The agency must recruit quality workers, learn to recognize excellent performance, and provide development opportunities to employees.

The Department must also develop those employees with interest and ability to learn new skills and develop leadership skills in order to be prepared to advance into critical positions. The Department must also be prepared to recruit external candidates with the necessary skills needed.

Action Steps:

- Identify positions and also classification job series with the highest turnover and implement more aggressive retention strategies for these positions.
- Conduct an assessment of risk at TDHCA regarding the potential loss of knowledge, particularly in areas of loss due to retirement of key positions.
- Identify positions that should be targeted for succession planning, determine critical competencies and skills needed for those positions, and consider how to develop staff for theses position and how to aggressively recruit for these positions.
- Provide employee training to develop critical skills needed.
- Develop and provide cross/rotational training for employees who are seeking new challenges or who wish to move across divisions.
- Create training and development plans for employees to assume higher level positions as vacancies occur.
- Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed. Encourage management to identify recruitment resources, organizations, colleges, and universities to establish an applicant pool of individuals with the critical skills needed for their positions.
- Continue to conduct the Survey of Employee Engagement to determine trends in employee satisfaction and address areas of concern.
- Continue to allow employees to utilize the agency's alternative work schedule program to the extent possible.
- Create programs that allow employees who are seeking new challenges to work on

special projects, rotations and/or developmental assignments.
- Adjust salaries within assigned pay ranges for employees in positions that are either critical or key functions or that have high turnover rates.
- Promote the use of non-monetary rewards for exceptional performance (e.g. Administrative Leave for Outstanding Performance, etc.)
- Promote the Wellness Program.

Gap: IS staff with advanced technology skills needed to maintain the Department's continually advancing computer systems and programs.

Goal: To provide the Department with technology that will increase efficiency of information for customers and staff, increase customer satisfaction, and provided streamlining of technology based programs

Rationale: Training is needed to stay current with emerging technology. There are increased requests for changes to IT systems to better serve our customers and staff

Action Steps:
- Continue to develop IT staff by providing ongoing training.
- Determine anticipated changes needed to systems and allow for training and staff development of new technologies.
- Cross functional training of IT staff.
- Develop plans for future needs of the Department web-based programs.

Gap: Develop a Competent and Well-Trained Diverse Work Force

Goal: To employ a diverse workforce with skills to function and lead a diverse workforce.

Rationale: Over 34 percent of TDHCA's workforce is projected to be eligible to retire within the next five years. The agency relies heavily on a competent and knowledgeable staff and the loss of mastery-level expertise and institutional business knowledge will have a significant impact on agency services. The agency must continually assess existing staff to determine which employees demonstrate interest and also potential to develop new competencies and also assume new positions. Also, as the workforce continues to change there is an increase in multi-generational and diverse backgrounds entering the workforce. Employees will need to be able to work with and manage people with differing opinions and work ethics.

Action Steps:
- Identify agency critical skills and competencies with input from divisions.
- Provide management with tools and training to assist in the management of a multi- generational diverse workforce.
- Promote the agency's tuition reimbursement program to encourage employees to further their education.
- Identify staff with leadership potential and send them to leadership development

training. Require employees to participate in professional and personal development training to address undeveloped strengths.
- Provide staff with agency online training offerings and usage.
- Encourage employees to pursue professional certification(s) in their areas of employment when possible.
- Regularly review Department demographics to determine EEO shortfalls in EEO categories.
- Include "job shadowing" of new employee with more seasoned employees, as a routing part of both employees' job descriptions.

Survey of Organizational Excellence Results and Utilization Plans

Employees' Attitudes and Possibilities for Change

In February of 2020, TDHCA participated in the Survey of Employee Engagement sponsored by the University of Texas Institute for Organizational Excellence. The results of the survey are outlined below.

Response Rate

Of the 295 employees invited to take the survey, 249 responded for a response rate of 88.4%. As a general rule, rates higher than 50 percent suggest soundness, while rates lower than 30% may indicate problems. At 88.4% the response rate for TDHCA is considered high. High rates mean that employees have an investment in the organization and are willing to contribute toward making improvements within the workplace. This survey forms the basis of the following observations concerning TDHCA's strengths and weaknesses according to the employees of the Department:

Overall Score

The overall survey score for TDHCA was 387. The overall survey score is a broad indicator for comparison with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

Levels of Employee Engagement

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TDHCA, 29% of employers are Highly Engaged, 29% are Engaged, 33% are Moderately Engaged, and 10% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged.

Based on the survey, the following provides employee years of service with TDHCA:

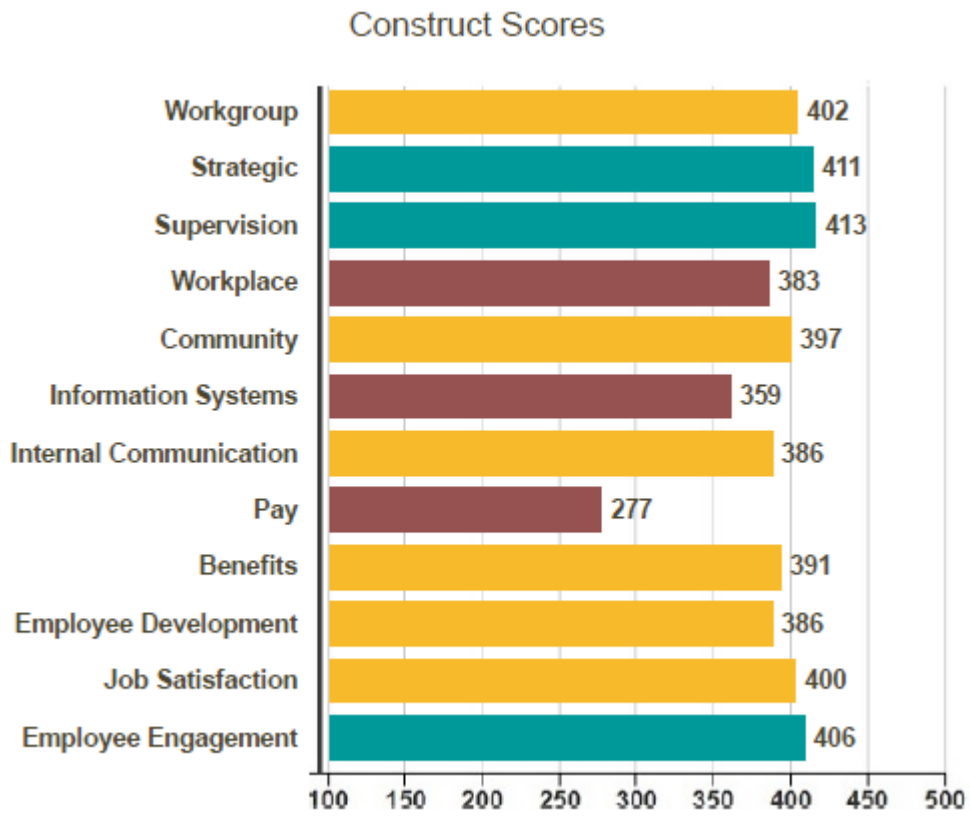
- 23% New Hires (0-2 years)
- 30% Experienced (3-10 years)
- 39% Very Experienced (11+ years)
- 8% Did Not Answer

Focusing forward, there are 6% of employees that indicated they intend to leave TDHCA within the next year and there are 20% of employees that indicated they are eligible for retirement, or will be within the next two years.

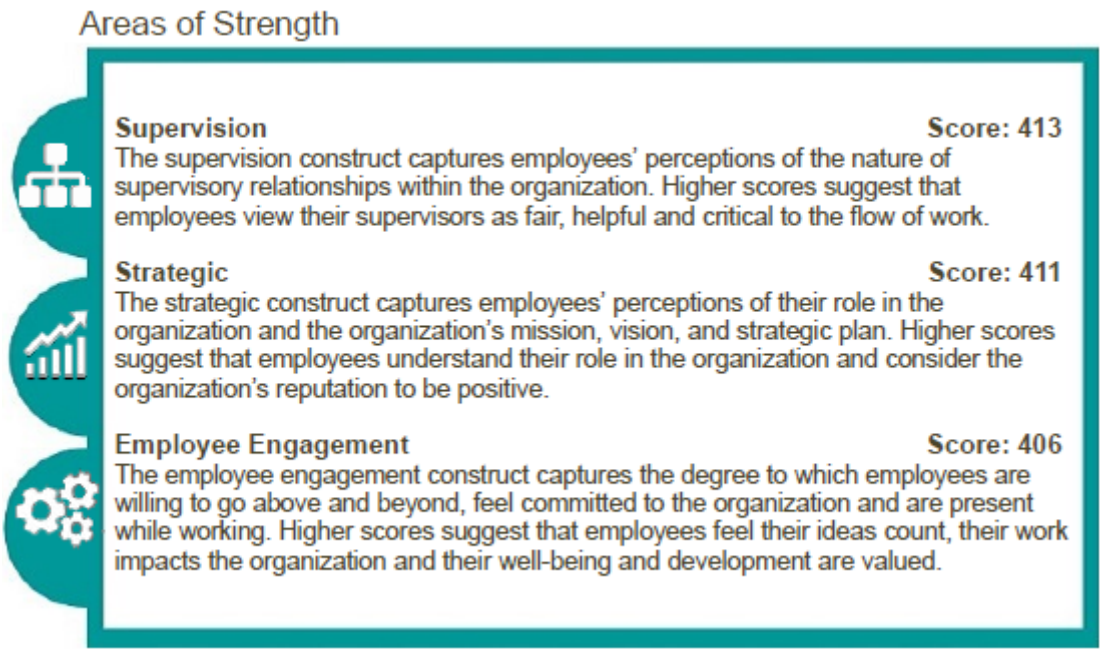
Constructs

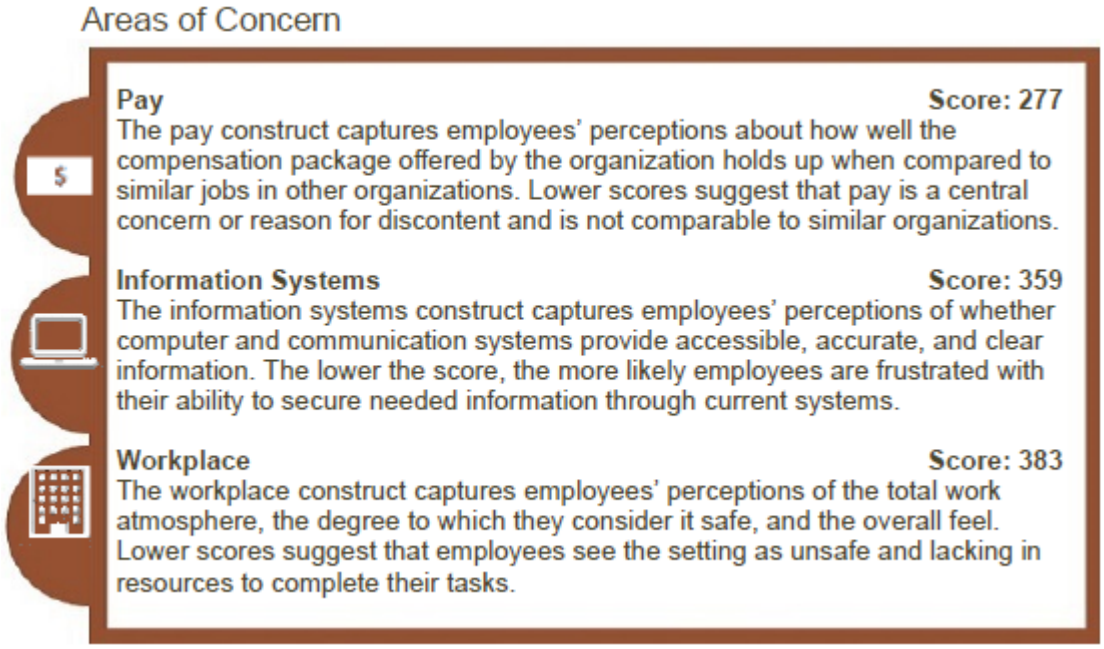
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the Department's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.



