

STRATEGIC PLAN



Fiscal Years 2023 to 2027

by

The Texas Department of Housing and Community Affairs

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June 1, 2022

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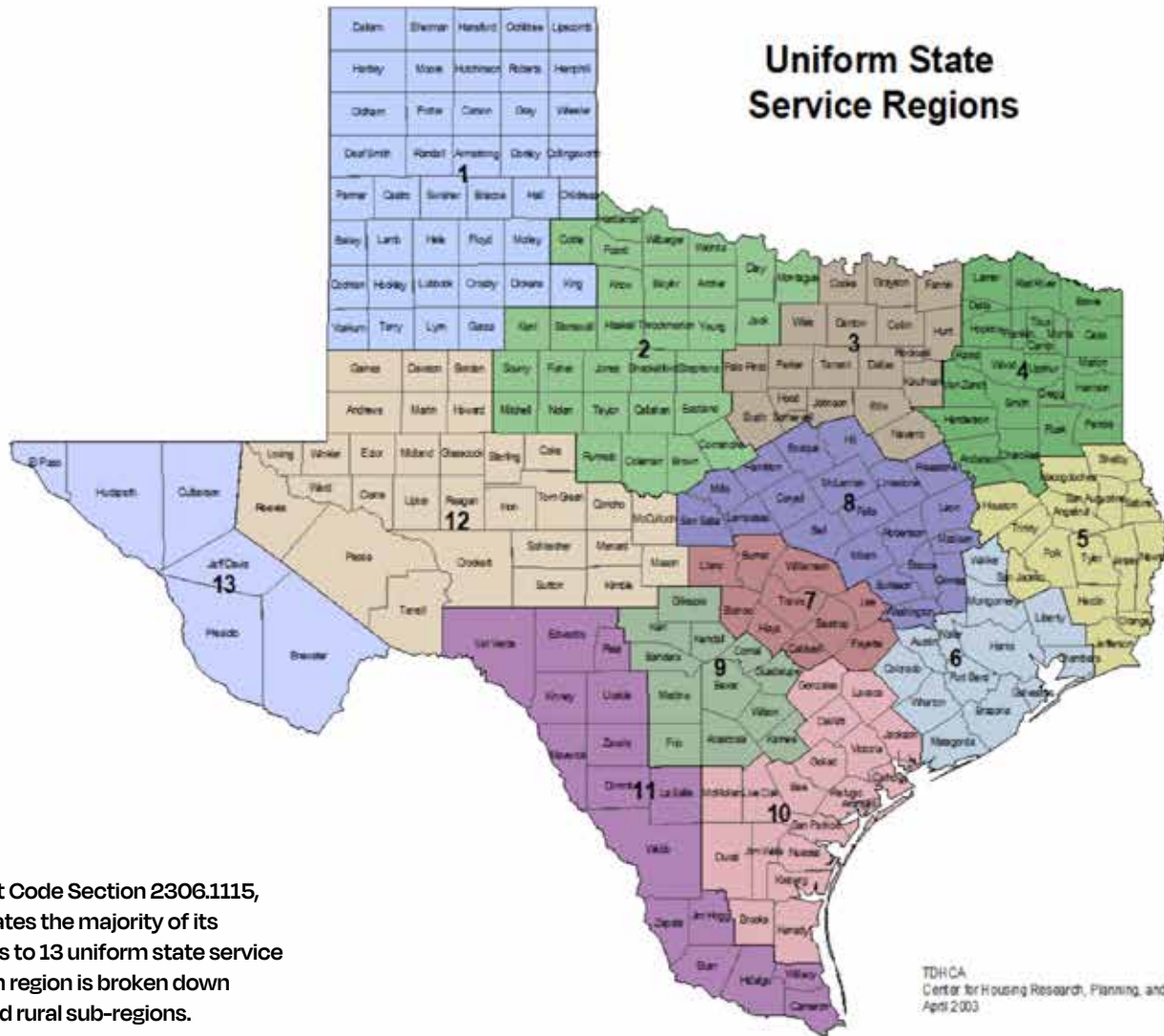
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Per Tex. Gov't Code Section 2306.1115, TDHCA allocates the majority of its housing funds to 13 uniform state service regions. Each region is broken down into urban and rural sub-regions.

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Agency Mission



TDHCA Mission:

"The mission of the Texas Department of Housing and Community Affairs is to administer its assigned programs efficiently, transparently, and lawfully and to invest its resources strategically and develop high quality affordable housing which allows Texas communities to thrive."

The Texas Department of Housing and Community Affairs is the state agency responsible for affordable housing, community and energy assistance programs, colonia activities, and regulation of the state's manufactured housing industry. Outside of the significant and momentary federal funds for pandemic response, the Department administers approximately \$2 billion through for profit, nonprofit, and local government partnerships to deliver local housing and community-based opportunities and assistance to Texans in need.

The following highlighted programs reflect the many efforts made by the Department to positively impact the lives of Texans.

Texas Homeowner Assistance Fund (TXHAF)

Launched in March 2022, the TXHAF program is designed to provide financial assistance to qualified Texas homeowners who have fallen behind on their mortgage or related payments due to the COVID-19 pandemic. THDCA has obligated \$842,214,006 of funds received through the American Rescue Plan Act of 2021 to be used for the statewide program. Two pilot programs were created leading up to the launch of the statewide program. As of 5/17/2022, the pilots have assisted 3,879 households and have provided \$3,465,997 in assistance.

Texas Rent Relief (TRR)

Texas' only statewide rent and utility assistance program, the Texas Rent Relief Program began accepting applications on February 15, 2021. The program was designed to assist Texans in need of rental and/or utility assistance brought on by financial hardships related to the COVID-19 pandemic. Through funds made available under the Consolidated Appropriations Act of 2021 and the American Rescue Plan Act of 2021, TRR has provided assistance to over 310,000 households and disbursed \$2.0 billion worth of assistance to Texas residents. The program closed the online application portal on November 5, 2021, due to assistance requests within the existing application pool exceeding the level of funding remaining for the program. TDHCA has submitted a request to the U.S. Department of the Treasury for an additional allocation of rental assistance funding due to the continued need of Texans. However, the state has yet to receive a new allocation.

Competitive and Non-competitive Housing Tax Credit Programs (HTC)

The HTC Programs provide a source of funds for the new construction of affordable multifamily rental properties or rehabilitation of existing properties who are willing to maintain affordable rents for an extended period of time. TDHCA administers two types of HTC programs: the Competitive (9%) HTC and Non-competitive 4% HTC.

4% Housing Tax Credits

The 4% HTC program is a statewide non-competitive program used by developers as a financial tool alongside Private Activity Bonds, and in accordance with TDCHA program requirements. Assuming all approved and active applications close under their current bond reservation, developments during Calendar Year (CY) 2021 would leverage \$161 million in annual 4% HTCs for the construction or rehabilitation of an anticipated 15,524 affordable housing units.

9% Housing Tax Credits

The 9% HTC program awards tax credits to eligible participants, based on a competitive process, to offset a portion of their federal tax liability in exchange for the production or preservation of affordable multifamily rental housing. Awards are based on a Regional Allocation Formula with applications scored and ranked within their region according to guidelines outlined in the Qualified Allocation Plan (QAP). TDHCA awarded \$86 million in annual tax credits during CY 21 resulting in the construction of 5,256 new affordable housing units.

Texas Bootstrap Loan Program (Owner-Builder Loan Program)

The Texas Bootstrap Loan Program, administered by TDHCA, assists very low-income families in the purchase or refinance of real property to build new residential housing or to improve existing residential housing. The maximum Texas Bootstrap Loan is \$45,000 per household with 0% interest for a term of up to 30 years. All participants in the program are required to work with a state-certified Nonprofit Owner-Builder Housing Provider or a Colonia Self-Help Center. During Fiscal Year (FY) 2021, the Bootstrap Loan Program assisted 48 households.

Homeless Housing Services Program (HHSP)

Administered in municipalities with a population of 285,500 or more, the state-funded HHSP provides funding to support services directed to assist homeless individuals and families. Allocated funds may be used for transitional living activities for youths, construction/rehabilitation/conversion of buildings for housing, homelessness prevention services, and the operation of emergency shelters. For FY 22, TDHCA has allocated \$1.5 million specifically for efforts to provide services to unaccompanied homeless youth and homeless young adults under the age of 25. An additional \$4.7 million has been allocated to nine cities to support homeless services more broadly.

Community Affairs

The Community Affairs Division awards federal funds to local agencies providing assistance to Texans in need. All programs funded through the awards are administered by local agencies (subrecipients) in accordance with the guidelines established by TDHCA. There are currently four programs funded under the Community Affairs Division: Comprehensive Energy Assistance Program (CEAP), Low-Income Household Water Assistance Programs (LIWAP), Community Services Block Grant (CSBG), and the Weatherization Assistance Program (WAP).

CEAP leverages the assistance made available by the Low-Income Home Energy Assistance Program (LIHEAP) to address a household's immediate energy needs, and to educate consumers on controlling their energy costs. LIHEAP funds allow for heating and cooling assistance, crisis assistance, and home weatherization. Through the collective efforts of CEAP subrecipients, more than 189,700 individual households were able to receive needed assistance during FY 21.

LIWAP provides aid to eligible Texans through the immediate restoration of water and wastewater services, payment of arrearages to avoid a disconnection of services, and by the full or partial payment of currently due water/wastewater bills.

CSBG funds are distributed noncompetitively to eligible entities, designated by the Governor, to provide a range of direct services designed to eliminate poverty and foster self-sufficiency across all 254 counties in Texas. During FY 21 the program assisted 441,692 Texans.

WAP utilizes federal funds to assist low-income customers with controlling their energy costs through the installation of weatherization materials and education. TDCHA subrecipients collectively serve all 254 counties providing aid directly to Texans. In FY 21, more than 3,100 Texans received assistance to weatherize their home through the program.

Colonia Initiatives

Self-Help Centers are established in the following Texas counties: El Paso, Val Verde, Maverick, Webb, Starr, Hidalgo, and Cameron. TDHCA worked with local officials in Nueces County during FY22 to establish a new Center and anticipates it being open in FY23. The Centers provide on-site assistance to colonia residents through services such as improving existing infrastructure, housing rehabilitation or financing, credit and debt counseling, and construction skills training. Despite the pandemic, Self-Help Centers provided direct assistance to 491 residents during FY 21 and have assisted 409 residents thus far in FY 22.

Housing Stability Services (HSS) Program

HSS provides funds to cities, counties, councils of governments, public housing authorities, private nonprofit organizations, and other eligible organizations in order to assist income eligible households, who have been impacted directly or indirectly by the pandemic, in maintaining or obtaining stable housing. Funds disbursed by the program were made available by the U.S. Treasury following the passage of the Consolidated Appropriations Act, 2021, and the American Rescue Plan Act of 2021. Approximately \$163,552,903 has been allocated to the HSS program, serving 20,600 households through 29 TDHCA subrecipients as of April 15, 2022. HSS subrecipients include the Texas Access to Justice Foundation (TAJF), the leading funder of legal aid in the state of Texas, to provide eviction prevention and diversion services to households affected by the pandemic. To date, TAJF has provided 7,907 households with HSS related legal services, served 8,906 households through legal clinics, and assisted 1,334 households with accessing rental assistance through Texas Rent Relief and other rental assistance programs. Over the course of 2022, the HSS program will expand to 57 Subrecipients to further expand access to housing stability services for eligible households across the state.