Areas of Strength and Concern

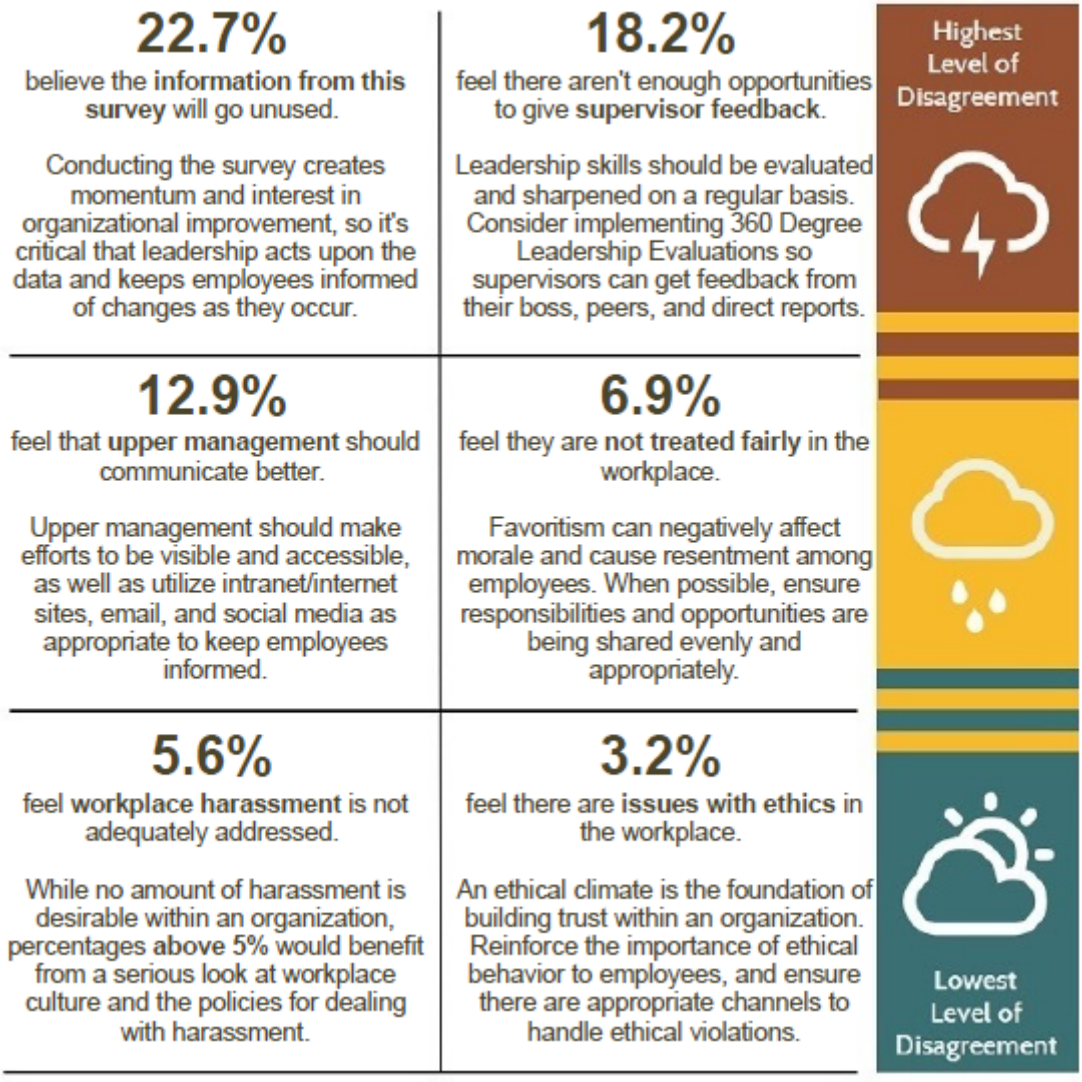




Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect.

Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.



Strategies for Improvement

The Department will continue to capitalize on the information derived from the 2018 Survey of Employee Engagement to improve in areas of concern as noted below.

Pay

While fair pay continues to be the lowest scoring category for the Department, the Department will continue to review equity among similar positions and make adjustments as appropriate to ensure equitable pay among positions.

Information Systems

The Department will continue to work with the Information Systems division to address the IT needs and system enhancements of staff.

Workplace

The Department is dedicated to creating an atmosphere where employees feel safe and will work

H. Report on Customer Service

2020 REPORT ON CUSTOMER SERVICE

Prepared by the:

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1.0 INTRODUCTION

The *Report on Customer Service* is required by Tex. Gov't Code §2114.002(c) which requires state agencies to develop and implement customer service standards and satisfaction assessment plans.

1.1 COMPACT WITH TEXANS

In accordance with this chapter, beginning with the *State Strategic Plan for Fiscal Years 2001-2005*, the Texas Department of Housing and Community Affairs (TDHCA or the Department) prepared a Compact with Texans and designated a Customer Relations Representative. The Compact with Texans is available on the TDHCA Web site at https://www.tdhca.state.tx.us/compact.html.

1.2 CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Tex. Gov't Code §2114.006(a), is Elizabeth Yevich, Director of the Housing Resource Center.

1.3 REPORT ON CUSTOMER SERVICE

The *Report on Customer Service* is due to the Legislative Budget Board (LBB) and the Governor's Office of Budget, Planning, and Policy no later than June 1 of each even-numbered year. Per Tex. Gov't Code §2114.002(b), the report evaluates statutorily required customer service quality elements (TDHCA's facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information). In order to obtain external customer input, TDHCA conducts a Customer Service Survey (Survey) every two years evaluating these elements. As required by *2021-2025 Instructions for Preparing and Submitting State Agency Strategic Plans*, the document includes the following five elements:

- Inventory of External Customers;
- Methods of Input;
- Demographic Charts and Graphs;
- Analysis of Findings; and
- Customer Service Performance Measures.

2.0 INVENTORY OF EXTERNAL CUSTOMERS

For the purposes of the *Report on Customer Service,* external customers are identified as either Households or Organizations. These two groups are further described in Sections 2.5 and 2.6 of this report.

2.1 Overview

TDHCA is the state agency responsible for affordable housing, community and energy assistance programs, colonia activities, and regulation of the state's manufactured housing industry. TDHCA provides the following types of assistance for individuals and households meeting eligibility criteria:

2.2 Housing and Community Affairs Assistance

- Housing assistance for individual households (homebuyer assistance and/or education, home repair assistance (including accessibility modifications), and rental payment assistance);
- Homelessness prevention assistance or services;
- Funding for the development of affordable rental housing and single-family developments (new construction or rehabilitation);
- Energy assistance (utility payment assistance or home weatherization assistance); and,
- Emergency relief for individuals or families in crisis, referred to as Community Affairs Assistance in the Survey (transitional housing, energy assistance, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, other emergency assistance, and administrative support for community service agencies).

TDHCA's funding resources are generally awarded through formal application processes except for funding based on formula distributions that directly fund community assistance programs. Funding is distributed to entities that provide assistance to households in need. This distribution is done using a number of techniques.

- Almost all homebuyer assistance, home repair assistance, rental assistance, and rental housing and single-family development funds are awarded through formal notices of funding availability.
- First-time homebuyer assistance through TDHCA's Homeownership Program is delivered through a statewide network of participating lenders.
- Community Affairs Assistance funding is predominantly allocated through a network of community-based organizations. (Of the previous list, "community affairs" includes energy assistance and emergency relief for individuals or families in crisis.)
- Homelessness prevention assistance funds are allocated both by formal notices of funding availability and by direct allocation to the nine largest cities in Texas.

2.3 Manufactured Housing Activities

TDHCA's Manufactured Housing Division (MHD) administers the Texas Manufactured Housing Standards Act (TMHSA). The TMHSA ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas

manufactured housing industry. Services of the MHD include recordation of ownership and liens, issuance of Statements of Ownership; required training and examination for prospective license applicants, license issuance to manufacturers, retailers, installers, brokers, and/or salespersons; record and release of tax and finance liens; installation inspections; consumer complaints; licensing and inspection of Migrant Labor Housing Facilities and, through a cooperative agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

2.4 Information Resources

TDHCA is a housing and community service informational resource for individuals, local governments, the Texas Legislature, US Congress, community organizations, advocacy groups, and members of the housing development community. Examples of information provided include general information on TDHCA activities and consumer information on available housing and services statewide. A primary method by which this information is made available is TDHCA's interactive assistance Web site 'Help for Texans' at http://www.tdhca.state.tx.us/texans.htm. A Spanish-language version of 'Help for Texans' is available at http://www.tdhca.state.tx.us/texans-sp.htm.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; affirmatively further fair housing; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

2.5 Households

Most TDHCA programs fund local organizations or developers that, in turn, serve individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household In addition, a Household can contact TDHCA to file a complaint against an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the MHD has contact with these owners for title transfers, among other processes.

It should be noted that most Households do not receive direct assistance from TDHCA unless they are manufactured home owners, Section 8 Housing Choice Voucher recipients, or Section 811 beneficiaries. Unless the Household files a complaint with TDHCA, the process through which the Household receives assistance does not involve direct engagement with the Department.

While a majority of the programs at TDHCA are required to assist Households with incomes not greater than 80% of the Area Median Family Income (AMFI), most programs assist Households with lower incomes. For example, according to the *2020 State of Texas Low Income Housing Plan and Annual Report* (SLIHP), approximately 98.9% of Households served in state fiscal year 2019 were at or below 60% AMFI.

Only a few programs at TDHCA are permitted to serve households above 80% AMFI depending on the requirements of specific initiatives, such as the Homeownership Programs. In addition, Households contacting either organizations funded by TDHCA or the Department itself for general information may have incomes above 80% AMFI. TDHCA considers all Households that have contact with TDHCA as customers.

2.6 ORGANIZATIONS

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities. Direct Subrecipients are referred to by the "Organization/Business" Customer Type in the Customer Service Survey. For the purpose of this report, the Direct Subrecipients and MHD Licensees will be called "Organizations."

2.7 GENERAL APPROPRIATIONS ACT STRATEGIES

This section identifies customers served by each strategy listed in the 2020-2021 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are:

- Extremely Low Income (ELI): less than or equal to 30% AMFI;
- Very Low Income (VLI): greater than 30% AMFI, less than or equal to 60% AMFI;
- Low Income (LI): greater than 60% AMFI, less than or equal to 80% AMFI; and
- Moderate Income and up (MI): greater than or equal to 80% AMFI.

A. Goal: Increase Availability of Safe/Decent/Affordable Housing.

A.1.1 Strategy: Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low-, low-, and moderate-income homebuyers.

- **Targeted Program Beneficiaries:** VLI, LI, and MI homebuyers (earning up to 115% AMFI or 140% AMFI in targeted areas).
- **Subrecipients:** Participating mortgage lenders.
- **Type of Assistance:** Below market rate mortgage loans, down payment assistance, and savings on property taxes to eligible individuals and families.

A.1.2 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships (HOME) Program for very-low and low-income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities and income-eligible households.

- **Type of Assistance:** contract-for-deed conversion to a traditional mortgage; down payment and closing cost assistance; rental subsidy; repair or reconstruction of substandard housing; single-family or multifamily housing development.

A.1.3 Strategy: Provide funding through the State Housing Trust Fund for Texas Bootstrap program.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** down payment and closing cost assistance.

A.1.4 Strategy: Provide funding through the State Housing Trust Fund for Amy Young Barrier Removal Program.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** barrier removal for persons with disabilities.

A.1.5 Strategy: Provide federal rental assistance through the Housing Choice Voucher Program (Section 8) vouchers for very low-income households.

- **Targeted Program Beneficiaries:** ELI and VLI households.
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

A.1.6 Strategy: Provide assistance through the federal Section 811 Project Rental Assistance Program.

- **Targeted Program Beneficiaries:** ELI households with at least one member of a Target Population between 18 and 62 years old.
- **Subrecipients:** Income eligible households.
- **Type of Assistance:** Project-based rental assistance.

A.1.7 Strategy: Provide federal tax credits to develop rental housing for very low- and low-income households.

- **Targeted Program Beneficiaries:** VLI and LI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

A.1.8 Strategy: Provide federal mortgage loans through the department's Multifamily Mortgage Revenue Bond (MRB) program.

- **Targeted Program Beneficiaries:** VLI, LI, and MI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

B. Goal: Provide Information and Assistance.

B.1.1 Strategy: Provide information and technical assistance to the public through the Housing Resource Center.

- **Targeted Program Beneficiaries:** All individuals and families seeking housing and community services information and assistance.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

B.2.1 Strategy: Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, and general public.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

C. Goal: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

C.1.1 Strategy: Administer poverty-related federal funds through a network of agencies.

- **Targeted Program Beneficiaries:** Households at or below 125% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Community services, including health and human services, child care, transportation, job training, emergency assistance, nutrition services, counseling, and other services.

C.2.1 Strategy: Administer state energy assistance programs.

- **Targeted Program Beneficiaries:** Households at or below 150% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Case management, education, and financial assistance to reduce energy costs; repair or replacement of heating and cooling appliances to increase energy efficiency; energy crisis assistance.

D. Goal: Ensure Compliance with Program Mandates.

D.1.1 Strategy: Monitor and inspect for federal and state housing program requirements.

- **Targeted Program Beneficiaries:** Residents of TDHCA-assisted housing units.
- **Subrecipients:** Not applicable.

- **Type of Assistance:** On-site property inspections and desk reviews.

D.1.2 Strategy: Monitor subrecipient contracts.
- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Single audit desk and other reviews.

E. Goal: Regulate Manufactured Housing Industry.

E.1.1 Strategy: Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.
- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process Statements of Ownership/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders and sales personnel.

E.1.2 Strategy: Conduct inspections of manufactured homes in a timely and efficient manner.
- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Manufactured housing installation inspections and non-routine inspections.

E.1.3 Strategy: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.
- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers and enforce statute.

E.1.4 Strategy: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.
- **Targeted Program Beneficiaries:** Manufactured home industry, inventory lenders, and taxing entities.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals, file reports, inventory finance liens and tax liens and releases online.

3.0 METHODS OF INPUT

Because of the large discrepancy between the nature of Targeted Program Beneficiaries (Households) and Direct Subrecipients (Organizations), determining a specific level of customer satisfaction is challenging. TDHCA has typically measured service quality through its public input process for its planning documents and programs by way of specific hearings, workshops, roundtables, and online forums throughout the year.

The State Low Income Housing Plan and Annual Report (SLIHP) is an annual planning document required by Tex. Gov't Code §§2306.071 through 2306.0724, and covers all aspects of the Department's programs. The Department's public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Governing Board meetings. The *2020 SLIHP* public input process was held from Monday, December 16, 2019, to Wednesday, January 15, 2020. A public hearing was held on Thursday, December 19, 2019, in Austin. There were two public comments received from two sources (Advocacy Outreach and the Texas Council on Family Violence) on the *2020 SLIHP (Draft for Public Comment)* and the Department addressed those comments in the final version of the document.

Many divisions within TDHCA host in-person roundtables and online discussion forums and webinars to gather input on their program structures and rules. During these roundtables forums and webinars, the Department enters into dialogue with its customers about the level and effectiveness of service. TDHCA also accepts comment at board meetings, program-specific hearings, and workshops, and responds to comments or concerns received at any time during the year. Furthermore, TDHCA has several workgroups and advisory groups that meet regularly with stakeholders to engage with TDHCA about relevant issues. For example, the Disability Advisory Workgroup advises agency's management on policies and programs that affect persons with disabilities. The Housing and Health Services Coordination Council works to increase state efforts to expand Service-Enriched Housing through increased coordination of housing and health services. A list of these workgroups and advisory groups can be found in the SLIHP.

3.1 2020 TDHCA Customer Service Survey

In April 2020, the Department conducted the TDHCA Customer Service Survey (Survey). TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the seven customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2021 to 2025*: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information and overall satisfaction with the agency).

3.2 Survey Questions

The Survey contained demographic questions; 16 statements for Households and 17 statements for Organizations asking the respondent to rate TDHCA on each statement using a Likert scale; one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey; and a text field for the respondents to elaborate with additional comments, recognitions, or concerns.

The Survey included demographic questions at the beginning to determine if it would be conducted in English or Spanish, the location of the respondent, the Customer Type, and the type of business conducted with TDHCA. The "Customer Type" statements divide respondents into two categories of customers: Households and Organizations. Respondents were directed to the appropriate Customer Type flow; for example, if they selected Household, they did not see all the business type questions available. A sample of the Customer Types and other questions can be found in Appendix A. The "Customer Location" and "Type of Assistance" questions allow for analysis of opinions of customers who have contact with certain TDHCA staff and what TDHCA region they are in. The "Housing or Community Affairs" and "Manufactured Housing" choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent entity with its own Governing Board, rules, staff, and internal policies. Type of Assistance questions were added to the Survey to gain a better understanding of which divisions and programs the respondents were rating, as can be seen in Appendix A.

All respondents were asked to rate the statements on the following page using a Likert Scale. The number of statements varied depending on the Customer Type. The following statements address the customer service as specified by Tex. Gov't Code Chapter 2114, with the addition of "Reasonable Accommodations" and "General Satisfaction" questions.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		
	Survey Questions for Households	**Survey Questions for Organizations**
Staff	TDHCA staff members are courteous.	TDHCA staff members are courteous.
	TDHCA staff members demonstrate a willingness to assist.	TDHCA staff members demonstrate a willingness to assist.
Timeliness	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
Communications	I am provided clear explanations about TDHCA services available to me.	
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language.	Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
Web Site	The TDHCA public Web site contains the information I expect.	The TDHCA public website contains the information I expect.
	The TDHCA public Web site is easy to use.	The TDHCA public website is easy to use.
	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).
	The TDHCA public Web site contains accurate information on programs, services, and events.	The TDHCA public Web site contains accurate information on programs, services, and events.
		TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.
		TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.	TDHCA written materials provide accurate information.
Facility	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
Reasonable Accommodations	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

3.3 Survey Timeline

On April 8, 2020, TDHCA publicized the release of the survey through social media, email, the Department Web site, phone, and written announcements. The survey was available for completion until May 1, 2020, at 6:00 p.m. Austin local time.

3.4 Survey Marketing and Customers Surveyed

TDHCA interacts with a large and diverse number of Texans. Some contact with the Department may only last a few minutes, such as a phone call from a Texan in need. Some contact may last decades, such as a developer with a 30-year affordability period on their apartment complex funded through the Housing Tax Credit Program. Given the wide range of people and durations of contact, TDHCA used the Internet, email, phone and written surveys to reach as many Households and Organizations connected to the Department as possible. The survey was made available online. A newer feature of the Survey Monkey software allowed the survey to be more easily accessible by tablet and cellular device.

A link was placed on the homepage of the TDHCA Web site under the *What's New* dropdown menu; on the Public Comment main page; on the Find Help page; on both the English and Spanish versions of the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas; and on the Notices of Funding Availability (NOFA) page, which contains information about available program funds. By reaching out to the public at large, the Department marketed to all types of external customers identified in this report.

A link was also distributed on social media sites maintained by TDHCA (Facebook and Twitter). Twitter posts are automatically posted to the front page of the TDHCA Web site.

An announcement with a direct link to the survey was sent to all TDHCA email list subscribers. In addition, the MHD distributed an announcement to their Manufactured Housing email distribution list. An announcement was also sent to a special one-time distribution list consisting of email addresses associated with Participating Lenders involved in TDHCA Homeownership Division programs, property owners and managers for TDHCA-funded and monitored multifamily properties, and subscribers who only signed up for individual Community Affairs programs' email lists who would otherwise have been excluded from the traditional LISTSERV email list distribution. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements.

TDHCA staff members were also asked to include a link to the Survey in their Microsoft Outlook email signatures. The suggested link language was as follows:

> **Let us know how we are doing! Take the 2020 TDHCA Customer Service Survey here:** https://www.surveymonkey.com/r/2020CustServ

To reach customers without access to the Internet, TDHCA had also planned to conduct surveys over the phone and make paper copies available. However, due to the Texas Governor's disaster declaration related to the novel coronavirus (COVID-19), most TDHCA staff were telecommuting during the weeks the survey was released and the Department's

shared phone system did not allow for live incoming telephone calls when Call Forward of TDHCA phone lines was in use as it had to be when telecommuting. Therefore surveys were unable to be conducted over the phone from incoming calls as planned. Paper copies were also not distributed at either TDHCA's Manufactured Office building or the Colonia Self-Help Centers as planned as all of these locations were closed due to COVID-19.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to Table B16001 of the 2014 to 2018 American Community Survey 5-Year Estimates, Texas had 3,073,590 Spanish-speaking persons over the age of 5 who spoke English less than "very well." Speakers of all other languages over the age of 5 who speak English less than "very well" combined total 544,297 people. Therefore, Spanish is the appropriate language to use to reach non-English speaking persons in Texas.

3.5 Response Rates

Since an announcement of the survey was posted on the homepage of the TDHCA Web site, the survey was available for any member of the public to complete. For the three weeks between April 8, 2020 and May 1, 2020, the front page received 25,107 unique visitors, the Manufactured Housing front page received 14,957 unique visitors, the Housing Resource Center main page received 545 unique visitors, the English *Help for Texans* page received 41,363 unique visitors and the Spanish Help for Texans page received 1,887 unique visitors, the Notice of Funding Availability received 1,815 unique visitors, and the Fair Housing page received 1,789 unique visitors. A total of 97 survey respondents indicated that they heard about the survey through the TDHCA Web site.

1,726 followers of TDHCA's Twitter account and 2,632 followers of TDHCA's Facebook page potentially saw the survey announcement.

TDHCA emailed the survey announcement directly to approximately 11,329 active email addresses on the TDHCA email lists.

It is possible that a customer could have followed TDHCA on Twitter and Facebook, signed up for a TDHCA email list, visited multiple pages on TDHCA's Web site, and visited the Manufactured Housing Customer Service Center all within the Survey period. There is no way to determine the actual number of persons who could have seen or received an invitation to take the survey. This was a convenience sampling methodology, rather than a valid random sample, which relied on visitors to the TDHCA Web site and social media outlets.

Table 3.5a: Survey Invitation Distribution

Distribution Method	Number of Potentially Unique Survey Invitation Recipients	Percent of Total
Combined Visitors to TDHCA Web Site Pages	73,463	82.5%
Social Media Followers	4,358	4.8%
Direct Email Recipients*	11,329	12.7%
Callers Offered Survey**		0%
Walk-In Customers**		0%
Total	89,150	100.0%

*Does not include customers who could have seen the survey announcement through the email signature of Department staff.
**Unable to Distribute surveys in this manner due to challenges of COVID-19

Each advertisement strategy varied in its effectiveness. The vast majority of respondents were subscribed to one of the Department's email lists.

Table 3.5b: Survey Type

Respondent heard about this survey through:	Response Count	Percent of Total
The TDHCA public Web site	97	19.44%
Social Media (Facebook, Twitter)	142	28.46%
An email from TDHCA	174	34.87%
A telephone conversation with TDHCA staff	3*	0.60%
At a customer service center or other TDHCA office	1*	0.20%
Other	82	16.43%
Total	499	100.0%

*no surveys were conducted over the phone or at TDHCA offices

There were 499 respondents that answered where they had heard about the survey yet due to an unanticipated increase in traffic to TDHCA's website during the final week the survey was released, over 900 people started the survey. Due to these anomalies we are unable to calculate a true response rate to the survey based on the hits on the website and number of emails that went out. Based on the number of surveys that were initiated, 939, compared to the total number of potentially unique survey respondents, the response rate is 1.05%.

3.6 Limitations of the Survey

Because of prohibitive costs associated with contacting each Household and Organization that had contact with TDHCA, the Customer Service Survey was made available for the general public to complete. Since the survey was not limited to a specific population, response rates are estimated.

All of the marketing and outreach was conducted online due to challenges of COVID-19 meaning no customers who did not have access to the Internet were able to take the survey. Mailings were not included because the online approach yielded good feedback and saved taxpayers the unnecessary cost and expense of a mailing and data entry approach.

Because this survey was not a simple random sample the results cannot be generalized. As a result, this survey does not reflect the opinions of the entire TDHCA customer base, but instead is used for informational purposes.

4.0 SURVEY RESULTS AND ANALYSIS OF FINDINGS

The Department received 939 responses to the survey. The feedback from these responses is summarized below. Results are analyzed by customer type including:

(1) All survey respondents;
(2) Household Respondents*;
(3) Organization Respondents*;

*For the purposes of the *Report on Customer Service,* external customers are identified as either Households or Organizations. Households are referred to by the "Individual" Customer Type in the Customer Service Survey, while Organizations are referred to by the "Organization/Business" Customer Type in the Customer Service Survey.

The number of responses to the 2020 Report on Customer Service doubled when compared with the preceding survey year (2018). Despite this increase, the survey indicates that more than half of respondents did not fully complete the survey. This discrepancy is likely due to the impact of challenges of COVID- 19 as respondents clicked on the survey to look for more information on TDHCA's website regarding funding assistance, rather than to provide feedback on the survey questions.

4.1 Survey Respondent Demographics

Language

Of the number of respondents, 767 (81.65%) chose to take the survey in English and 162 (17.25%) chose to take the survey in Spanish, while 10 (1.06%) chose "other" for language. This is significant change from the 2018 survey year. During that survey year, only 0.6% of respondents chose to take the survey in Spanish. Based on previous trends, it is likely that the increase in Spanish speakers corresponds with an increase in individual respondents, who are more likely to request the survey in Spanish than organizational respondents.

Customer Type and Interest with TDHCA

TDHCA designated two customer types for the survey: (1) Individuals and (2) Organizations. Individuals include non-affiliated respondents who have had contact with TDHCA. Organizations include those businesses, government entities, and nonprofits that have had contact with TDHCA. Approximately 562 (60.76%) of respondents identified themselves as individuals for the purposes of this report. Approximately 225 (24.32%) of respondents identified themselves as being affiliated with an organization.

In past survey years, respondents from organizations have tended to outnumber individual respondents by close to 30%. The reverse result this year seems to indicate a larger number of individual respondents due to the many challenges associated with the COVID-19 pandemic.

Method of Outreach

At the end of the survey, respondents were asked how they heard about the TDHCA Customer Satisfaction Survey. Of the 939 respondents, only 499 answered this question. This provides a rough estimate that only 53.14% of respondents completed the survey from beginning to end. Most respondents 34.87% indicated that they heard about the survey from an email from TDHCA. The next largest group indicated that they heard about the survey from Social Media (28.46%). Compared to past years, a significant portion of respondents indicated that they heard about the TDHCA Customer Satisfaction Survey from an 'Other' source. These respondents then self-reported

how they heard about the survey in an associated text box. A majority of these respondents indicated that they heard about the survey through their local news channel or through their landlord. Since the TDHCA Customer Satisfaction Survey is not advertised through news channels or landlords, it is likely that most of these respondents discovered the satisfaction survey while looking for COVID-19 relief funds on the TDHCA website. It is noted that during the final week that the survey was released a Press Release was issued detailing a specific type of funding being made available by TDHCA for COVID-19 affected households. The Press Release was then picked up by many televsion and news outlets. It was during this same one-week period that the survey respondent number unexpectedly increased. Yet as indicated, the majority of these respondents did not complete the survey and most likely they were seeking CARES Act relief funds. In fact some of the respondents asked where they might apply for funding probably not fully realizing they were instead taking a survey.

Figure 4.1a: TDHCA Customer Satisfaction Survey outreach question responses

Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select One.		
Answer Choices	Responses	
Social Media (Facebook, Twitter)	28.46%	142
An Email from TDHCA	34.87%	174
The TDHCA public website	19.44%	97
A telephone conversation with TDHCA staff	0.60%	3
At a customer service center or other TDHCA office (written survey copy)	0.20%	1
Other (please specify in the box below)	16.43%	82

4.2 INDIVIDUALS

The TDHCA Customer Satisfaction Survey offers different, but closely related questions, to both individuals and organizations. The following section analyzes responses given by individuals.