TDHCA certifies the agency is in compliance with the cybersecurity training required under Texas Government Code §2054.5191 and §2054.5192



<i>Activity</i>	<i>Program</i>	<i>Program Description</i>	<i>Eligible Households</i>
<i>Multifamily Development</i>	Housing Tax Credit (HTC)	Tax credits to develop or preserve affordable rental housing	<80% AMFI
	Multifamily Bond (MFB)	Loans to develop or preserve affordable rental housing	<60% AMFI
	Multifamily Direct Loan (MDL)	Provides funding to nonprofit and for-profit entities for the new construction or rehabilitation of affordable rental developments.	<80% AMFI
<i>Rental Assistance</i>	HOME Program	Loans or grants for entities to provide tenant-based rental assistance for two years	<80% AMFI
	Project Access Program	Rental assistance for qualifying persons with disabilities transitioning from institutions into the community	<50% AMFI
	Section 811 PRA	Project-based rental assistance for persons with disabilities linked with long term services	<30% AMFI
	Section 8 Housing Choice Vouchers	Acts as a public housing authority to offer tenant-based rental assistance vouchers in certain areas	<50% AMFI
<i>Single Family Development</i>	HOME Program	Funding for Community Housing Development Organizations for the construction or rehabilitation of affordable single family homes	<80% AMFI
	Contract for Deed Conversion Initiative	Facilitates colonia-resident ownership by converting contracts for deed into traditional mortgages	<60% AMFI
	HOME Program	Loans and grants for entities to provide home repair assistance	<80% AMFI
	Amy Young Barrier Removal (AYBR)	Grant funds for accessibility modifications in renter- and owner-occupied housing	<80% AMFI
<i>Home Purchase Assistance and Home Repair Assistance</i>	HOME Program	Loan and grants for entities to offer down payment and closing cost assistance	<80% AMFI
	HOME Program	Loans and grants for entities to provide home repair assistance	<80% AMFI
	Mortgage Credit Certificate	Annual tax credit based on the interest paid on the homebuyer's mortgage loan	<115% AMFI
	Texas Bootstrap Loan	Funds entities to offer owner-builder loans programs	<60% AMFI
	My First Texas Home (MFTH)	Low-interest loans and down payment assistance for first time homebuyers	<115% AMFI, <140% AMFI in targeted areas
	My Choice Texas Home	Low-interest loans and down payment assistance for qualified homebuyers	<115% AMFI, <140% AMFI in targeted areas
<i>Homebuyer Education</i>	Colonia Initiatives	Homebuyer education offered through Colonia Self-Help Centers and Office of Colonia Initiatives (OCI) field offices	<80% AMFI
	Texas Statewide Homebuyer Education	Training for nonprofits to provide homebuyer education	<115% AMFI
<i>Community Affairs Activities and Homelessness Prevention</i>	Community Services Block Grant (CSBG)	Funds local agencies to provide a broad range of services designed to eliminate poverty and foster self-sufficiency	<50% AMFI
	Emergency Solutions Grants (ESG)	Funds entities to provide shelter and related services to the homeless	<30% AMFI (Homeless)
	Homeless Housing and Services Program (HHSP)	Provides funding to the nine largest cities in support of services to homeless individuals and families	(Homeless)
	Comprehensive Energy Assistance (CEAP)	Funds local agencies to offer energy education and financial assistance	<150% AMFI

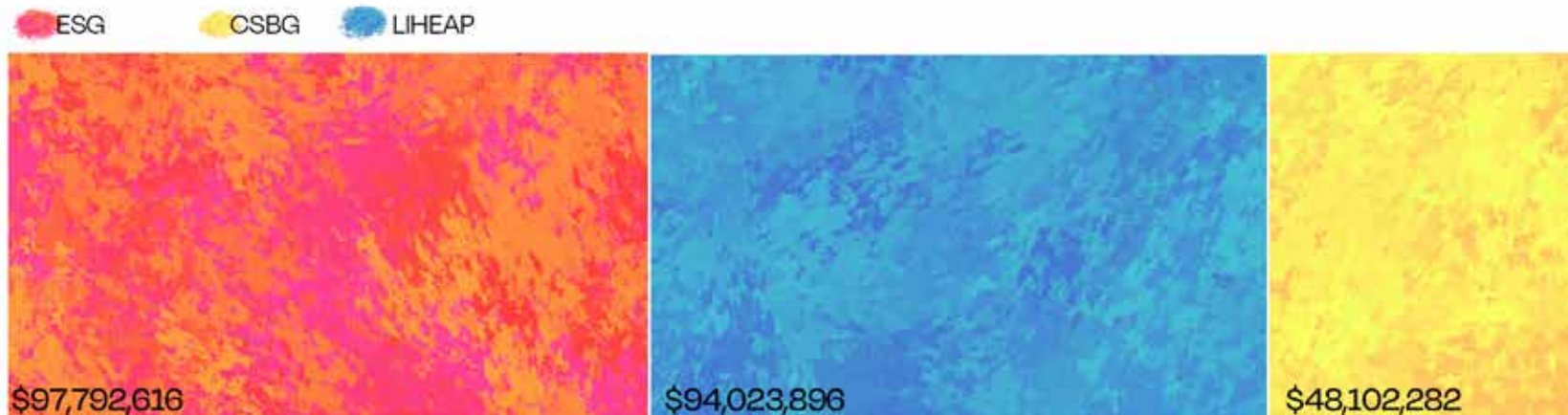
	Weatherization Assistance (WAP)	Funds local agencies to reduce the energy cost burden of low income households through energy efficiency.	<200% AMFI
<i>Manufactured Housing</i>	Manufactured Housing Division	Regulates the manufactured housing industry.	All



CDBG CARES Programmed Funds: \$132.4 million
274,783 Households and Providers Assisted



CDBG CARES Programmed Funds: \$132.4 million
393,916 People Assisted



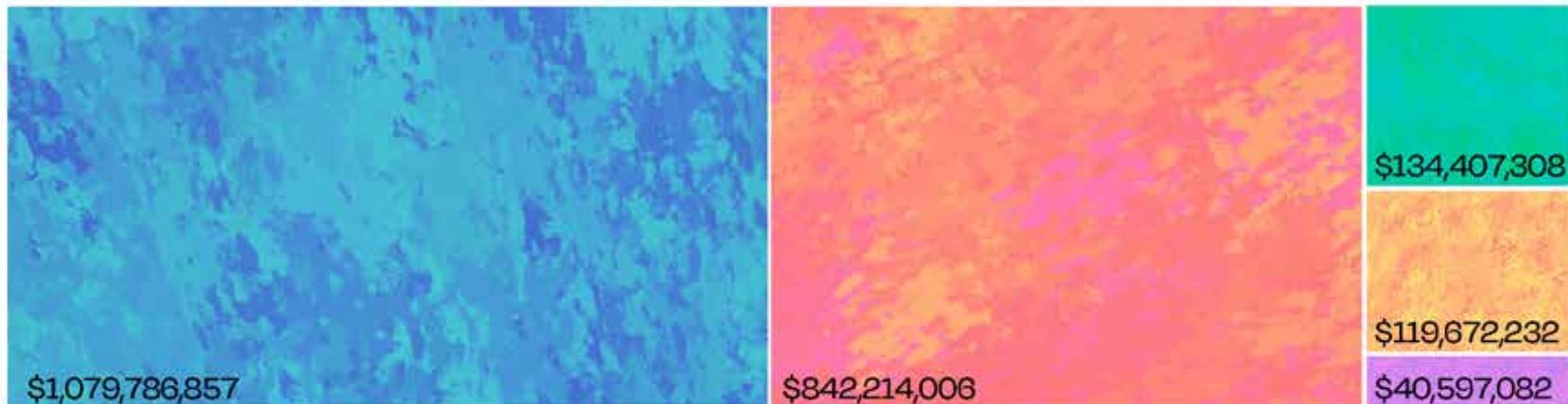
Consolidated Appropriations Act of 2021 Programmed Funds: \$1,523.5 million
 329,588 Households Assisted

HSS LIHWAP 1 Texas Rent Relief



American Rescue Plan Programmed Funds: \$2,216.7 million
 46,809 Households Assisted

HOME ARP TxHAF LIHEAP LIHWAP 2 Texas Rent Relief





Agency Goals and Action Plan



Goal

Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Specific Action Items to Achieve Goal

1. Annually revise the Qualified Allocation Plan and other Department rules to encourage additional affordable unit creation
2. Expand existing efforts to preserve affordable rental housing stock through engaging existing stakeholders and an increase in program visibility
3. Program all state and federal grant funds into activities that further the creation of units or promote access to affordable housing
3. Execute prudent financial strategies through the use of mortgage revenue bonds to provide ample resources for Texas homeownership programs and the development of affordable rental housing



How the Goal Supports Each Statewide Objective

1. Accountable to tax and fee payers of Texas.

TDHCA works collaboratively with stakeholders and the general public to address their input related to the creation or revisions of program administration, rules, and procedures.

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

TDHCA staff annually review processes and seek to identify areas that can benefit from additional efficiencies directed towards core functions. A rigorous annual operating budget process prompts each work unit within the agency 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 the cultivation of highly skilled staff able assist in the evaluation of existing and proposed policies.

4. Attentive to providing excellent customer service.

From gathering input through various stakeholder meetings, general comments, and customer surveys, TDHCA strives to be attentive to the needs of the populations served through its programs as well as the needs of the organizations with whom the agency works to serve those populations.

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

Information is disseminated to all of TDHCA's stakeholders over multiple platforms: agency website which includes downloadable flyers for consumers and potential subrecipients and a Public Comment Center online website in which the general public and interested stakeholders engage in TDHCA programs. A resource for low income Texans called Help for Texans allows households to look for TDHCA-funded resources in their area.

Other Considerations Relevant to the Agency's Goal

The continuing increase of construction costs, ongoing supply chain issues, and an available workforce shortage are expected to increase the costs of building all forms of affordable housing and impact the ability of local nonprofits in using TDHCA grant funds. As a result, fewer units produced may mitigate efforts to maximize program production efficiencies. Implications of this may affect performance measures of rental housing and grant program delivery and may prompt the need for changes to agency rules and some statutory language that place parameters on its programs that are limiting TDHCA's ability to be efficient and effective.

Goal

Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance. **Specific Action Items to Achieve Goal**

- 1. Increased public awareness efforts to promote Help for Texans on the TDHCA website**
- 2. Improvement of technology used to be responsive to and interactive with TDHCA's stakeholders and interested general public**
- 3. Maximize Colonia Self-Help Centers' utilization of existing program and fair housing promotional materials and outreach efforts**

How the Goal Supports Each Statewide Objective

1. Accountable to tax and fee payers of Texas.

Through the State Low Income Housing Plan and the Customer Service Report, the agency's Housing Resource Center provides regular and thorough updates to the public on agency programs, production, and the agency's assessment of the statewide housing need.

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

Within the last year the agency has leveraged several new technologies enabling staff to be more responsive to help requests. Despite the significant challenges posed by the pandemic and its impact on the workforce, TDHCA staff ably handled a dramatic increase of help requests and queries for assistance from the public.