Primary Interest with TDHCA

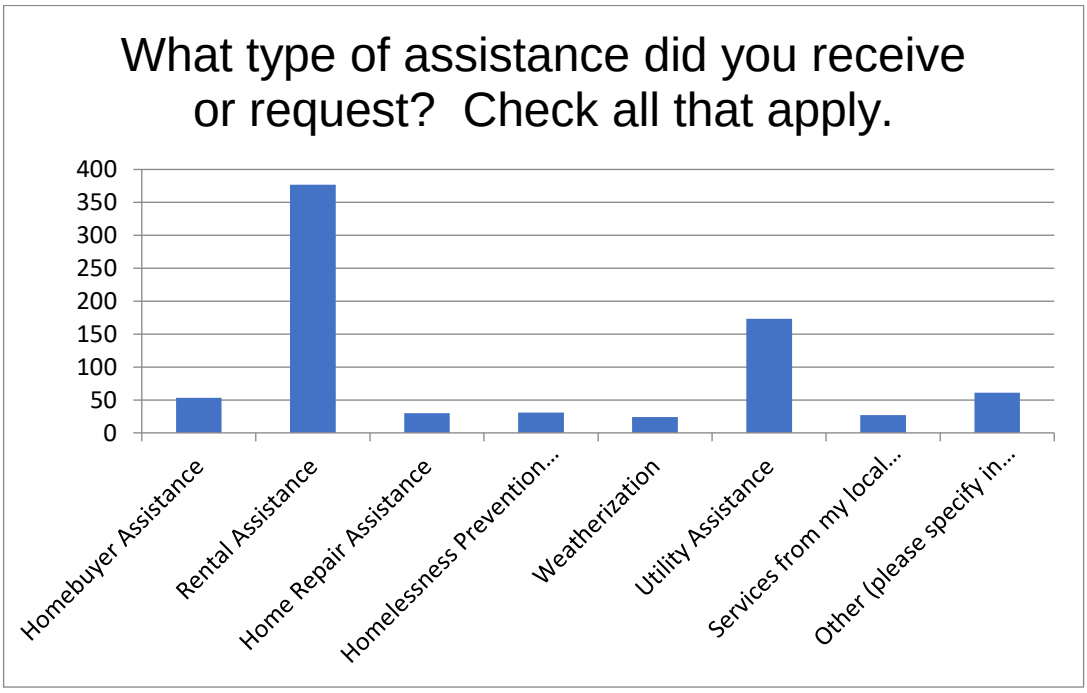
Respondents were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance or B) Manufactured Housing Assistance. Of respondents, 516 (96.81%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 17 (3.19%) of respondents indicated that they were primarily interested in Manufactured Housing.

Type of Assistance Requested

Individual respondents were then placed into two groups depending on their primary interest in TDHCA. Each group was asked what type of assistance that they received or requested from TDHCA.

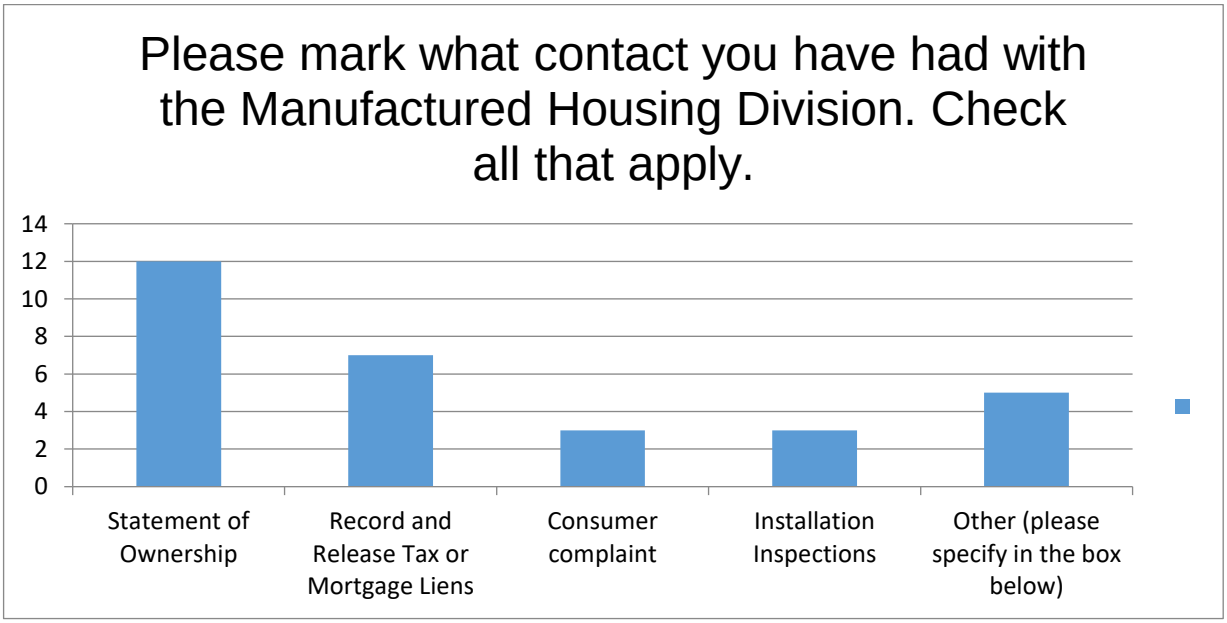
Most of the respondents who were primarily interested in Housing and Community Affairs Assistance indicated that they requested rental assistance (69.69%). Meanwhile, the fewest number of respondents indicated that they requested weatherization (4.44%) or Community Action Agency (4.99%) resources.

Figure 4.2a Type of Assistance Requested by Individuals from Housing and Community Affairs



Most of the respondents who were primarily interested in manufactured housing indicated that they requested a statement of ownership (80%). The next highest chosen answer was record and release tax or mortgage lien (46.67%). Meanwhile, the fewest answered their interest in consumer complaint (20%) or installation inspections (20%).

Figure 4.2b Type of Assistance Requested by Individuals from Manufactured Housing



Customer Satisfaction

Respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a linkert-like scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent. Respondents maintained a generally favorable view of TDHCA. No averages fell below 3 (neutral) for any question, with most questions getting average responses between 3.5 and 4.5. Compared to past years, numerous respondents selected the N/A category for most, if not all, questions. This indicates a significant portion of respondents did not have any direct contact with TDHCA. As previously outlined, it is possible that many of these respondents clicked on the survey hoping to find information about pandemic relief funding. It is further possible that many of these respondents actually answered the survey questions. Given the high number of 'Neutral (3)' responses during the 2020 survey year, it is likely that numerous respondents selected 'neutral' when answering questions, rather than the aforementioned 'N/A' category. This would skew the data towards the middle of the scale (3), which is a trend that can be clearly found in this year's data. The results of the customer satisfaction questions are below.

Fig 4.2c Satisfaction with TDHCA Direct Customer Service

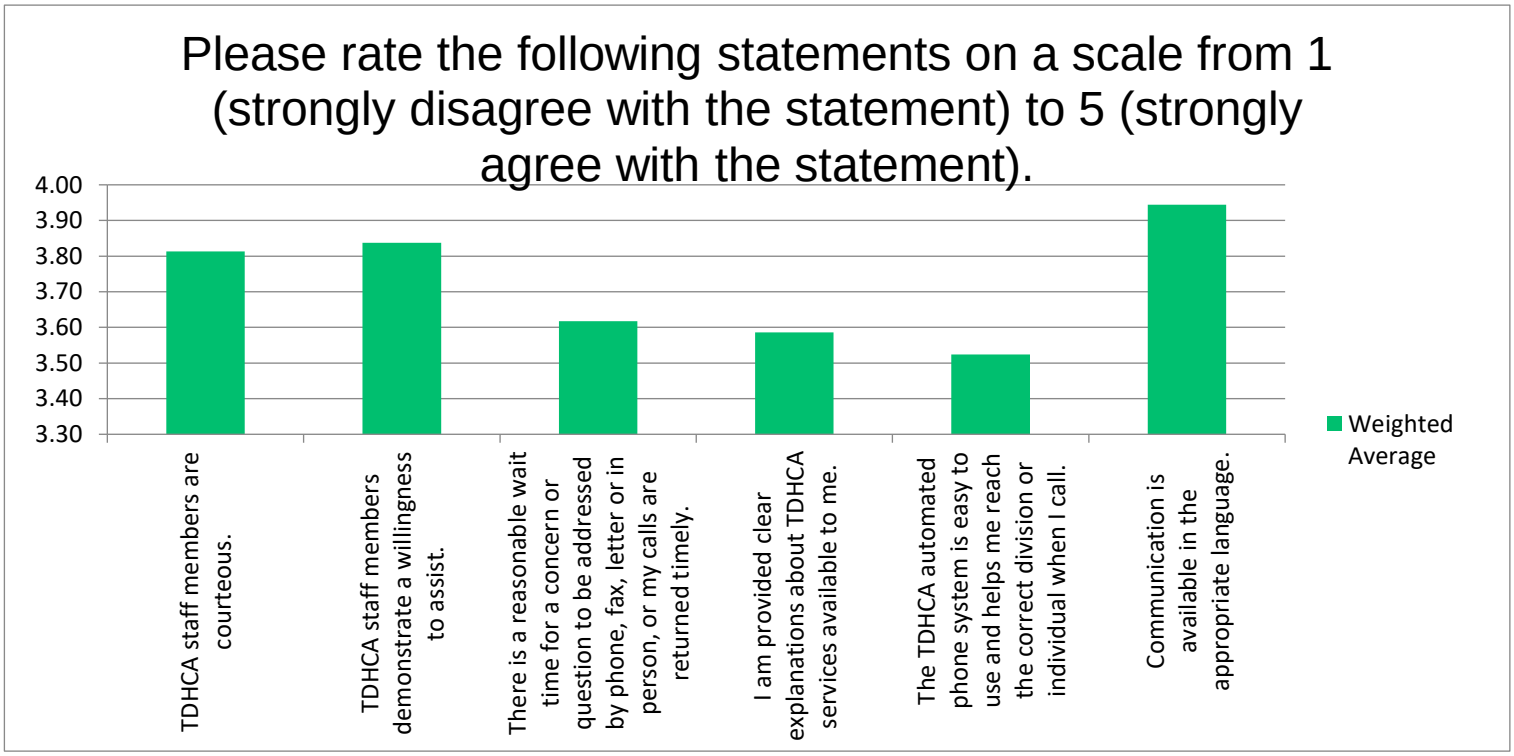


Fig 4.2d Satisfaction with TDHCA's Website and Informational Materials

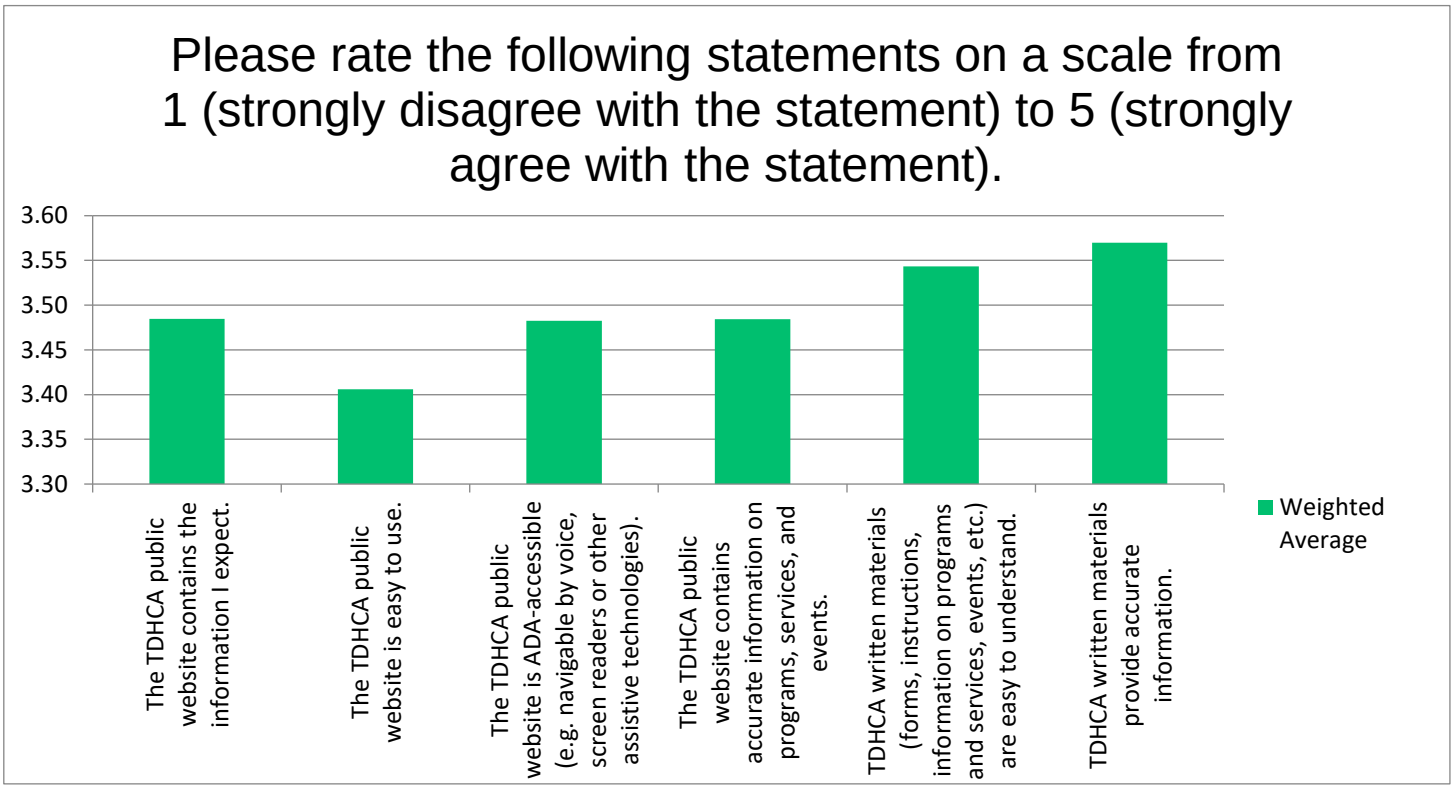
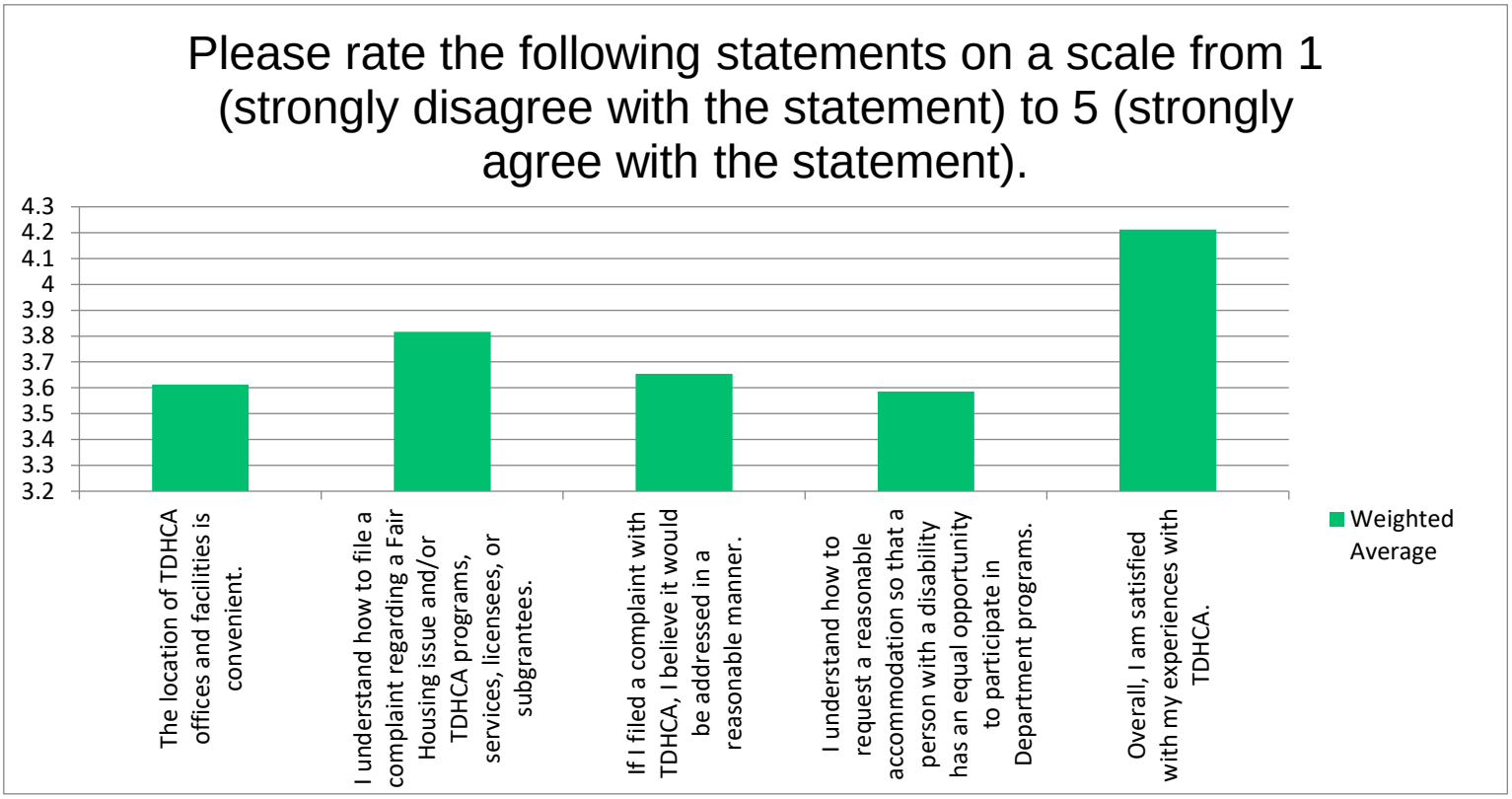


Fig. 4.2e Satisfaction with Miscellaneous Service Activities



As previously discussed, the question responses indicate a generally favorable view of TDHCA. No question received a weighted average below 3 (Neutral). On average, respondents reported that they were satisfied with their experiences with TDHCA (4.2). TDHCA items that scored the highest were for the measures for language availability (3.94), courteousness (3.81), and for providing information about fair housing complaints (3.81).

TDHCA scored lower on the measures for website and informational material access. TDHCA's website received a 3.41 for ease of use, and 3.48s for containing sufficient information, for containing accurate information, and for being ADA accessible. Once again, this was likely a result of the challenges related to the COVID-19 pandemic, as respondents looked for information about pandemic relief funding. Since the program that had been referenced in the press release mentioned earlier, was not available at the time of the survey, respondents may have felt the site was not helpful because they were not able to find information about how to apply or receive those funds on the TDHCA website.

4.3 ORGANIZATIONS

In addition to individuals, TDHCA also serves local government, non-profit, and faith-based organizations across the state of Texas. If respondents selected that they were contacting TDHCA based on their affiliation with an organization, then they received a set of different, albeit related questions to the ones presented in section *4.2 Individuals.*

Primary Interest with TDHCA

Respondents were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance and B) Manufactured Housing Assistance. Of respondents, 170 (89.95%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 19 (10.05%) of respondents indicated that they were primarily interested in Manufactured Housing.

Type of Assistance Requested

Individual respondents were then placed into two groups depending on their primary interest in TDHCA, Housing and Community Affairs or Manufactured Housing. Each group was then asked to identify which programs or services at TDHCA that they work with.

Most of the respondents who were primarily interested in Housing and Community Affairs Assistance indicated that they worked with the Housing Tax Credit Program (34.84%). The second most number of organizations (24.52%) worked with the Homeownership division Meanwhile, the fewest number of organizations indicated that they worked with the Neighborhood Stabilization Program (5.16%) and with the Office of Colonia Initiatives (1.94%). The full results of the survey question can be found below on Fig 4.3a.

Fig 4.3a Most Frequently Worked with Housing and Community Affairs Programs

Please indicate the programs with which you work. Check all that apply.		
Answer Choices	Responses	
HOME Investment Partnerships Program	28.39%	44
Housing Trust Fund Program	10.97%	17
Housing Tax Credit Program	34.84%	54
Section 811 Program	10.32%	16
Section 8 Housing Choice Voucher Program	16.13%	25
Office of Colonia Initiatives	1.94%	3
Neighborhood Stabilization Program	5.16%	8
Homeownership Program	24.52%	38
Homelessness Services	14.84%	23
Community Services Block Grant Program	21.29%	33
Energy Assistance Programs	17.42%	27
Other (please specify in box below)	7.10%	11

Next, respondents who stated that they worked primarily with manufactured housing were asked about their contact with the Manufactured Housing Division. Respondents indicated that they most frequently contacted the Manufactured Housing Division about Statements of Ownership (85.71%) and Record and Release of Tax or Mortgage Lien (42.86%). Respondents least frequently contacted manufactured housing about Consumer Complaints (21.43%) and Installation Inspections (21.43%).

Fig 4.3b Most Frequently Contacted Manufactured Housing Services

Please mark what contact you have had with the Manufactured Housing Division. Check all that apply.		
Answer Choices	Responses	
Statement of Ownership	85.71%	12
Record and Release Tax or Mortgage Liens	42.86%	6
Consumer complaint	21.43%	3
Installation Inspections	21.43%	3
Other (please specify in the box below)	35.71%	5

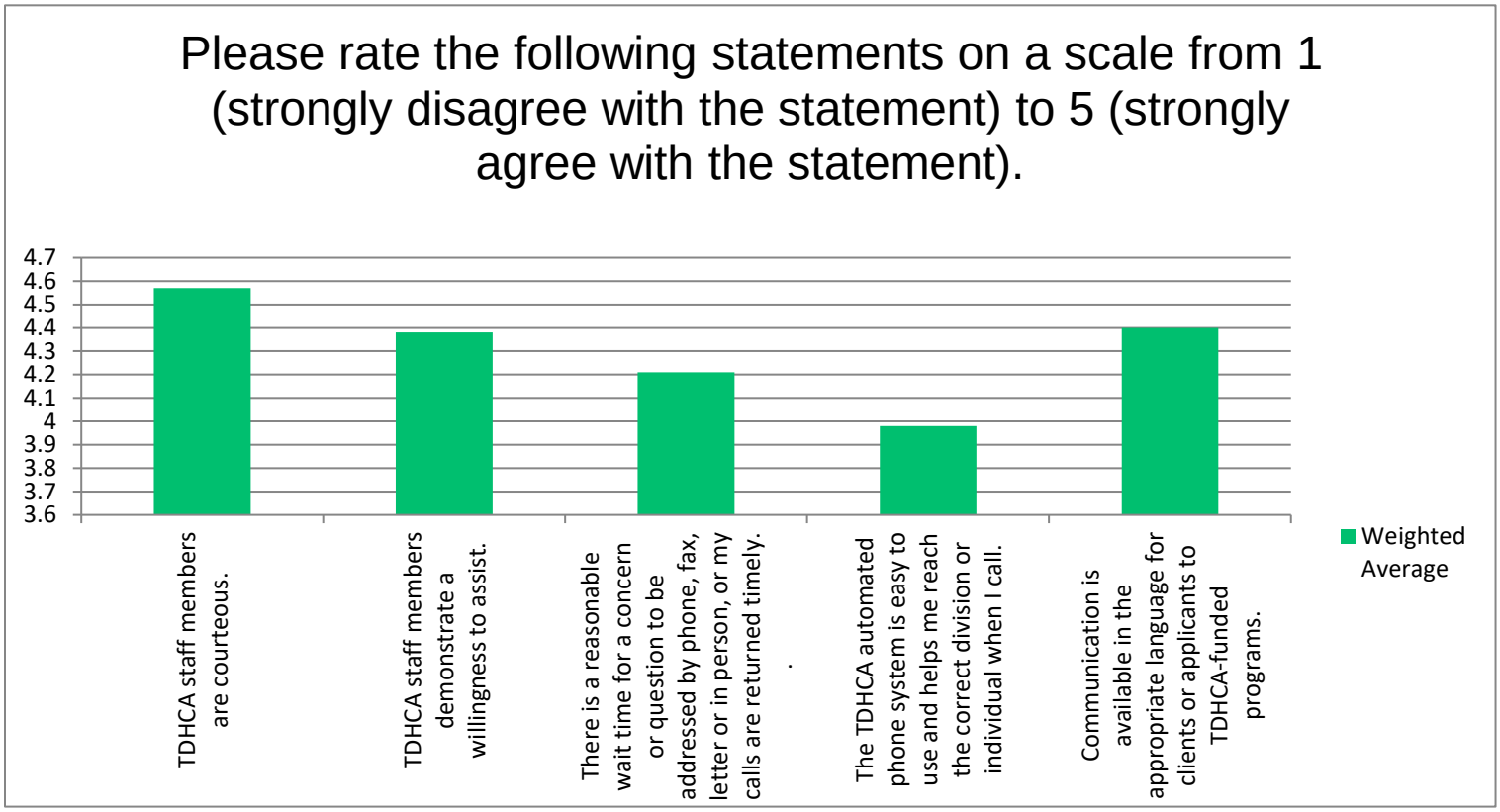
Customer Satisfaction

Organizational respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a linkert-like scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent.