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

Recent internal changes at the agency brought the data management and reporting and fair housing sections into the Housing Resource Center, aligning key informational resources aimed at evaluating public and customer satisfaction, enhancing data analysis, and ensuring consumers are aware of their fair housing rights.

4. Attentive to providing excellent customer service.

Through the use of regular customer service surveys, extensive public comment processes, and interactive online tools, TDHCA evaluates its effectiveness in reaching target audiences with its information and messages.

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

The Housing Resource Center and the Colonia Self Help Centers interact with the general public, leveraging various mediums of exchange, to educate them on the availability of assistance through the agency's various programs and on fair housing topics.

Goal

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Specific Action Items to Achieve Goal

- 1. Efficiently and effectively administer new, one-time funding allocations from the CARES Act and the American Rescue Plan Act through programs geared towards financial assistance, poverty prevention, and assisting those in danger of becoming homeless**
- 2. Program TDHCA resources to ensure that organizations providing a variety of approaches to addressing homelessness have opportunity to access TDHCA resources.**
- 3. Ensure municipalities adhere to state law through House Bill 1925 (passed by 87th Texas Legislature, Reg. Session)**

How the Goal Supports Each Statewide Objective

1. Accountable to tax and fee payers of Texas.

Within each program, planning of funds and reporting requirements have been instituted to assure public input is garnered and that funds are accounted for and utilized for their intended purpose.

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

Each Community Affairs and Homelessness Program administered by TDHCA establishes clear parameters regarding the level of funding available for administrative purposes and the associated allowable uses. Additionally, local recipient organization of funds are monitored regularly for any misuse of funds.

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

Instituting pertinent measures related to the number of Texans served and the costs associated with program efforts provides the agency with the necessary insight required to ensure the core functions are being successfully fulfilled.

4. Attentive to providing excellent customer service.

Through frequent and regular communication with local providers of services, TDHCA evaluates the quality of its program administration and the ease by which the agency's partners may provide assistance to those served.

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

Program rollouts for all new funding sources and enacted legislation have included opportunities for stakeholders and the public to provide input. Program plans and rules are widely shared on the agency website, so that the public can easily determine how these important resources are being allocated and provide their opinions.

Goal

Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Specific Action Items to Achieve Goal

- 1. Conduct onsite and remote reviews of TDHCA awardees to ensure adherence to program rules and regulations**
- 2. Maintain cohesive relationships with affordable rental housing stakeholders through underwriting, during construction, and for the life of the property so that they are evaluated periodically and trained on latest program rules/regulations/guidelines.**
- 3. Provide technical assistance to all program recipients as federal guidelines change**
- 4. Regulate the manufactured housing industry in accordance with state and federal law**

How the Goal Supports Each Statewide Objective

1. Accountable to tax and fee payers of Texas.

TDHCA's Real Estate Analysis team ensures that no more assistance is provided to rental transactions than is needed and that all state and federal underwriting rules are complied with. Compliance and Asset Management monitor how awardees of TDHCA funding administer those funds, the financial health of properties, and if awardees are compliant with all rules, regulations, and laws. The agency utilizes strong financial controls, loan servicing 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 waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Through reviews conducted by compliance staff, TDHCA awardees are monitored on an annual basis to confirm program guidelines, designed to direct the maximum level of funds to those in need, are executed according to efficiency standards. Asset Management staff evaluate any changes to properties and oversee the financial health of transactions.

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

The compliance, asset management and real estate analysis functions enforce federal and state laws through established reviews and an established schedule comprised of reporting deadlines, audits, and onsite reviews. It also continues to actively train agency stakeholders in effort to reduce findings and violations, while establishing deeper stakeholder relations

4. Attentive to providing excellent customer service.

TDHCA's asset management, loan servicing, real estate analysis, and compliance areas continue to be active in outreach and education for those utilizing agency resources. TDHCA places a priority of two-way communication with those end users in order to be responsive to customer needs.

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

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.



Redundancies and Impediments



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

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 are 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 federal 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 CHDO funds and, therefore, may result in the state having to return HOME funds to the federal government. Excluding the 15% federally mandated CHDO set-aside funds from the requirements of §2306.111(c) would minimize this risk. Additionally, beyond the CHDO set-aside the limitation that 95% of the funds go to rural areas is problematic when the federal funding entity adds restrictions to the funds that are not conducive to rural areas. For instance, ARP funds (called HOME-ARP) are to be targeted specifically for addressing homelessness, but the need for homelessness funds is concentrated in larger communities. Reducing the 95% to a smaller number would greatly improve ability to use these funds.

Provide Agency Recommendation for Modification or Elimination

Amend §2306.111(c) to: 1) exclude CHDO funds from the 95/5 rule or otherwise provide flexibility to expressly allow the use of CHDO funds in Participating Jurisdictions without violating the requirement; 2) reduce the 95% to 50%; and 3) specify for HOME funds that if rural funds are not used by a certain point (within 6-9 months of programming) that they are then allowed to be used anywhere in the state.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change

These 3 changes jointly 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 §2306.6711(b)

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations

This section limits competitive Housing Tax Credit awards per development to \$2 million, and limits the total credits an applicant can get in any round to \$3 million. The \$3 million cap was originally established when applications were typically requesting \$1 million per development. At its inception, this cap ensured that generally no more than 3 awards could be received per developer. 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

Remove the cap per developer per application round and allow it to be set each year in the QAP so that it can be responsive to market changes and construction cost increases, or revise the cap to be a limit on the number of competitive awards per year, not a credit amount.

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 expected real estate development changes are causing delays in developers being able to timely proceed through development, and taking up a disproportional amount of time as staff prepares Board materials for the monthly Board meeting.

Provide Agency Recommendation for Modification or Elimination

Either revise section (d) from having an explicit list of what constitutes a material alteration 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 more realistic modifications without being considered material for: the number of units or bedroom mixes, the scope of tenant services, and changes to the square footage and density.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change

This will improve tax credit developer's ability to proceed through development efficiently instead of waiting for board approval and save significant staff time each month in preparing Board materials.



Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)

Tex. Gov't Code §2306.142-143

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations

§2306.142 relates to use of single-family bond proceeds for homeownership and 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 the annual report, compiled by its financial advisor, in support of the 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.
Regular Priority

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. This could also limit our access to limited time vouchers such as the Emergency Housing Vouchers (EHV) received post-COVID (another roughly 700-800 vouchers).

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 (not getting funds out to local households, 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 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 Associated with Recommended Change

Streamlines the SLIHP approval process and removes the improper designation of the SLIHP as a rule.

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 or satisfies an exception in accordance with IRS requirements.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change

Change ensures veterans and homebuyers purchasing homes in targeted areas, or other populations given exceptions in the future, 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 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. Over time, to limit this conflict EARAC has become essentially just a tracking of steps that are already required to be occurring: that program staff has evaluated an application, that compliance staff has reviewed the past performance of the applicant, and that the underwriting staff have evaluated the financial structure of the application. Removing this section will remove superfluous staff efforts.

Provide Agency Recommendation for Modification or Elimination

Remove the section entirely or revise the section to remove EARAC but indicate that prior to making a recommendation to the Board, the Executive Director will consult with the applicable program, underwriting and compliance staff.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change

Elimination will provide a clear direct line of reporting from the agency to the Board and removal of unnecessary staff processes.

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 for Modification or Elimination

Statute could be amended to allow for meetings between 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 triggers 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 (Provide Specific Citation if applicable)

Tex. Gov't Code §2306.142-143

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 applicable)

Tex. Gov't Code §§2306.171(3) and (4)

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 from 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 Operations

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 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 Change

By removing the section, flexibility can be returned to creatively supporting the activity of providing homebuyer education.

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 HB31184(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 can be readily implemented using 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) delete one of the two citations putting all requirements into one location and revising these sections to reconcile with federal requirements.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change

Removes requirements that TDHCA undertake activities 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

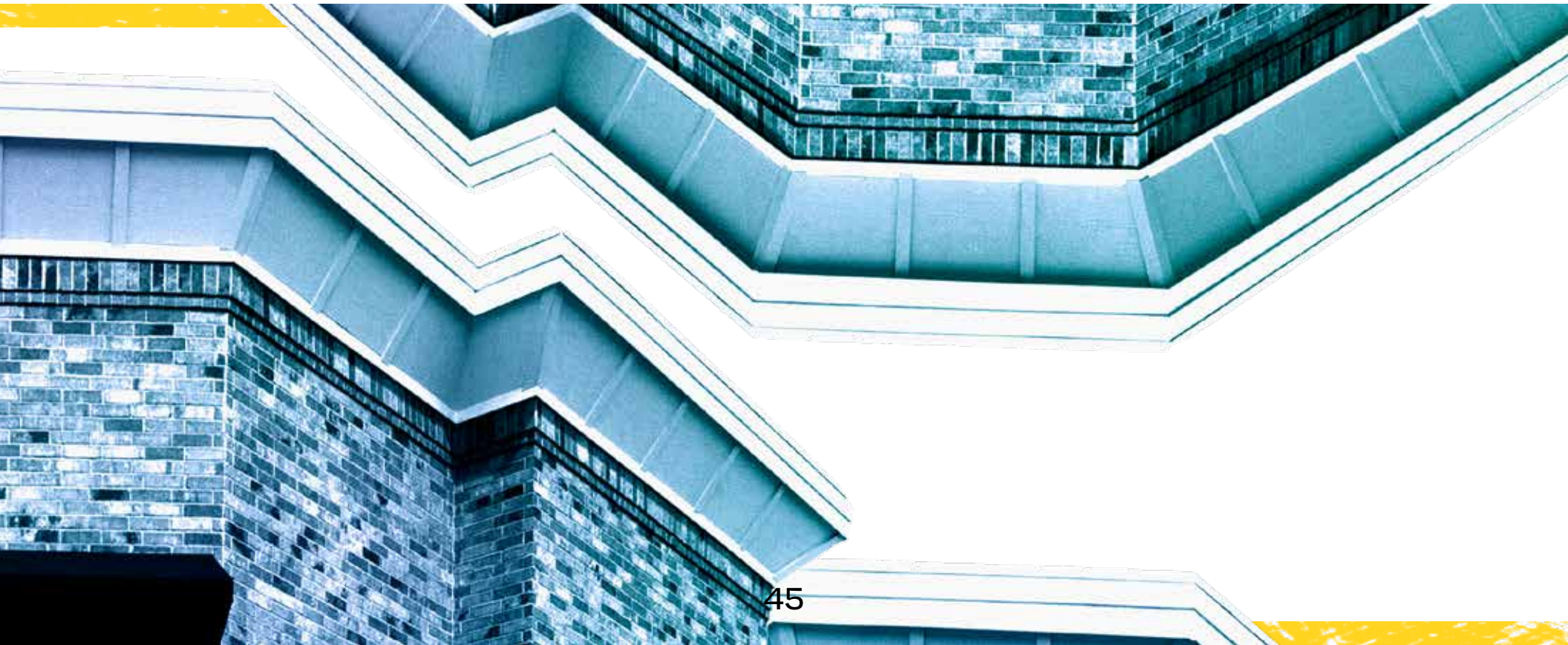
Tex. Gov't Code §2306.589 requires the Department establish a Colonia Set-Aside fund in collaboration with the Texas Water Development Board specifically focused on paying for water and sewer service lines and hookups, and plumbing. The requirement was written when TDHCA was designated to oversee Community 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 Savings or Other Benefit Associated with Recommended Change

Removes language related to activity that TDHCA has no 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 rental housing.