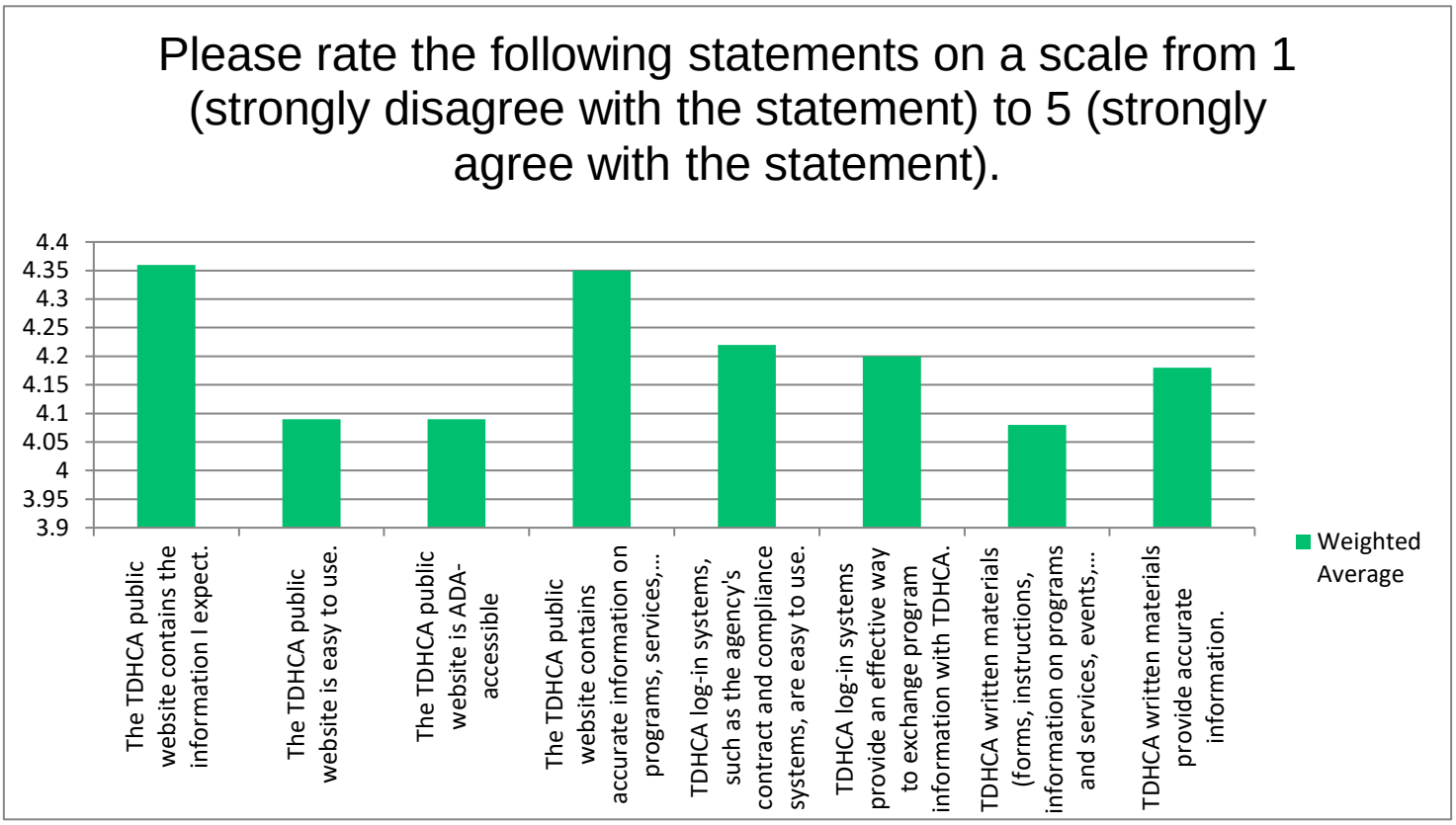
As with individual respondents, organizational respondents maintained a generally favorable view of TDHCA. No averages fell below 3 (neutral) for any question with most questions getting average responses between 3.5 and 4.5. Compared with individuals, fewer organizations selected the N/A and neutral (3) options. This further supports the suggestion that the challenges related to the COVID-19 pandemic skewed the individual respondent data. During that period of time organizations would have had less reason to inquire about general COVID-19 relief as they would be more likely to contact the division or program with which they currently work to inquire about additional funds. Since organizations less frequently chose the Neutral (3) option, the organizational data tends to contain higher averages than the individual data.

You can find the results of the organizational customer satisfaction questions on the following pages:

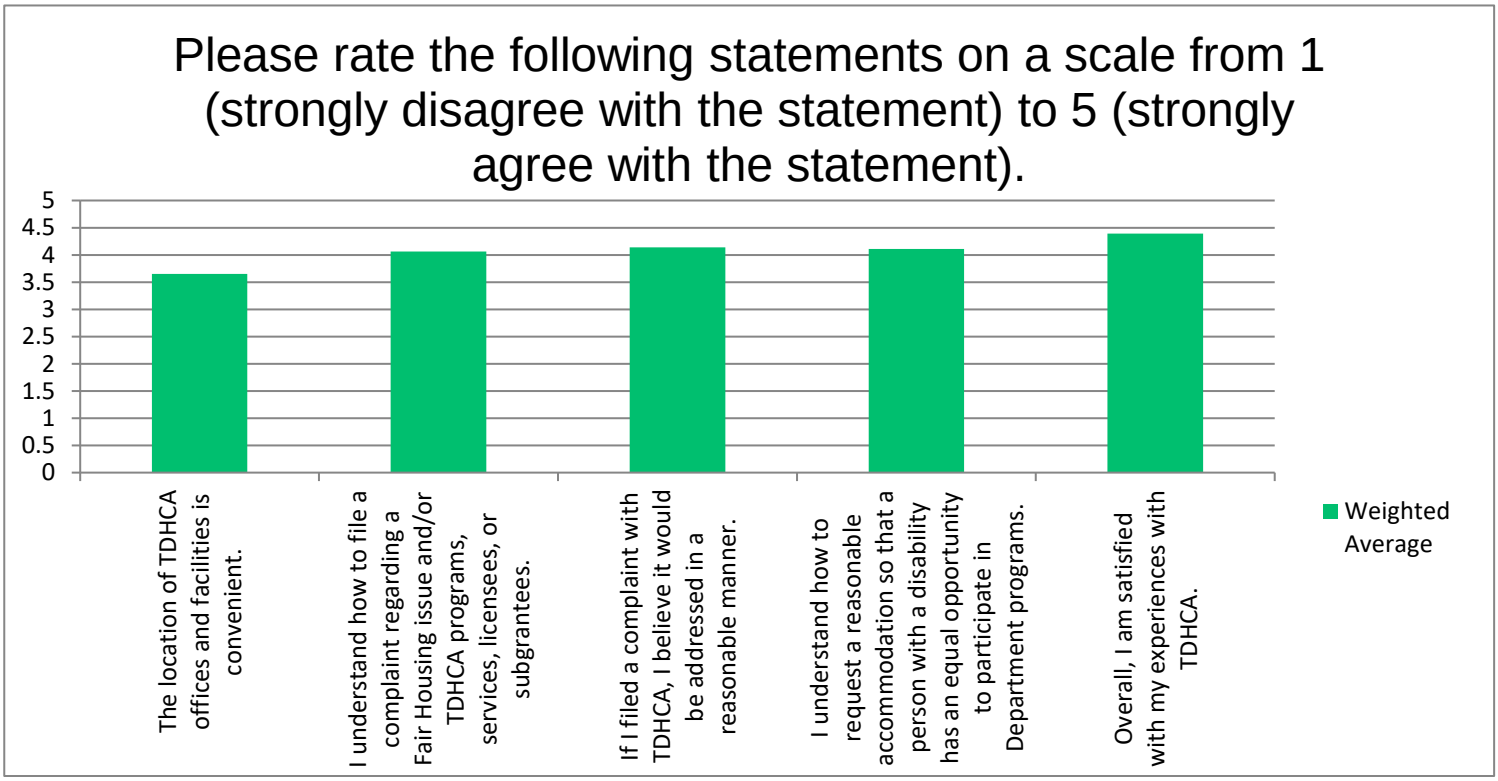
Fig. 4.3c Satisfaction with TDHCA Direct Customer Service



4.3d Satisfaction with TDHCA's Website and Informational Materials



4.3e Satisfaction with Miscellaneous Service Activities



Organizations generally reported a favorable view of TDHCA. No question received a weighted average below 3 (Neutral). On average, respondents reported that they were satisfied with their experiences with TDHCA (4.39). Amongst organizations, TDHCA scored higher than 4.0 for most questions about their direct customer service and informational materials. TDHCA scored the highest for being courteous (4.57), for having communication in different languages (4.4), and for having staff that demonstrates a willingness to assist (4.38).

Amongst organizations, TDHCA only received two weighted averages below a score of 4.0. Organizations rated the location and convenience of TDHCA offices and facilities a 3.65 on average. Meanwhile, organizations rated TDHCA's automated phone system a 3.98 on average. The rest of TDHCA's averages were above a 4.0, indicating general satisfaction with TDHCA services and programs.

4.4 Survey Comment Summary

A total of 201 comments were received at the end of the Customer Service Survey. However 119 of those comments were direct requests for assistance most likely due to the link for the survey being at the top of the Department's Help For Texans webpage. It is assumed many people answered the survey to leave requests for help due to challenges of COVID-19 pandemic. The following tables and analysis reflect the 82 remaining comments that provided input on TDHCA administration and programs.

Table 4.4a: Tone of Comments

Tone of Comments Made	Total Comments
Positive	47
Neutral	29
Negative	6
Total Comments	82

Of the comments made, 57.3% of the comments were positive, 7.3% were negative and 35.4% were neutral in tone.

The majority of positive comments related to TDHCA staff courtesy and willingness to help. Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. The most common negative comment topics were staff consistency in communicating with customers and programs and policies survey takers felt were no longer needed.

4.5 Survey Changes

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey.

The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2021 to 2025* was included in the survey, along with other elements which will be used internally. The additional comments included by 201 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2020, due to the challenges of the COVID-19 Pandemic, TDHCA had to make significant changes to the survey process, including not having physical copies handed out at either TDHCA's Manufactured Housing Division or Colonia Self-Help Centers. Due to social distancing requirements and closure of these locations to the public, as well as not being able to administer any surveys over the phone the survey was not conducted or distributed to as many possible respondents as in previous years. The main change TDHCA would make to the survey is to reach a more randomly-sampled population and a broader population, particularly with Manufactured Housing Division customers. Of the 939 respondents, only 2% had contact with

Manufactured Housing. In addition, there is not currently a clear option in the survey for tenants of TDHCA-monitored multifamily properties, persons assisting households in securing assistance (such as case workers or benefits coordinators), or individuals filing complaints with the Department regarding Housing or Community Affairs assistance.

Having a randomly-sampled population would allow TDHCA to determine confidence levels and intervals and a definite response rate. Unfortunately, because of the large TDHCA customer base, the number of written surveys or out-going calls which would be needed to provide a random sample is cost prohibitive. In 2022, TDHCA plans to continue electronic outreach via email, Web site, and social media and will strengthen outreach to the Manufactured Housing Division's Customer Service Center and Office of Colonia Initiatives Border Field Office and Self-Help Center locations with additional support for staff administering the surveys. Increasing outreach to TDHCA-funded and monitored multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

TDHCA will be acting upon the results found in the 2020 Survey. As the results are compiled, each division at TDHCA will receive a summary of comments about their programs to determine successes and challenges.

4.6 Customer Service Improvements

TDHCA has acted on the results of the previous 2018 Survey. Improvements listed by customer service category are included below.

Staff

The percentage of respondents that agreed that staff was courteous was 76% in 2020 and the percentage of respondents that agreed that staff was willing to assist was 75%. The Department continues to promote several customer-service related activities such as:

- Social Media: Establishment of the Department's presence on Twitter and Facebook in 2011, YouTube in September 2014, Flickr in October 2015, and the creation of a Manufactured Housing-specific YouTube Channel in April 2017, has expanded communication opportunities beyond the Department's historical communication routes to more broadly include current audiences as well as additional public members and potential stakeholders.

- Online Discussion Forums: The Department continues to use online discussion forums, which enhance opportunities for stakeholders to participate in Department activities, such as rules and plan development, and general input.

- Surveys: Beyond the biennial Customer Service Survey, many divisions within the Department actively survey their customer groups throughout the year.

Similarly to previous survey results, in the comment section of the 2020 survey some respondents specifically named TDHCA employees with which they had exceptionally good experiences. However, there were also comments that noted that staff enforced rules

inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

Timeliness

TDHCA uses phone, Web site, email, fax, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures, social media, online discussion forums and other mediums to communicate with customers. Following a large increase of the percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner from between 2010 and 2012 from 61.5% to 71.0%, the trend stabilized in 2014 and 2016 at 70.9% and 71.4% respectively and then increased in 2018 to 74.2%. In 2020 this rating went back to 69% keeping within the historical range.

Communications and Automated Phone System

For the statement "I am provided clear explanations about TDHCA services available to me," 60% agreed with the statement in 2020. Only individual customers saw and rated this statement.

In the past three survey cycles, the rate of respondents who agreed that the automated phone system helped them reach the correct person/division when they called remained stable at 57.4%, 57.3%, and 57.2% respectively. However, in 2018, the number of respondents who responded positively rose to 70.3%, but in 2020 the number returned back to 61%. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed; this year the statement had the fewest positive ratings. Following the 2014 Customer Service Survey, TDHCA updated its phone answering system with a new message about its many program divisions. In October 2017, TDHCA updated to a new phone system interface. This system improved call routing, decreased the number of dropped calls, and facilitated better record keeping, which resulted in improved customer care. In addition, TDHCA has made efforts to provide information to the public outside of the phone system. TDHCA uses its public Web site, LISTSERV emails, Facebook page, Twitter account, and online discussion forums to give customers the opportunity to communicate with the Department without having to navigate the automated phone system.

In the 2020, survey, "Communication is available in the appropriate language (for clients or applicants to TDHCA-funded programs)" was the top statements with the highest levels of agreement. In 2018 and 2020, this statement was written slightly differently for individual and organization respondents. Individuals rated this statement positively more than any other statement while it was rated positively second most for organizations. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote customer education, the Manufactured Housing Division regularly provides training to the manufactured housing industry and to special interest groups such as the taxing entities, appraisal districts, titling companies, and private trade associations. This training is available in person and also through webinars. In addition to their commitment to assist as many customers as possible, the Manufactured Housing Division ensures that

their Spanish speaking customers received the same efficiency by maintaining an adequate number of staff to assist this customer base, both in person and on the phone.

Web site

For the first statement about the Web site, "The TDHCA public Web site contains the information I expect," 68.9% responded positively in 2016. In 2018, 82.9% of respondents rated this statement positively, and in 2020 this again dropped to 68%. For the majority of TDHCA's customers and members of the general public, the Department's Web site is the first resource used to learn about and interact with TDHCA. Manufactured housing license holders are now able to enroll in the Licensing Education Class, renew their licenses, and report and pay for installations performed, as opposed to mailing them in, enabling the Manufactured Housing Division to expeditiously inspect 90—95% of the installations reported. The ability for a retailer to enter and pay for new home ownership applications online has just been introduced as well as a series of education videos for the consumer, industry and taxing entities in conjunction with the MHD's commitment to promoting efficiency and self-compliance through education.

In 2020 68% of respondents agreed that the Web site contained accurate information. TDHCA continuously reviews and updates its Web site to include real-time information, such as the HOME reservation summary, which provides access to the status of the HOME reservation contracts, and the closing status database which provides a tracking system to view the status of pending loan closings. In conjunction with the launching of a web-based computer system, the Manufactured Housing Division made Web site enhancements enabling users to view all ownership liens and tax lien information in real time and now users may print their Statement of Ownership using the internet at no charge. The Division of Policy and Public Affairs also oversees a Public Comment Center web page to assist with public participation in the Department's public comment process on draft documents, such as plans, policies, reports, rules, etc.

Systems requiring log-in

In 2014, statements referring to the web applications that require sub-grantees to log in were added to the survey to receive additional feedback on internal systems.

The statement "TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use" received a 82.3% agreement rate in 2018 and an 83% agreement rate in 2020. Similarly, the statement "TDHCA log-in systems provide an effective way to exchange program information with TDHCA" received a 83.2% agreement rate in 2018 and an 80% agreement rate in 2020.

Documents

TDHCA produces various forms of written information including Web site text, printed and bound documents required by state and federal mandates, legal forms and documents for program compliance, requests for applications, notices of funding availability, titling and licensing documents for manufactured housing, and a variety of other documents. In 2020 65% agreed that documents were accurate and 66% agreed that documents were clear.

Facility

TDHCA occupies two office buildings in addition to managing three Border Field Offices, which assist with various Department programs and initiatives especially to entities that serve border and colonia residents. The satisfaction with the location had a slight decrease from 2018 to 2020 from 54.2% to 52%.

For those respondents for whom the office is not convenient, TDHCA attempts to reduce the need for customers for Housing and Community Affairs Programs to come to TDHCA headquarters. Most required documents may be mailed or emailed. Trainings and outreach conducted by TDHCA are regularly scheduled at sites other than the TDHCA offices or via webinar, partly in order to reach a larger number of people and partly because of the lack of meeting space and accessible parking at TDHCA headquarters offices. Regarding persons with disabilities, TDHCA regularly schedules meetings at off-site locations in order to offer convenient parking and accessibility to all attendees.

The Manufactured Housing Division facility was specifically designed to accommodate the consumer with a customer service lobby and a self-contained call center. Additionally, the facility's design is conducive to a processing environment with accommodations to train staff, hold small mediation and dispute resolution meetings between the industry and consumer. The facility also has sufficient space for the Manufactured Housing Division to house scanning equipment to sustain a paperless environment.

Complaint-Handling Process

61% respondents agreed that they understood how to file a complaint. Approximately 65% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2020.

The link with information on how to file a complaint is presented prominently on TDHCA's homepage. All complaints that come to the Department are received in writing (either through the online form, by email, by mail or by fax) and are logged and tracked by Department staff to ensure proper resolution and follow-up. Individuals with a disability who would like to request a reasonable accommodation to submit complaints over the phone or those who require interpretation or translation services may call (512) 475-3800 or (800) 525-0657 (toll free) to submit a complaint. To facilitate a response for the complaints, notification is sent to the complainant from TDHCA to indicate that the complaint has been received and will be processed within the required timeframe.

Based on voluntary compliance with the industry, the Manufactured Housing Division has up to 180 days to resolve complaints but completes the process in an average of 72 days which includes complaint investigation, inspection, repair, and final inspections.

5.0 CUSTOMER SERVICE PERFORMANCE MEASURES

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the Report on Customer Service.

5.1 Performance Measures

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2017 performance and state fiscal year 2018 target is included.

GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and assistance.

Strategy 2.1

Provide information and technical assistance to the public through the Housing Resource Center.

Table 5.1a: Strategy 2.1

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of information and technical assistance requests completed	7,100	7,720	108.73%	7,100

Explanation of Variance: The Department received more requests for assistance than targeted, resulting in more assistance requests completed.

Strategy 2.2

To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Table 5.1b: Strategy 2.2

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,714	124.20%	1,380

Explanation of Variance: None needed.

GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Strategy 5.1

Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Table 5.1c: Strategy 5.1

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of manufactured housing statements of ownership and location issued	61,000	54,334	89.07%	61,000

Explanation of Variance: This measure is under the targeted amount due to the number of applications received incomplete, which is currently about 31%; these will be resubmitted for issuance.

Strategy 5.2
Conduct inspection of manufactured homes in a timely manner.

Table 5.1d: Strategy 5.2

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of installation reports received	15,000	18,203	121.35%	15,000

Explanation of Variance: The Department received and processed a larger number of installation reports than the targeted projection. This may be attributable to an increase in file reviews undertaken by MHD as well as increased awareness within the industry of enhanced enforcement procedures which can result from the failure to file an installation report.

Strategy 5.3
To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 5.1e: Number of Complaints Resolved

Strategy Measure #1	2019 Target	2019 Actual	% of Goal	2020 Target
Number of complaints resolved	500	752	150.40%	500

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints that resulted in more complaints being closed. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting approximately 150 complaints to the Enforcement Unit for deviations/violations found during these reviews.

Table 5.1f: Average Time for Complaint Resolution

Strategy Measure #2	2019 Target	2019 Actual	% of Goal	2020 Target
Average time for complaint resolution	180	58.80	32.67%	180

Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.

Table 5.1g: Number of Jurisdictional Complaints Received

Strategy Measure #3	2019 Target	2019 Actual	% of Goal	2020 Target
Number of jurisdictional complaints received	450	746	165.78%	450

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints, not consumer complaints. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting a large number of complaints to the Enforcement Unit for deviations/violations found during these reviews.

5.2 STANDARD MEASURES

The following measures concern the Report on Customer Service.

Outcome Measures

1. Percent of surveyed customer respondents expressing overall satisfaction with services received

2018 Actual	2020 Actual
81.1%	67%

Explanation: out of the survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

2. Percent of surveyed customer respondents identifying ways to improve service delivery

2018 Actual	2020 Actual
36.7%	13.8%

Explanation: Number of survey respondents (209) who wrote in additional comments for the Survey. Of the 209 comments submitted, 13.8% (29 comments) gave specific recommendations for improving TDHCA service. Those 29 comments represent 3% of the total Survey respondents.

Output Measures

1. Number of customers surveyed

2018 Actual	2020 Actual
471	939

Explanation: Total number of individuals who started the survey. An increased number of individuals started the survey but did not fully finish the survey, many were looking for assistance resources due to COVID-19

2. Number of customers served

2018 Actual	2019 Actual
731,840	937,498

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities awarded funds from TDHCA. These figures are derived from the SLIHP, performance measures, and internal data. They may include double counting.

Table 5.2a: Subrecipients and Licensees*

Subrecipients and Licensees	SFY 2018	SFY 2019
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	46	46
Emergency Solutions Grant Program Subrecipients	63	50
Homebuyer Assistance Program Participating Lenders	187	218
Homeless Housing and Services Program Organizations	8	9
State Housing Trust Fund Administrators – Amy Young Barrier Removal Program and/or Contract for Deed Program	22	22
State Housing Trust Fund Administrators – Bootstrap Program	25	27
Single Family HOME Administrators	53	51
Housing Tax Credit Awards	117	119
Manufactured Housing Licenses issued	2,193	2,106
Total	2,714	2,106

*Please note that in Table 5.2a one Organization equals one subrecipient, licensee, administrator, award, or lender. However, more than one person per Organization was allowed to take the Customer Service Survey.

Table 5.2b: Targeted Beneficiaries

Targeted Beneficiaries	SFY 2018	SFY 2019
Single Family Homeownership	8,018	9,599
HOME Investment Partnerships Program	868	889
Housing Trust Fund	133	249
9% Housing Tax Credits	4,986	4,741
4% Housing Tax Credits	5,656	4,768
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	894	845
Section 811 Project Rental Assistance Program	91	291
Emergency Solutions Grant Program	35,687	64,877
Community Services Block Grant	385,869	561,906
Comprehensive Energy Assistance Program	151,141	159,152
Weatherization Assistance Program	2,667	3,516
Homeless Housing and Services Program	13,199	6,473
Unique complaints received by TDHCA**	408	471
Public Assistance Requests Handled	7,181	7,388
Colonia SHC Beneficiaries	35,645	35,880
Manufactured Housing Statements of Ownership issued	55,078	54,334
Manufactured Housing Inspections Conducted	20,923	19,268
Manufactured Housing Complaints Received	678	746
TOTAL	729,123	935,392

*Targeted beneficiaries of the MF Bond Program also received assistance through the 9% and 4% HTC Programs. In order to avoid double counting as much as possible, targeted beneficiaries served through MF Bond only appear in the 9% or 4% tax credit row.
**'Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints regarding opposition to development, as those are handled through a process separate from the Complaint process.

Table 5.2c: Total Customers Served

Customers Type	SFY 2018	SFY 2019
Total Subrecipients and Licensees	2,221	2,139
Total Targeted Beneficiaries	729,123	935,392
GRAND TOTAL		

Efficiency Measure
Cost per customer surveyed

2018 Actual	2020 Actual
$4.34	$2.17

Explanation: The cost of the Department's subscription to Survey Monkey online survey program was $384.00 for one year. On average, the Department conducts 10 surveys per year, including the biennial Customer Service Survey, which is approximately $38.40 per survey.

The Customer Service Report took approximately 100 hours of staff time to develop, administer and analyze. At an average of $20 per hour, this is approximately $2,000. The total cost of the survey was $2,038.40. Per customers that took the survey (939), this total is $2.17 cents per survey. This information is also skewed due to the number of individuals who started the survey but did not complete under the assumption the individuals were instead looking for assistance resources due to challenges of the COVID-19 pandemic.

Explanatory Measures
Number of customers identified

Table 5.2d: Customers Identified

Targeted Beneficiaries	2018	2019
Households with incomes at or below 80% AMFI	3,903,389	3,963,789
Number of Manufactured Housing Units	892,350	935,931
TOTAL	4,795,739	4,899,720

Explanation: TDHCA primarily serves households with incomes at or below 80% AMFI. All of this population could be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas could potentially need the services of the TDHCA Manufactured Housing Division. These figures are pulled from the 2019 and 2020 SLIHPs, though the data are from the 2012-2016 5 Year ACS/2011-2015 CHAS & 2013-2017 5 Year ACS/2012-2016 CHAS respectively and information from the Manufactured Housing

Division website. They may include double counting. A manufactured or mobile home is defined by HUD and the Census Bureau as a moveable dwelling, 8 feet or more wide and 40 feet or more long, designed to be towed on its own chassis, with transportation gear integral to the unit when it leaves the factory, and without need of a permanent foundation.

Number of customer groups inventoried

2018 Actual	2020 Actual
2	2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees).

APPENDIX A

The following tables show the questions and programming included in the online survey.