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)

Tex. Gov't Code §2306.6702(16)

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations

The definition for Unit limits the extent to which a property could creatively do Single Room Occupancy or Supportive Housing as it requires the unit to have cooking and sanitation facilities. As innovations in housing design and ways to serve the homeless population evolve it is important for the Department to be able to respond nimbly.

Provide Agency Recommendation for Modification or Elimination

Specify that the definition for an Unit 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 market changes and innovations in providing Supportive Housing.

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)

Tex. Gov't Code §2306.6717(4)

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations

Requires TDHCA to post the director's recommendation 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 is 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 and other Department funds 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 to the areas affected by the disaster. 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 applicable)

Tex. Gov't Code §2306.1111

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



Goals, Objectives, and Performance Measures



A. Goal: Increase Availability of Safe/Decent/Affordable Housing

To 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/Incentives to Fund/Develop/Preserve Housing

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.

Outcome Measures:

- Percent Households/Individuals Assisted
- Percent Very Low Income Households Receiving Housing Assistance
- Percent Low Income Households Receiving Housing Assistance
- Percent Households of Moderate Income Receiving Housing Assistance

Strategy A.1.1 Mortgage Loans & MCCs through the SF MRB Program

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.

Output Measure:

- # Households Asst. through Bond Authority or Other Mortgage Financing

Efficiency Measure:

- Average Loan Amount w/o Down Payment Assistance
- Avg Loan Amount with Down Payment Assistance

Explanatory Measure:

- Households Receiving Mortgage Loans w/o Down Payment Assistance
- Number Households Receiving Mortgage Loans w/ Down Payment Assistance
- # HH Rec'g Mortgage Credit Certificate w/o Mortgage Loan
- # HH Rec'g MCC with Loan & with or without Down Payment Assistance

Strategy A.1.2. Provide Funding through the HOME Program for Affordable Housing

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.

Output Measures:

- Number of Households Assisted with Single Family HOME Funds

- #HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans

Efficiency Measures:

- Avg Amt Per Household for Single Family Development
- Avg Amt Per Household/Single Family Rehab, New Const or Reconstruction
- Average Amount Per Household for Acquisition with/without Construction
- Average Amount Per Household of Tenant-based Rental Assistance
- Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development

Explanatory Measures:

- # of Households Asst. through S.F. Development Activities
- # of Households Asst through New Const or Reconst Act
- # of Households Asst through Acquisition with/without Construct Asst
- Number of Households Assisted through Tenant-based Rental Assistance
- Number of Households Assisted through HOME Multifamily Activities
- # HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities

Strategy A.1.3. Provide Loans through the Texas Bootstrap Program (TBP) - HTF

Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program.

Output Measure:

- Number of Households Assisted through Texas Bootstrap – HTF

Efficiency Measures:

- Average Amount Per Household for Texas Bootstrap – HTF

Strategy A.1.4. Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF

Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.

Output Measure:

- Number of Households Assisted through Amy Young Barrier Removal – HTF

Efficiency Measure:

- Average Amount Per Household for Amy Young Barrier Removal - HTF

Strategy A.1.5. Federal Rental Assistance through Section 8 Vouchers

Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Output Measures:

- Total # of HHs Assisted thru Statewide Housing Asst. Payments Program
- # of Section 8 Households Participating in Project Access Program

Efficiency Measures:

- Average Admin Cost Per Household for Housing Choice Voucher Program

Strategy A.1.6. Assistance Through Federal Sec 811 Project Rental Assistance Program

To provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program.

Output Measure:

- Number of Households Assisted through Section 811 PRA Program

Strategy A.1.7. Provide Federal Tax Credits to Develop Rental Housing for VLI and LI

Provide federal tax credits to develop rental housing for very low and low income households.

Output Measure:

- Number of Households Assisted through the Housing Tax Credit Program

Efficiency Measures:

- Avg Annual Tax Credits Amount Per Household for New Construction
- Average Total Development Costs per Household for New Construction
- Average Annual Tax Credits Amount Per Household for Acqu/Rehab
- Average Total Development Costs Per Household for Acquisition/Rehab

Explanatory Measures:

- Number of Households Assisted through New Construction Activities
- Number of Households Assisted through Acqu/Rehab Activities

Strategy A.1.8. Federal Mortgage Loans through the MF Mortgage Revenue Bond Program

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.

Output Measure:

- Number of Households Assisted with Multifamily MRB Program

Efficiency Measures:

- Average Amount of Bond Proceeds Per Household for New Construction
- Average Total Development Costs Per Household for New Construction
- Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation
- Average Total Development Costs Per Household for Acqu/Rehab

Explanatory Measures:

- Number of Households Assisted through New Construction Activities
- Number of Households Assisted through Acqu/Rehab Activities

Strategy A.1.9. Emergence Rental Assistance

Emergency Rental Assistance (Rent Relief) Funds funded through the Consolidated Appropriation Act and ARPA.

Strategy A.1.10 Homeowners Assistance Fund

Homeowner Assistance Funds under the American Rescue Plan Act.

B. Goal: Provide Information and Assistance

Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1: Provide Information and Assistance for Housing and Community Services

Provide information and assistance regarding affordable housing resources and community support services.

Strategy B.1.1. Housing Resource Center

Provide information and technical assistance to the public through the Housing Resource Center.

Output Measure:

- Number of Information and Technical Assistance Requests Completed



C. Goal: Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective 1: Ease Hardships for 16% of VLI Persons and address homelessness issues

To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

Outcome Measures:

- % Eligible Population That Received Homeless & Poverty-Related Asst
- Percent of Persons Assisted That Achieve Incomes above Poverty Level

Strategy C.1.1. Administer Poverty-related Funds through a Network of Agencies

Administer 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.

Output Measures:

- Number of Persons Assisted through Homeless and Poverty-related Funds
- Number of Persons Assisted That Achieve Incomes Above Poverty Level
- # of Persons Assisted by the Community Services Block Grant Program
- Number of Persons Enrolled in the Emergency Solutions Grant Program
- # of Persons Assisted by the Homeless and Housing Services Program

Efficiency Measures:

- Average Subrecipient Cost Per Person for the CSBG Program

Explanatory Measures:

- Number of Persons in Poverty Meeting Income Eligibility

Strategy C.1.2. Administer Funding to Address Homelessness

Provide funding to Subrecipients through the Emergency Solutions Grants (ESG), Homeless Housing and Services Program (HHSP), and Ending Homelessness(EH) Fund Programs for activities assisting those experiencing or at-risk of homelessness.

Efficiency Measures:

Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm
Average Subrecipient Cost Per Person for the HHSP and EH Fund Programs

Objective 2: Reduce Cost of Home Energy for 6% of Very Low Income Households

To reduce cost of home energy for 6 percent of very low income households each year.

Outcome Measures:

- Percent of Very Low Income Households Receiving Energy Assistance

Strategy C.2.1. Administer State Energy Assistance Programs

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.

Output Measures:

- Number of Households Receiving Utility Assistance
- Number of Dwelling Units Weatherized by the Department

Efficiency Measures:

- Average Subrecipient Cost Per Household Served for Utility Assistance
- Average Cost Per Home Weatherized

Explanatory Measure:

- Number of Very Low Income Households Eligible for Utility Assistance

Objective 3: Promote and Improve Homeownership Along the Texas-Mexico Border

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 C.3.1. Assist Colonias, Border Communities, and Nonprofits

Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Output Measures:

- # of Colonia Residents Receiving Direct Assist from Self-help Centers

D. Goal: Ensure Compliance with Program Mandates

Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective 1: Monitor Developments & Subrecipient Contracts for Compliance

Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Outcome Measures:

- Percent of Formula-Funded Receiving Onsite Monitoring

Strategy D.1.1. Monitor and Inspect for Federal & State Housing Program Requirements

Monitor and inspect for federal and state housing program requirements.

Output Measures:

- # of Annual Owners Compliance Reports Received and Reviewed
- Total Number of File Reviews
- Total Number of Physical Inspections

Explanatory Measures:

- Total Number of Active Properties in the Portfolio
- Total Number of Active Units in the Portfolio

Strategy D.1.2. Monitor Subrecipient Contracts

Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Output Measures:

- Total Number of Monitoring Reviews of All Non-formula Contracts
- Number of Single Audit Reviews
- Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews

Explanatory Measures:

- Total Number of Non-formula Contracts Subject to Monitoring
- Number of Previous Participation Reviews
- Number of Formula-Funded Subrecipients

E. Goal: Regulate Manufactured Housing Industry

Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1: Operate a Regulatory System To Ensure Efficiency

Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

Outcome Measures:

- Percent of Applications Processed within Established Time Frames
- Percent of Consumer Complaint Inspections Conducted within 30 Days
- Percent of Complaints Resulting in Disciplinary Action
- Percent of Documented Complaints Resolved within Six Months
- Recidivism Rate for Those Receiving Disciplinary Action

Strategy E.1.1. Provide Statements of Ownership and Licenses in a Timely Manner

Provide services for Statements of Ownership and Licenses in a timely and efficient manner.

Output Measures:

- No. of Manufactured Housing Stmt. of Ownership Issued
- Number of Licenses Issued

Efficiency Measure:

- Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued

Explanatory Measure:

- Number of Manufactured Homes of Record in Texas

Strategy E.1.2. Conduct Inspections of Manufactured Homes in a Timely Manner

Conduct inspections of manufactured homes in a timely and efficient manner.

Output Measures:

- Number of Routine Installation Inspections Conducted
- Number of Non-routine Inspections Conducted

Efficiency Measure:

- Average Cost Per Inspection

Explanatory Measures:

- Number of Installation Reports Received
- Number of Installation Inspections with Deviations

Strategy E.1.3. Process Complaints/Conduct Investigations/Take Administrative Actions

Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Output Measure:

- Number of Complaints Resolved

Efficiency Measure:

- Average Cost Per Complaint Resolved
- Average Time for Complaint Resolution

Explanatory Measure:

- Number of Jurisdictional Complaints Received

Strategy E.1.4. Texas.gov fees. Estimated and Nontransferable

Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.



F. Goal: Indirect Administration and Support Costs

Indirect administration and support costs.

Objective 1: Indirect Administration and Support Costs

Indirect administration and support costs.

Strategy F.1.1. Central Administration

Central administration.

Strategy F.1.2. Information Resource Technologies

Information resource technologies.

Strategy F.1.3. Operations and Support Services

Operations and support services.

List of Measure Definitions





Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Outcome Measure:

Percent Households/Individuals Assisted

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.

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.

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.

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.)

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent Very Low Income Households Receiving Housing Assistance

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.

Purpose

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

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

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent Low Income Households Receiving Housing Assistance

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.

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.

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent Households/Individuals Assisted

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.

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.

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target



Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

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.

Efficiency Measure:

Average Loan Amount w/o Down Payment Assistance

Definition

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

Purpose

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

Data Source

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

Methodology

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

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Efficiency Measure:

Avg Loan Amount with Down Payment Assistance

Definition

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

Purpose

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

Data Source

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

Methodology

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

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Households Receiving Mortgage Loans w/o Down Payment Assistance

Definition

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

Purpose

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

Data Source

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

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.