Survey Language – English Flow
1. Please select the language you would like to take the survey in: A. English (Inglés) B. Spanish (Español) C. Other (Otro) **[If A, English version of survey, proceed to "Customer Type" page; if B, Spanish version of survey; if C, proceed to "Other Languages (Otros Idiomas)" page]**
Other Languages (Otros Idiomas)
For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services. Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios. **[If this flow is selected, survey ends here]**
Customer Type
2. What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information and/or assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, statements of ownership and location, titles, licensures,inspections , etc) B. I am a direct applicant, awardee, contract administrator, subrecipient, licensee, or business working with TDHCA (e.g. HOME awardee, Housing Tax Credit developer, Emergency Solutions Grant subrecipient, Comprehensive Energy Assistance Program subrecipient, etc.) **[If A, left column below; if B, right column below]**

Customer Location - Individual	Customer Location – Organization/Business
3. Where do you live in Texas? Please select a county from the dropdown menu below. *[DROPDOWN OF TX COUNTIES]*	*[MAP OF TDHCA STATE SERVICE REGIONS]* 3. What areas does your organization serve or where is your business headquartered? Check all that apply. An ADA-Accessible Texas County map with TDHCA Service Regions is available here: https://www.tdhca.state.tx.us/htf/single-family/docs/SvcRegionMap.pdf. A. Region 1, High Plains (Amarillo, Lubbock) B. Region 2, Northwest Texas Abilene, Wichita Falls)

<table>
<tr><td colspan="2"></td><td colspan="2">C. Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)
D. Region 4, Upper East Texas (Longview, Texarkana, Tyler)
E. Region 5, Southeast Texas (Beaumont, Port Arthur)
F. Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land)
G. Region 7, Capital (Austin, Round Rock)
H. Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco)
I. Region 9, Alamo (San Antonio, New Braunfels)
J. Region 10, Coastal Bend (Corpus Christi, Victoria)
K. Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)
L. Region 12, West Texas, (Midland, Odessa, San Angelo)
M. Region 13, Upper Rio Grande (El Paso)
N. All of Texas</td></tr>
<tr><td colspan="2">4. My primary interest in TDHCA is: (Select One)
A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.)
B. Manufactured Housing (titles, licensure, inspections, etc.)
[If A, left column below; if B, right column below]</td><td colspan="2">4. My interest in TDHCA is: (Select One)
A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, apartment development/rental, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.)
B. Manufactured Housing (titles, licensure, inspections, etc.)
[If A, left column below; if B, right column below]</td></tr>
<tr><td>Type of Assistance – TDHCA Individual</td><td>Type of Assistance - Manufactured Housing Individual</td><td>Type of Assistance – TDHCA Organization/Business</td><td>Type of Assistance – Manufactured Housing Organization/Business</td></tr>
<tr><td>5. What type of assistance did you receive or request? Check all that apply.
A. Homebuyer Assistance
B. Rental Assistance
C. Home Repair Assistance
D. Homeless Prevention Assistance or Services
E. Weatherization
F. Utility Payments
G. Community Services (e.g. …)</td><td>5. Please mark what contact you have had with the Manufactured Housing Division. Check all that apply.
A. Statement of Ownership
B. Record and Release Tax or Mortgage Liens
C. Consumer Complaint
D. Installation Inspections
E. Other (please specify in the box below)</td><td>5. Please indicate the programs with which you work. Check all that apply.
A. HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed)
B. Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed)</td><td>5. Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance of a license for one or more of the following? Check all that apply.
A. Manufactured Housing Manufacturer</td></tr>
</table>

H. Other (please specify in the box below) **[Proceed to "Quality of Service – Individual" page]**	**[Proceed to "Quality of Service – Individual" page]**	C. Housing Tax Credit Program, Multifamily Bond Program, or Multifamily Direct Loan Program D. Section 811Program E. Section 8 Housing Choice Voucher Program F. Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field Offices G. Neighborhood Stabilization Program H. First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program I. Emergency Solutions Grants Program or Homeless Housing and Services Program J. Community Services Block Grant Program K. Comprehensive Energy Assistance Program or Weatherization Assistance Program L. Other (please specify in the box below) **[Proceed to "Quality of Service – Organization/Business" page]**	B. Manufactured Housing Retailer C. Manufactured Housing Installer D. Manufactured Housing Broker E. Manufactured Housing Salesperson F. Other (please specify in the box below) **[Proceed to "Quality of Service – Organization/Business" page]**

Quality of Service – Individual	**Quality of Service – Organization/Business**
Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).
6. TDHCA staff members are courteous.	6. TDHCA staff members are courteous.
7. TDHCA staff members demonstrate a willingness to assist.	7. TDHCA staff members demonstrate a willingness to assist.
8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
9. I am provided clear explanations about TDHCA services available to me.	

10. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	9. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
11. Communication is available in the appropriate language.	10. Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
12. The TDHCA public website contains the information I expect.	11. The TDHCA public website contains the information I expect.
13. The TDHCA public website is easy to use.	12. The TDHCA public website is easy to use.
14. The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).	13. The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).
15. The TDHCA public website contains accurate information on programs, services, and events.	14. The TDHCA public website contains accurate information on programs, services, and events.
	15. TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.
	16. TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
16. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	17. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
17. TDHCA written materials provide accurate information.	18. TDHCA written materials provide accurate information.
18. The location of TDHCA offices and facilities is convenient.	19. The location of TDHCA offices and facilities is convenient.
19. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	20. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
20. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	21. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
21. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	22. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
22. Overall, I am satisfied with my experiences with TDHCA.	23. Overall, I am satisfied with my experiences with TDHCA.
[Proceed to "Survey Type" page]	**[Proceed to "Survey Type" page]**
Survey Type	
23. *[INDIVIDUAL FLOW]* or 24. *[ORGANIZATION/BUSINESS FLOW]* Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select one.	

A. Social Media (Facebook, Twitter)
B. An email from TDHCA
C. The TDHCA public website
D. A telephone conversation with TDHCA staff
E. At a customer service center or other TDHCA office
F. Other (please specify in the box below)

[**Proceed to "Additional Comments" page]**

Additional Comments

24. *[INDIVIDUAL FLOW]* or 25. [*ORGANIZATION/BUSINESS FLOW]* Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!

[Proceed to "Thank you! (¡Gracias!)" page]

Thank you! (¡Gracias!)

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey.

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Survey Language – Spanish Flow

1. Please select the language you would like to take the survey in:
   A. English (Inglés)
   B. Spanish (Español)
   C. Other (Otro)

[If A, English version of survey; if B, Spanish version of survey, proceed to "Tipo de Cliente" page; if C, proceed to "Other Languages (Otros Idiomas)" page]

Other Languages (Otros Idiomas)

For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services.

Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios.

[If this flow is selected, survey ends here]

Tipo de Cliente	
2. ¿Qué tipo de contacto tiene con el TDHCA? (Seleccione una opción.) A. Soy una persona que busca información o asistencia del TDHCA o que busca/recibe ayuda a través de una organización local financiada por el TDHCA. (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.) B. Soy un solicitante directo, adjudicatario, administrador de contrato, beneficiario indirecto, licenciatario o empresa que trabaja con el TDHCA.(Por ejemplo, adjudicatario de HOME, desarrollador de crédito fiscal para viviendas, beneficiario indirecto de subsidio para soluciones de emergencia, beneficiario indirecto del programa integral de asistencia de energía, etc.) **[If A, left column below; if B, right column below]**	
Ubicación del Cliente - Individuo	**Ubicación del Cliente - Organización/Negocio**
3. ¿Dónde vive en Texas? Seleccione un condado en el menú desplegable. *[DROPDOWN OF TX COUNTIES]*	*[MAP OF TDHCA STATE SERVICE REGIONS]* 3. ¿En qué área atiende su organización o dónde tiene su sede central? Marque todo lo que corresponda. Un mapa del condado de Texas accesible a ADA con las regiones de servicio del TDHCA está disponible aquí: https://www.tdhca.state.tx.us/htf/single-family/docs/SvcRegionMap.pdf. A. Región 1, Altas Llanuras (Amarillo, Lubbock) B. Región 2, Noroeste de Texas Abilene, Wichita Falls) C. Región 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison) D. Región 4, Noreste de Texas Texas (Longview, Texarkana, Tyler) E. Región 5, Sureste de Texas (Beaumont, Port Arthur) F. Región 6, Costa del Golfo (Houston, The Woodlands, Sugar Land) G. Región 7, Capital (Austin, Round Rock) H. Región 8, Centro de Texas (College Station, Bryan, Killeen, Temple, Waco) I. Región 9, Álamo (San Antonio, New Braunfels) J. Región 10, Curva Costera (Corpus Christi, Victoria) K. Región 11, Frontera Sur de Texas (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission) L. Región 12, Oeste de Texas, (Midland, Odessa, San Angelo) M. Región 13, Alto Río Grande (El Paso) N. Todo Texas
4. Mi principal interés en TDHCA es (seleccione una opción): A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la	4. Mi principal interés en TDHCA es (seleccione una opción): A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia

renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.) B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.) **[If A, left column below; if B, right column below]**		para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.) B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.) **[If A, left column below; if B, right column below]**	
Tipo de Asistencia – TDHCA Individuo	**Tipo de Asistencia - Viviendas Prefabricadas Individuo**	**Tipo de Asistencia – TDHCA Organización/Negocio**	**Tipo de Asistencia - Viviendas Prefabricadas Organización/Negocio**
5. ¿Qué tipo de asistencia recibió o solicitó? Marque todo lo que corresponde. A. Asistencia para compradores de vivienda B. Ayuda para pagar la renta C. Ayuda para la reparación de viviendas D. Prevención y servicios para personas sin hogar E. Climatización F. Pagos de servicios públicos G. Servicios Comunitarios (por, ejemplo…) H. Otro (por favor especifíquelo en el cuadro a continuación): **[Proceed to "Quality of Service – Individual" page]**	5. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque todo lo que corresponda. A. Declaración de Propiedad B. Registrar y liberar gravámenes fiscales o hipotecarios C. Inspecciones de instalación D. Queja de consumidor E. Otro (por favor especifíquelo en el cuadro a continuación): **[Proceed to "Quality of Service – Individual" page]**	5. Indique los programas con los que trabaja. Marque todo lo que corresponda. A. Programa de Sociedades de Inversión HOME (por ejemplo, restauración de viviendas, ayuda compradores de vivienda, ayuda para inquilinos, contrato de escritura) B. Programa de Fondos Fiduciarios para la Vivienda (por ejemplo, Programa de Eliminación de Barreras Y Restauración Amy Young, contrato de escritura) C. Programa de Crédito Fiscal para la Vivienda, Programa de Bonos Multifamiliares o Programa de Préstamos Directos Multifamiliares D. Programa de la Sección 811 E. Programa de Vales para la Elección de Vivienda de la Sección 8 F. Programa de Centros de Autoayuda de Colonia, Programa Bootstrap de Texas u oficinas locales de la frontera G. Programa de Estabilización de Vecindarios H. Programa para Compradores de Primera Vivienda, Programa de Certificado de Créditos Hipotecarios o	5. Indique su relación con la División de Viviendas Prefabricadas. ¿Recibió capacitación y/o una asignación de una licencia para una o más de las siguientes opciones? Marque todo lo que corresponda. A. Fabricante de Viviendas Prefabricadas B. Minorista de Viviendas Prefabricadas C. Instalador de Viviendas Prefabricadas D. Agente de Viviendas Prefabricadas E. Vendedor de Viviendas Prefabricadas F. Otro (por favor especifíquelo en el cuadro a continuación): **[Proceed to "Quality of Service – Organization/Business" page]**

		Programa de Educación para Compradores de Vivienda del Estado de Texas I. Programa de Subsidios para Soluciones de Emergencia o Programa de Vivienda y Servicios para Personas sin Hogar J. Programa de Subsidios Globales de Servicios Comunitarios K. Programa Integral de Asistencia de Energía o Programa de Ayuda para la Climatización L. Otro (por favor especifíquelo en el cuadro a continuación): **[Proceed to "Quality of Service – Organization/Business" page]**	
Calidad del Servicio - Individuo		**Quality of Service – Organization/Business**	
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).		Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).	
6. Los miembros del personal del TDHCA son amables.		6. Los miembros del personal del TDHCA son amables.	
7. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.		7. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.	
8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.		8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.	
9. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.			
10. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.		9. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.	
11. La comunicación está disponible en el idioma apropiado.		10. La comunicación está disponible en el idioma apropiado para clientes o solicitantes de programas financiados por el TDHCA.	
12. El sitio web público del TDHCA contiene la información que espero encontrar.		11. El sitio web público del TDHCA contiene la información que espero encontrar.	

13. El sitio web público del TDHCA es fácil de usar.	12. El sitio web público del TDHCA es fácil de usar.
14. El sitio web público del TDHCA es accesible para ADA (por ejemplo, el sitio se puede navegar por voz, lectores de pantalla u otras tecnologías de asistencia).	13. El sitio web público del TDHCA es accesible para ADA (por ejemplo, el sitio se puede navegar por voz, lectores de pantalla u otras tecnologías de asistencia).
15. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.	14. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.
	15. Los sistemas del TDHCA que requieren que inicie sesión, como el contrato de la agencia y los sistemas de cumplimiento, son fáciles de usar.
	16. Los sistemas del TDHCA que requieren que inicie sesión proporcionan una manera efectiva de intercambiar información de programas con el TDHCA.
16. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.	17. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.
17. Los materiales escritos del TDHCA brindan información precisa.	18. Los materiales escritos del TDHCA brindan información precisa.
18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.	18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.
19. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.	20. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.
20. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.	21. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.
21. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.	22. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.
22. En general, estoy satisfecho/a con mis experiencias con el TDHCA.	23. En general, estoy satisfecho/a con mis experiencias con el TDHCA.
[Proceed to "Survey Type" page]	**[Proceed to "Survey Type" page]**
Tipo de Encuesta	
23. *[INDIVIDUAL FLOW]* or 24. *[ORGANIZATION/BUSINESS FLOW]* ¿Cómo se enteró de la Encuesta de Servicio al Cliente del TDHCA? Seleccione una opción. A. Redes sociales (Facebook, Twitter) B. Un correo electrónico del TDHCA C. El sitio web público del TDHCA	

D. Una conversación telefónica con personal del TDHCA
E. En un centro de servicio al cliente u otra oficina del TDHCA
F. Otro (por favor especifíquelo en el cuadro a continuación):

[**Proceed to "Additional Comments" page]**

Comentarios Adicionales

24. *[INDIVIDUAL FLOW]* or 25. *[ORGANIZATION/BUSINESS FLOW]* Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!

[Proceed to "Thank you! (¡Gracias!)" page]

Thank you! (¡Gracias!)

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey.

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.