Data Limitations

No Limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number Households Receiving Mortgage Loans w/ Down Payment Assistance

Definition

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

Purpose

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

Data Source

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

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

HH Rec'g Mortgage Credit Certificate w/o Mortgage Loan

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.

Purpose

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

Data Source

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



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.

Data Limitations

There are no data limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

HH Rec'g MCC with Loan & with or without Down Payment Assistance

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.

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.

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

Methodology

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

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Households Asst. through Bond Authority or Other Mortgage Financing

Definition

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

Purpose

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

Data Source

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

Methodology

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

Data Limitations

No limitations

Calculation Method

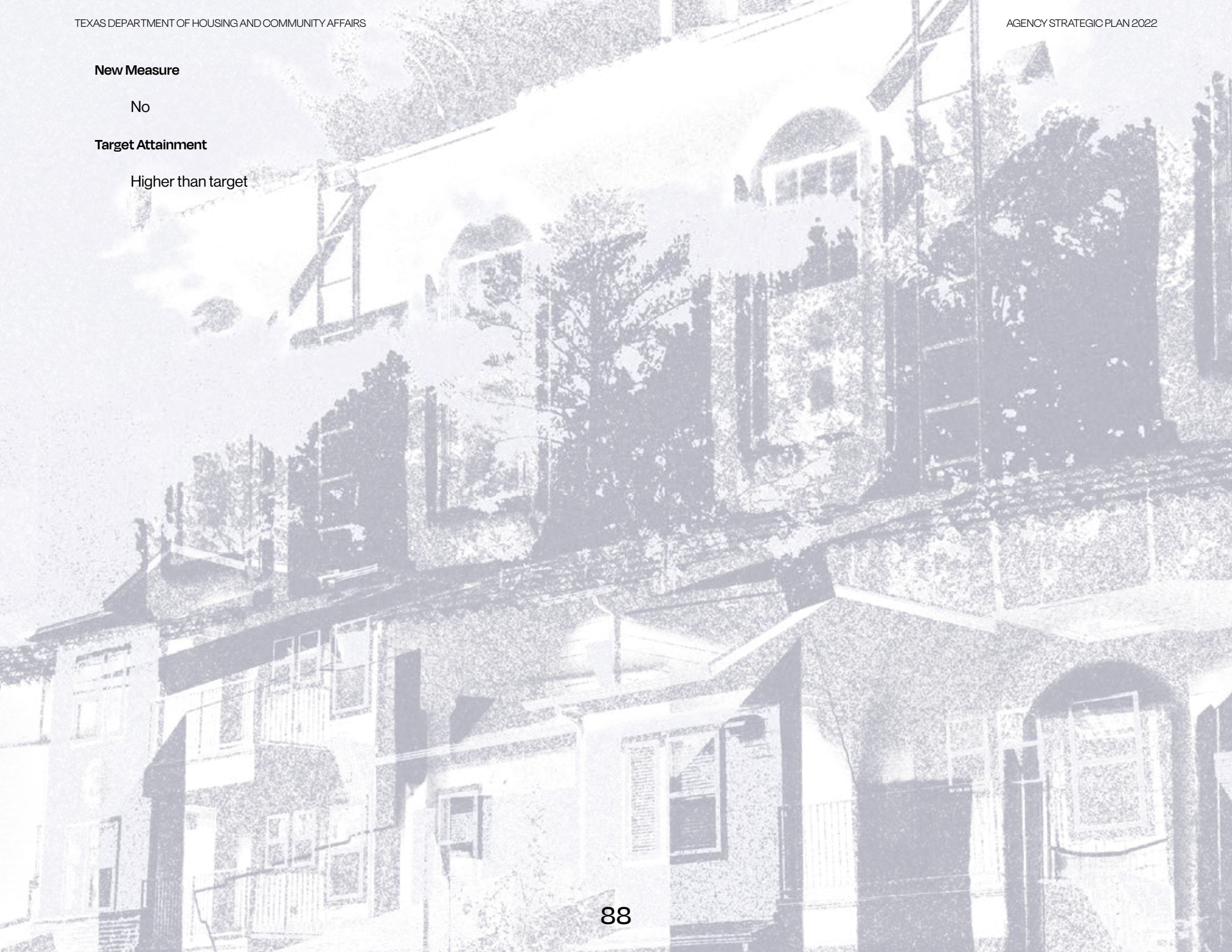
Non-cumulative

New Measure

No

Target Attainment

Higher than target



Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

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.

Efficiency Measure:

Avg Amt Per Household for Single Family Development

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.

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.

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.

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.

Data Limitations

Refunds are often applied after the activity is closed.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Avg Amt Per Household/Single Family Rehab, New Const or Reconstruction

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.

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.

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.

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.

Data Limitations

Refunds are often applied after the activity is closed.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Amount Per Household for Acquisition with/without Construction

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

Purpose

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

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.

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.

Data Limitations

Refunds are often applied after the activity is closed

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Amount Per Household of Tenant-based Rental Assistance

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.

Purpose

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

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.

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.

Data Limitations

Refunds are often applied after the activity is closed.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development

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.

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.

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.

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.)

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

of Households Asst. through S.F. Development Activities

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

of Households Asst through New Const or Reconst Act

Definition

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

Purpose

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

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.

Methodology

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

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

of Households Asst through Acquisition with/without Construct Asst

Definition

A measure that tracks the number of households awarded HOME funds provided in support of acquisition and reconstruction or new construction of housing through the Contract for Deed (CFD) and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with new construction of affordable housing for homeownership, which may include additional funding for modification for accessibility needs.

Purpose

This measure identifies the total number of households assisted through Contract for Deed (CFD) and Homebuyer Assistance with New Construction (HANC) awards of HOME funds.



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.

Methodology

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

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Households Assisted through Tenant-based Rental Assistance

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Households Assisted through HOME Multifamily Activities

Definition

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

Purpose

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

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.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities

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.

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.

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.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Households Assisted with Single Family HOME Funds

Definition

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

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

#HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target



Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program .

Efficiency Measure:

Average Amount Per Household for Texas Bootstrap - HTF

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Output Measure:

Number of Households Assisted through Texas Bootstrap - HTF

Definition

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

Purpose

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

Data Source

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

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.

Efficiency Measure:

Average Amount Per Household for Amy Young Barrier Removal - HTF

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Output Measure:

Number of Households Assisted through Amy Young Barrier Removal - HTF

Definition

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

Purpose

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

Data Source

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

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

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Efficiency Measure:

Average Admin Cost Per Household for Housing Choice Voucher Program

Definition

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

Purpose

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

Data Source

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

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-Section 8 funds used to support Section 8 administration.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Output Measure:

Total # of HHs Assisted thru Statewide Housing Asst. Payments Program

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

of Section 8 Households Participating in Project Access Program

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.

Purpose

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

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.

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.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

To provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program.

Output Measure:

Number of Households Assisted through Section 811 PRA Program

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.

Purpose

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

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

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.

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

Provide federal tax credits to develop rental housing for very low and low income households.

Efficiency Measure:

Avg Annual Tax Credits Amount Per Household for New Construction

Definition

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

Purpose

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

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target
Efficiency Measure:
Average Total Development Costs per Household for New Construction

Definition

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

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.

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Annual Tax Credits Amount Per Household for Acqu/Rehab

Definition

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

Purpose

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

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Total Development Costs Per Household for Acquisition/Rehab

Definition

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

Purpose

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

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Households Assisted through New Construction Activities

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Households Assisted through Acqu/Rehab Activities

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Households Assisted through the Housing Tax Credit Program

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.

Purpose

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

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.

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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective:

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.

Strategy:

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.

Efficiency Measure:

Average Amount of Bond Proceeds Per Household for New Construction

Definition

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

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.

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.

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.

Data Limitations

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

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Total Development Costs Per Household for New Construction

Definition

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

Purpose

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

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation

Definition

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

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.

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.

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.

Data Limitations

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

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Total Development Costs Per Household for Acqu/Rehab

Definition

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

Purpose

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

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.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Households Assisted through New Construction Activities

Definition

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

Purpose

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

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.

Methodology

This figure is the sum of all restricted units newly constructed as reported during cost certification. 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.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Households Assisted through Acqui/Rehab Activities

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.

Purpose

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

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.

Methodology

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

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Households Assisted with Multifamily MRB Program

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.

Purpose

To track the total amount of low income multifamily units assisted utilizing mortgage revenue bond funds.

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.

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.

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective:

Provide information and assistance regarding affordable housing resources and community support services.

Strategy:

Provide information and technical assistance to the public through the Housing Resource Center.

Output Measure:

Number of Information and Technical Assistance Requests Completed

Definition

A measure tracking the number of information and technical assistance requests made by consumers completed by the Housing Resource Center.

Purpose

To track the consumer information and technical assistance requests received and fulfilled.

Data Source

The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system.

Methodology

The number of requests received is a total of the requests entered into the division database.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

Ease Hardships for 16% of VLI Persons and address homelessness issues

Outcome Measure:

% Eligible Population That Received Homeless & Poverty-Related Asst

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.

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.

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

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent of Persons Assisted That Achieve Incomes above Poverty Level

Definition

The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty (TOPS-Transitioned out 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.

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.

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.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

Ease Hardships for 16% of VLI Persons and address homelessness issues

Strategy:

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.

Efficiency Measure:

Average Subrecipient Cost Per Person for the CSBG Program

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.

Purpose

The purpose of the measure shows the efficiency in administering the program.

Data Source

The total number of persons served is gathered from the subrecipients' monthly performance reports.

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.

Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period due to late reporting from subrecipients.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Persons in Poverty Meeting Income Eligibility

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.

Purpose

The purpose of the measure identifies the number of persons meeting program income guidelines and identifies the number of persons in need.

Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

Methodology

Number is actual or estimated, dependent on most recent census data available.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Persons Assisted through Homeless and Poverty-related Funds

Definition

This measure tracks the number of persons assisted through homeless and poverty-related programs.

Purpose

The purpose of the measure is to identify the number of persons assisted by all homeless and poverty-related programs

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.

Methodology

Performance reported is actual number.

Data Limitations

A possible limitation could be subrecipients failing to submit timely reports or to make adjustments on a timely basis.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Persons Assisted That Achieve Incomes Above Poverty Level

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 (TOPS-Transitioned out of Poverty). For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

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.

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.

Methodology

Performance reported is actual number.

Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

of Persons Assisted by the Community Services Block Grant Program

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.

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.

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.

Methodology

Performance reported is the actual number.

Data Limitations

Data could be limited if subrecipients fail to submit timely reports or to make adjustments on a timely basis.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Persons Enrolled in the Emergency Solutions Grant Program

Definition

This measure tracks the number of persons entering through the Emergency Solutions Grant (ESG) Program.

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.

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.

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.

Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

of Persons Assisted by the Homeless and Housing Services Program

Definition

This measure tracks the number of persons entering HHSP.

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.

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.

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.

Data Limitations

A possible limitation could be subrecipients failing to submit required reports on a timely basis.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

Ease Hardships for 16% of VLI Persons and address homelessness issues

Strategy:

Provide funding to Subrecipients through the Emergency Solutions Grants (ESG), Homeless Housing and Services Program (HHSP), and Ending Homelessness (EH) Fund Programs for activities assisting those experiencing or at-risk of homelessness.

Efficiency Measure:

Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm

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.

Purpose

The purpose of the measure shows the efficiency in administering the program.

Data Source

The total number of persons served entering the ESG program is gathered from the subrecipients' monthly performance reports, and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

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.

Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target
Efficiency Measure:
Average Subrecipient Cost Per Person for the HHSP and EH Fund Programs

Definition

The average amount of HHSP or EH Fund subrecipient funds per person entering the program. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

Purpose

The purpose of the measure shows the efficiency in administering the program.

Data Source

The total number of persons entering the HHSP or EH Fund program is gathered from the subrecipients' monthly performance reports and the total amount spent is gathered from the subrecipients' monthly expenditure reports.

Methodology

The efficiency measure is determined by dividing the total expenditure of HHSP/EH funds by the total number of Program Participants entering the programs.

Data Limitations

A possible limitation could be limitations on obtaining expenditure data for the reported period.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

To reduce cost of home energy for 6 percent of very low income households each year.

Outcome Measure:

Percent of Very Low Income Households Receiving Energy Assistance

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.

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.

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.

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

To reduce cost of home energy for 6 percent of very low income households each year.

Strategy:

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.

Efficiency Measure:

Average Subrecipient Cost Per Household Served for Utility Assistance

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.

Purpose

The measure identifies the average program cost to provide service to a household

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.

Methodology

Calculations are based on the total subrecipient expenditures for CEAP divided by the total number of households served.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target
Efficiency Measure:
Average Cost Per Home Weatherized

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

Purpose

The measure identifies the average cost to perform weatherization on a home.

Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

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.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Very Low Income Households Eligible for Utility Assistance

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.

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.

Data Source

Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.

Methodology

Data represents an actual or estimated number, dependent on most recent census data available.

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.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Households Receiving Utility Assistance

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.

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.

Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

Methodology

Number is actual.

Data Limitations

Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Dwelling Units Weatherized by the Department

Definition

The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients.

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.

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.

Methodology

The performance number reported represents the actual number of dwelling units weatherized.

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.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective:

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:

Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Output Measure:

of Colonia Residents Receiving Direct Assist from Self-help Centers

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.

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.

Data Source

Actual assistance provided as reflected on the most recent quarterly report received from Colonia Self-Help Center administrators.

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.

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.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective:

Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Outcome Measure:

Percent of Formula-Funded Receiving Onsite Monitoring

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.

Purpose

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

Data Source

The data is gathered from Department databases.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target



Goal:

Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective:

Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy:

Monitor and inspect for federal and state housing program requirements

Explanatory Measure:

Total Number of Active Properties in the Portfolio

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.

Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio as of the end of the fiscal year.

Data Source

Program totals are maintained by the Department's databases.

Methodology

Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Total Number of Active Units in the Portfolio

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.

Purpose

The measure provides information of the total rental units monitored by the Department.

Data Source

Unit totals are maintained by the Department's databases.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

of Annual Owners Compliance Reports Received and Reviewed

Definition

Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed.

Purpose

The measure meets statutory and agency requirements.

Data Source

The data is gathered by program from Department databases.

Methodology

Number is actual

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Total Number of File Reviews

Definition

Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements.

Purpose

The measure meets statutory and agency requirements.

Data Source

The data is gathered by program from Department databases.

Methodology

The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Total Number of Physical Inspections

Definition

Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS).

Purpose

The measure meets statutory and agency requirements.

Data Source

The data is gathered by program from Department databases.

Methodology

The number reported is the actual number of UPCS inspections performed.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target



Goal:

Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective:

Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy:

Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Explanatory Measure:

Total Number of Non-formula Contracts Subject to Monitoring

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

Purpose

The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.

Data Source

Data on contracts administered is maintained in the Department's database.

Methodology

Number is actual.

Data Limitations

No limitations

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Previous Participation Reviews

Definition

Measure represents the number of previous participation reviews.

Purpose

The measure meets statutory and agency requirements.

Data Source

Data is maintained in the department's database

Methodology

Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Formula-Funded Subrecipients

Definition

Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1 of that State Fiscal Year.

Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

Data Source

The data is gathered from Department databases.

Methodology

Number is actual. Subrecipients may administer more than one network program.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Total Number of Monitoring Reviews of All Non-formula Contracts

Definition

Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division.

Purpose

The measure meets statutory and program requirements.

Data Source

The data is gathered from Department databases.

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.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Single Audit Reviews

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.

Purpose

The measure meets statutory and program requirements.

Data Source

The data is gathered from Department data bases.

Methodology

Number is actual.

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews

Definition

Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year.

Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

Data Source

The data is gathered from Department databases.

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.

Data Limitations

No limitations

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective:

Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

Outcome Measure:

Percent of Applications Processed within Established Time Frames

Definition

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

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.

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.

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent of Consumer Complaint Inspections Conducted within 30 Days

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.

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.

Data Source

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

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Percent of Complaints Resulting in Disciplinary Action

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.

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.

Data Source

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

Methodology

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

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Outcome Measure:

Percent of Documented Complaints Resolved within Six Months

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.

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.

Data Source

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

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Outcome Measure:

Recidivism Rate for Those Receiving Disciplinary Action

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.

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.

Data Source

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

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective:

Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

Strategy:

Provide services for Statements of Ownership and Licenses in a timely and efficient manner.

Efficiency Measure:

Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued

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.

Purpose

The measure shows the efficiency in costs to issue a Statement of Ownership

Data Source

Information is obtained from either a management report from the Department's Financial Administration Division or USAS.

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.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Manufactured Homes of Record in Texas

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.

Purpose

The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record.

Data Source

Automated compilation through the Manufactured Housing Division's Database.

Methodology

Actual number.

Data Limitations

No limitations of data.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

No. of Manufactured Housing Stmtns. of Ownership Issued

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).

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.

Data Source

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

Methodology

Number is actual.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Licenses Issued

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.

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.

Data Source

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

Methodology

Number is actual.

Data Limitations

No limitations of data.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective:

Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

Strategy:

Conduct inspections of manufactured homes in a timely and efficient manner.

Efficiency Measure:

Average Cost Per Inspection

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.

Purpose

The measure identifies the cost efficiency to perform or attempt an inspection.

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.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Installation Reports Received

Definition

The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources.

Purpose

The measure provides information on the total number of installation reports received.

Data Source

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

Methodology

Actual number.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Explanatory Measure:

Number of Installation Inspections with Deviations

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.

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.

Data Source

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

Methodology

Actual number.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Routine Installation Inspections Conducted

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.

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.

Data Source

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

Methodology

Number is actual.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Output Measure:

Number of Non-routine Inspections Conducted

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.

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.

Data Source

Collection of data is based on the Inspector's Travel Voucher Database.

Methodology

The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Goal:

Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective:

Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

Strategy:

Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Efficiency Measure:

Average Cost Per Complaint Resolved

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.

Purpose

The measure identifies the efficiency in costs for resolving a complaint.

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.

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Efficiency Measure:

Average Time for Complaint Resolution

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.

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.

Data Source

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

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.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Explanatory Measure:

Number of Jurisdictional Complaints Received

Definition

The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility.

Purpose

The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload.

Data Source

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

Methodology

Actual number.

Data Limitations

No limitations.

Calculation Method

Non-cumulative

New Measure

No

Target Attainment

Lower than target

Output Measure:

Number of Complaints Resolved

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.

Purpose

The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems.

Data Source

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

Methodology

Actual number.

Data Limitations

No limitations.

Calculation Method

Cumulative

New Measure

No

Target Attainment

Higher than target

Historically Underutilized Business Plan



Mission

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.

Agency Efforts

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 Economic Opportunity Forums 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.

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 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

<i>Category</i>	<i>TDHCA Performance 2020</i>	<i>TDHCA Performance 2021</i>	<i>TDHCA Goals for 2022</i>
Heavy Construction			0
Building Construction			0
Special Trades Contracts			0.00%
Professional Services Contracts			0
Other Services Contracts	41.85%	1.93%	26.00%
Commodities Contracts	85.58%	75.44%	21.10%
Grant Total HUB Participation	48.95%	3.06%	

Table 2. TDHCA Performance – Fiscal Year 2020

<i>Category</i>	<i>TDHCA Performance Total Dollar Amount Spent</i>	<i>TDHCA Performance Total Dollar Amount Spent With HUBs</i>	<i>Percentage Spent with HUBs</i>	<i>TDHCA Goals for 2022</i>
Heavy Construction	N/A	N/A	N/A	0
Building Construction	N/A	N/A	N/A	0
Special Trades Contracts	N/A	N/A	N/A	0
Professional Services Contracts	N/A	N/A	N/A	0
Other Services Contracts	\$1,839,142.84	\$769,712.00	41.85%	26.00%
Commodities Contracts	\$356,121.63	\$304,786.00	85.58%	21.10%
Grant Total HUB Participation	\$2,195,264.47	\$1,074,498.00	48.95%	

Table 3. TDHCA Performance – Fiscal Year 2021

<i>Category</i>	<i>TDHCA Performance Total Dollar Amount Spent</i>	<i>TDHCA Performance Total Dollar Amount Spent With HUBs</i>	<i>Percentage Spent with HUBs</i>	<i>TDHCA Goals for 2022</i>
Heavy Construction	N/A	N/A	N/A	0
Building Construction	N/A	N/A	N/A	0
Special Trades Contracts	N/A	N/A	N/A	0
Professional Services Contracts	N/A	N/A	N/A	0
Other Services Contracts	\$25,548,336.00	\$492,362.00	1.93%	26.00%
Commodities Contracts	\$399,015.00	\$300,999.00	75.44%	21.10%
Grant Total HUB Participation	\$25,947,351.00	\$793,361.00	3.06%	

Agency Charge

The Texas Department of Housing & Community Affairs will continue its current efforts to obtain and utilize HUB vendors. We will participate and attend HUB Forums, as well as assist vendors in becoming familiar with the HUB Program and becoming certified. We will educate in-house staff in knowing the values and assets obtained by using HUB Certified vendors for our various Department requirements. We will also continue to cross-train procurement staff in HUB Reporting and have them attend Forums to enable them to meet directly with Certified HUBs. The Department is dedicated to providing as many opportunities to HUB Vendors as possible, and will continue to expand on our successes for Fiscal Year 2022 and 2023.

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.

TDHCA's Goals, Objectives, and Strategies to Fulfill its Mission

Goal A. To 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 all eligible housing activities and preserve/ create single- and multifamily units for very low, low and moderate income households.

Strategy A.1.1. 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 A.1.2. 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.

Strategy A.1.3. Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program.

Strategy A.1.4. Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.

Strategy A.1.5. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Strategy A.1.6. To provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program.

Strategy A.1.7. Provide federal tax credits to develop rental housing for very low and low income households.

Strategy A.1.8. 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.

Strategy A.1.9. Emergence Rental Assistance (Rent Relief) Funds funded through the Consolidated Appropriation Act and ARPA.

Strategy A.1.10 Homeowner Assistance Funds under the American Rescue Plan Act.

Goal B. 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 B.1.1. Provide information and technical assistance to the public through the Housing Resource Center.

Goal C. 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 C.1.1. 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.

Strategy C.1.2. Provide funding to Subrecipients through the Emergency Solutions Grants (ESG), Homeless Housing and Services Program (HHSP), and Ending Homelessness (EH) Fund Programs for activities assisting those experiencing or at-risk of homelessness.

Objective 2: To reduce cost of home energy for 6 percent of very low income households each year.

Strategy C.2.1. 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.

Objective 3: 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 C.3.1. Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Goal D. 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 D.1.1. Monitor and inspect for federal and state housing program requirements.

Strategy D.1.2. Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal E. 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, license applications, inspection reports, and enforcement.**

Strategy E.1.1. Provide services for Statements of Ownership and Licenses in a timely and efficient manner.

Strategy E.1.2. Conduct inspections of manufactured homes in a timely and efficient manner.

Strategy E.1.3. Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Strategy E.1.4. Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.

F. Goal: Indirect Administration and Support Costs**Objective 1: Indirect Administration and Support Costs**

Strategy F.1.1. Central Administration

Strategy F.1.2. Information Resource Technologies

Strategy F.1.3. Operations and Support Services

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, and 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 reconstruction 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, 2022, TDHCA had a total headcount of 346 employees (includes 63 Temporary federally-funded Article IX employees). The following tables profile the agency's workforce. TDHCA's workforce is comprised of 40.5 percent males and 59.5 percent females. Over 45 percent of the agency's work force is over 50 years old with 31.5 percent of the work force having 16 or more years of state service. Statistics show that under two-thirds or 64.5 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. 22.5 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 comprise 13 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

	<i>Number of Employees</i>	<i>Percent of Employees</i>
<i>Male</i>	140	40.5%
<i>Female</i>	206	59.5%

Source: Centralized Accounting and Payroll/Personnel System

Age

	<i>Number of Employees</i>	<i>Percent of Employees</i>
<i>Under 30</i>	32	9.2%
<i>30-39</i>	66	19.1%
<i>40-49</i>	92	26.6%
<i>50-59</i>	100	28.9%
<i>60 and over</i>	56	16.2%

Source: Centralized Accounting and Payroll/Personnel System

Agency Tenure

	<i>Number of Employees</i>	<i>Percent of Employees</i>
<i>0-5 years</i>	183	52.9%
<i>6-10 years</i>	40	11.6%
<i>11-15 years</i>	47	13.6%
<i>16-20 years</i>	31	8.9%
<i>21-25 years</i>	25	7.2%
<i>Over 25 years</i>	20	5.8%

Source: Centralized Accounting and Payroll/Personnel System

State Tenure

	<i>Number of Employees</i>	<i>Percent of Employees</i>
<i>0-5 years</i>	130	37.6%
<i>6-10 years</i>	54	15.6%
<i>11-15 years</i>	53	15.3%
<i>16-20 years</i>	42	12.1%
<i>21-25 years</i>	26	7.5%
<i>Over 25 years</i>	41	11.9%

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, 2022) 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

<i>Job Category</i>	<i>African American TDHCA</i>	<i>African American State</i>	<i>Hispanic American TDHCA</i>	<i>Hispanic American State</i>	<i>Females TDHCA</i>	<i>Females State</i>
Officials/Administrators	10.00%	8.54%	26.70%	24.74%	43.30%	41.71%
Professionals	12.90%	10.90%	38.60%	21.77%	67.90%	54.13%
Technicians	16.70%	15.05%	29.20%	29.75%	12.50%	56.85%
Para-Professionals	40.00%	N/A	40.00%	N/A	100%	N/A
Administrative Support	11.10%	14.60%	44.40%	36.53%	88.90%	74.74%

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 2019-2020.”

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 2021, the statewide turnover rate for full-time and part-time classified employees at state agencies was 21.5 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 2021, the turnover rate was 0.6 percent higher 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

<i>Fiscal Year</i>	<i>TDHCA</i>	<i>State</i>
2021	8.6%	21.5%
2020	8.0%	18.6%
2019	7.8%	20.3%
2018	9.4%	19.3%
2017	7.4%	18.6%

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2021

Turnover rates exclude interagency transfers

Turnover by Length of Agency Service

<i>FY</i>	<i># Terms</i>	<i>Less than 2 Years</i>	<i>2-5 Years</i>	<i>5-9 Years</i>	<i>10-15 Years</i>	<i>15-20 Years</i>	<i>Over 20 Years</i>
2021	27	8	2	1	4	1	11
2020	24	4	6	2	4	2	6
2019	24	5	4	5	4	2	4
2018	27	5	6	4	5	4	3
2017	21	5	3	2	3	5	3

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

<i>FY#</i>	<i>Terms</i>	<i>20-29 Years</i>	<i>30-39 Years</i>	<i>40-49 Years</i>	<i>50-59 Years</i>	<i>60-69 Years</i>
2021	27	2	3	8	7	7
2020	24	1	4	2	9	8
2019	24	3	3	4	7	7
2018	27	0	4	5	10	8
2017	21	1	5	4	6	5

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

<i>Fiscal Year</i>	<i>Projected Retirements</i>	<i>Percent of Total Agency Employees (FTE Budget of 313*)</i>
2022	64	20.45%
2023	12	3.83%
2024	13	4.15%
2025	12	3.83%
2026	17	5.43%
Total Projected Retirements	118	37.69%

Source: Centralized Accounting & Payroll/Personnel System (CAPPS)

*Does not include Temporary federally-funded Article IX employees

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 need 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 employs three contract developers. The Department continues to employ one contract developer to assist with PeopleSoft Financials support. The Department also added two contract developers in FY2022 to work on the CMTS Upgrades capital budget project.

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-backed securities.

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.
- The Department may experience a shortage due to full-time GAP employees transferring to work in temporary federally-funded Article IX positions.

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 50 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 these positions 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 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 provide 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

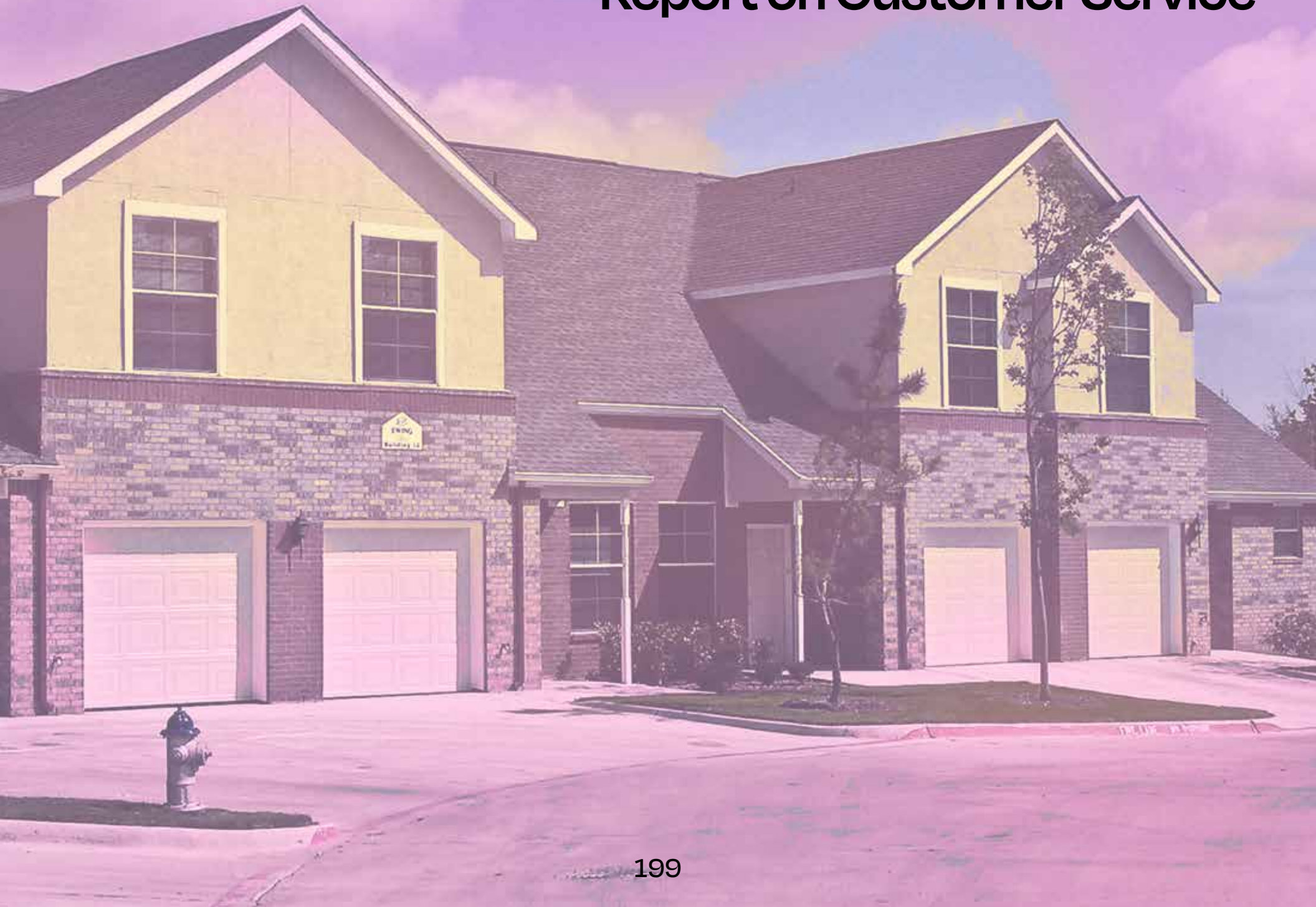
Goal: To employ a diverse workforce with skills to function and lead a diverse workforce.

Rationale: Over 37 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 part of both employees' job descriptions.

Report on Customer Service



1.0 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 1.1 and 1.2 of this report.

1.1 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 Manufactured Housing Division (MHD) has contact with these owners for title transfers, among other processes.

1.2 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.

2.0 2022 TDHCA Customer Service Survey

From March to April 2022, the Department conducted the TDHCA Customer Service Survey (the "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 2023 to 2027: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information and overall satisfaction with the agency).

2.1 Survey Timeline

On March 21, 2022, TDHCA publicized the release of the survey through social media, email, and the Department Web site. The survey was available for completion until April 15, 2022, at 5:00 p.m.

2.2 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; and one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey.

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 the questions intended for businesses. 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 located. 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).		
	<i>Survey Questions for Households</i>	<i>Survey Questions for Organizations</i>
<i>Staff</i>	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.
<i>Timeliness</i>	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.
<i>Communications</i>	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.
<i>Web Site</i>	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.
<i>Printed Information</i>	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.
<i>Facility</i>	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
<i>Complaint Process</i>	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.
<i>Reasonable Accommodations</i>	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.
<i>General Satisfaction</i>	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

2.3 Survey Marketing and Customers Surveyed

TDHCA interacts with a large and diverse number of Texans. Given the wide range of people and durations of contact, TDHCA used the Internet, email and phone surveys to reach as many Households and Organizations connected to the Department as possible. The survey was available in both English and Spanish in order to reach a broader base of customers.

2.4 Response Rates

For the four weeks between March 21, 2022 and April 15, 2022, links to the survey were placed on the following pages of the TDCHA website that received a combined 104,185 views. The front page received 40,660 unique visitors; the Manufactured Housing front page received 27,052 unique visitors; the Housing Resource Center main page received 834 unique visitors; the English Help for Texans page received 28,965 unique visitors; the Spanish Help for Texans page received 1,035 unique visitors; the Notice of Funding Availability page received 2,903 unique visitors, and the Fair Housing page received 2,736 unique visitors. A total of 54 survey respondents indicated that they heard about the survey through the TDHCA Web site. 3,268 followers of TDHCA's Twitter account and 7,219 followers of TDHCA's Facebook page potentially saw the survey announcement. TDHCA emailed the survey announcement directly to approximately 32,098 active email addresses on the TDHCA email lists.

Table 2.4 a: Survey Invitation Distribution

<i>Distribution Method</i>	<i>Number of Potentially Unique Survey Invitation Recipients</i>	<i>Percent of Total</i>
Combined Visitors to TDHCA Web Site Pages	104,185	71%
Social Media Followers	10,487	7.1%
Direct Email Recipients	32,098	21.9%
Total	146,770	100.0%

3.0 Survey Results and Analysis of Findings

The Department received 821 responses to the survey (“responses” defined as the number of respondents that answered at least one question). 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*;
- (4) Texas Rent Relief 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.

**Results from these respondents were not included in the following information

3.1 Survey Respondent Demographics

Customer Type and Interest with TDHCA

TDHCA designated three customer types for the survey: (1) Individuals, (2) Organizations and (3) Those that applied to receive or did receive assistance from Texas Rent Relief (TRR). 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 217 (32.10%) of respondents identified themselves as individuals for the purposes of this report. Approximately 235 (34.76%) of respondents identified themselves as being affiliated with an organization. Approximately 224 (33.14%) of respondents identified themselves as having applied to receive or did receive assistance from TRR, as noted above the results of these respondents is not included in the following information.

Method of Outreach

At the end of the survey, respondents were asked how they heard about the TDHCA Customer Satisfaction Survey. Of the 452 Individual and Organization respondents, 326 answered this question. This provides a rough estimate that only 72.12% of respondents completed the survey from beginning to end.

Figure 3.1a: 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)	4.29%	14
An Email from TDHCA	69.94%	228
The TDHCA public website	16.56%	54
A telephone conversation with TDHCA staff	0.61%	2
Other (please specify in the box below)	4.29%	14

3.2 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.

Figure 3.2a Type of Assistance Requested by Individuals from Housing and Community Affairs

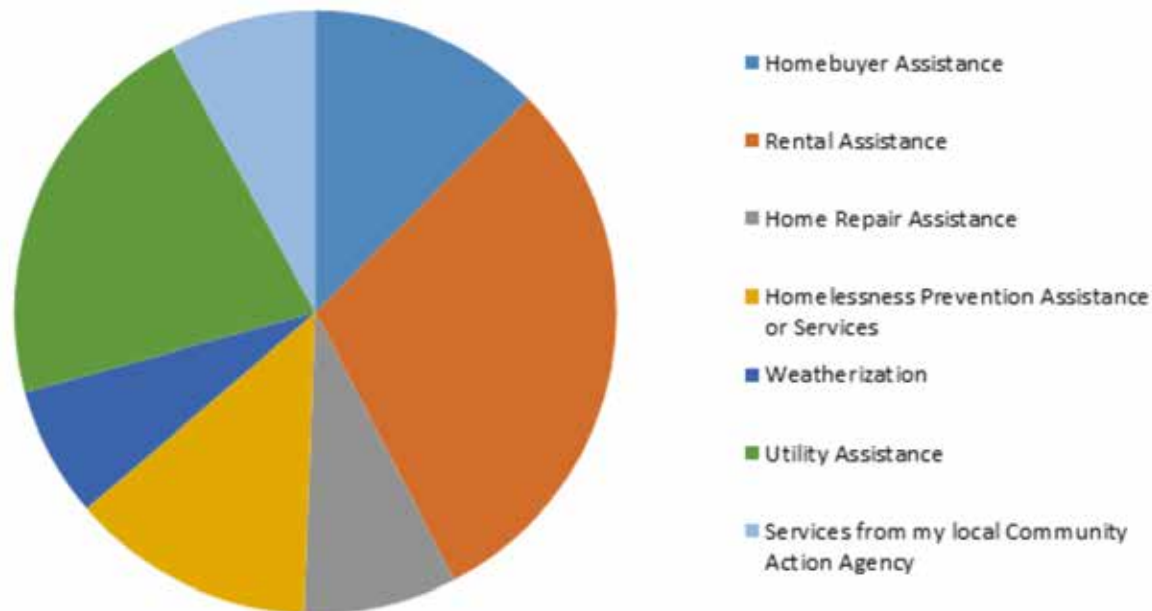


Figure 3.2b Type of Assistance Requested by Individuals from Manufactured Housing

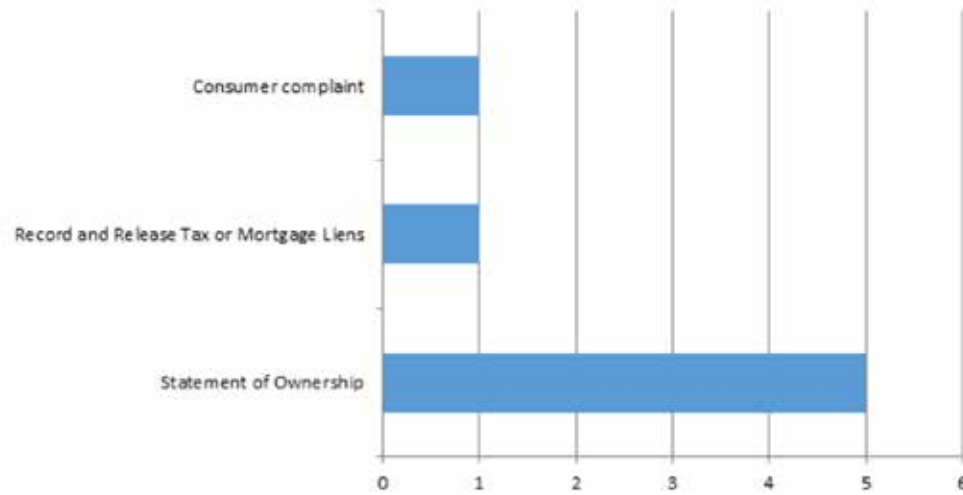


Fig 3.2c Satisfaction with TDHCA Direct Customer Service

The following statements were ranked on a scale from 1 (strongly disagree) to 5 (strongly agree).

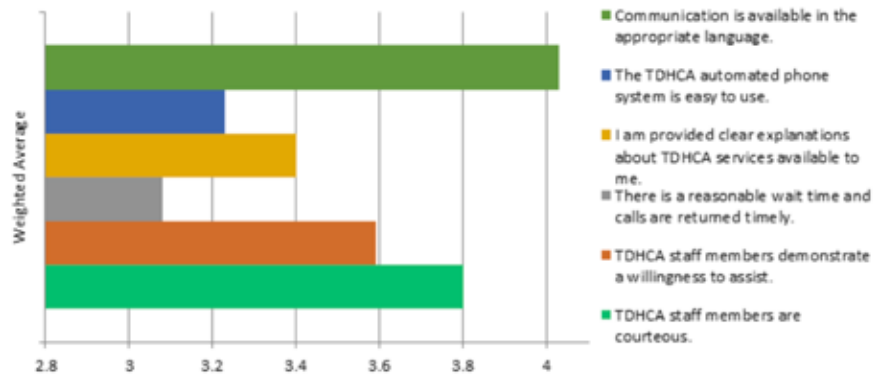


Fig 3.2d Satisfaction with TDHCA's Website and Informational Materials

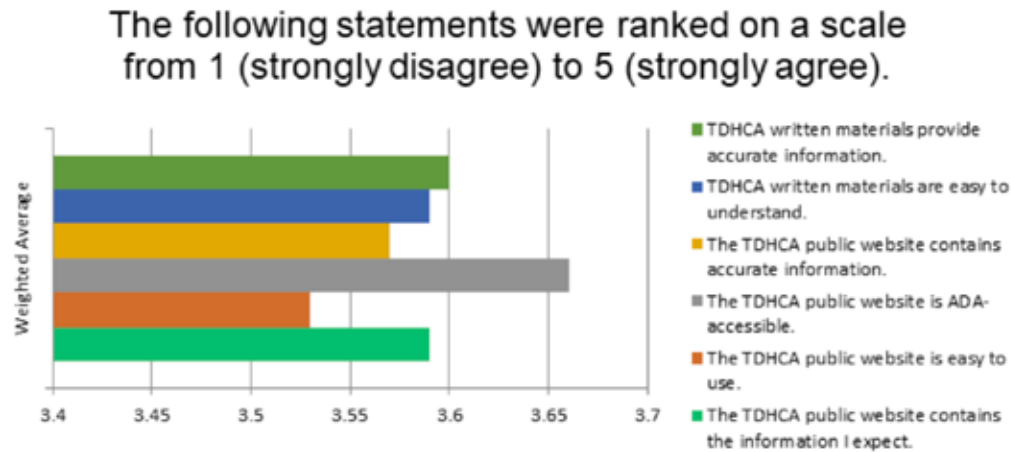
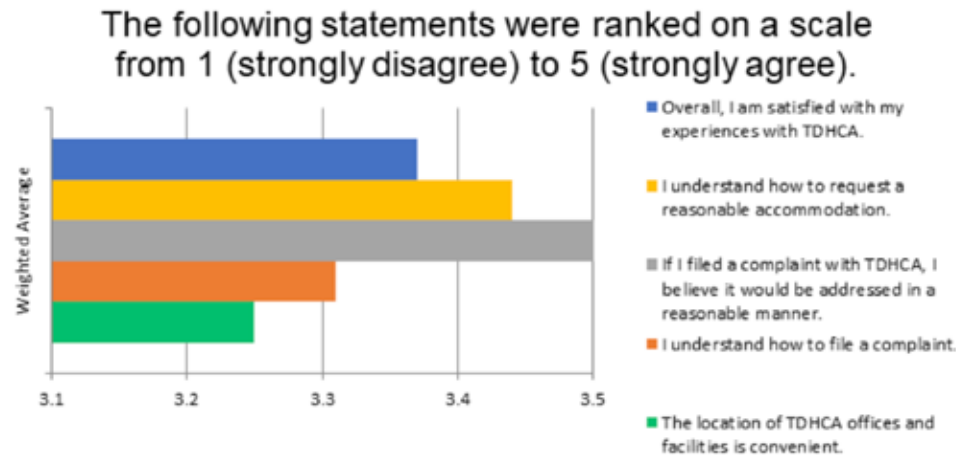


Fig. 3.2e Satisfaction with Miscellaneous Service Activities



3.3 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

3.2 Individuals vPrimary 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, 206 (93.21%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 15 (6.79%) 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.

Fig 3.3a 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	28.27%	54
Housing Trust Fund Program	11.52%	22
Housing Tax Credit Program	36.65%	70
Section 811 Program	9.42%	18
Section 8 Housing Choice Voucher Program	17.80%	34
Office of Colonia Initiatives	2.09%	4
Neighborhood Stabilization Program	3.66%	7
Homeownership Program	20.42%	39
Homelessness Services	23.04%	44
Community Services Block Grant Program	16.75%	32
Energy Assistance Programs	9.95%	19
Other (please specify in box below)	14.66%	28

Next, organization respondents who stated that they worked primarily with the Manufactured Housing Division were asked about their business as it relates to Manufactured Housing. Respondents indicated that they most frequently were a Manufactured Housing Retailer, Installer or Salesperson. The most common “other” response was working with a county tax office.

Fig 3.3b Most Frequently Contacted Manufactured Housing Services

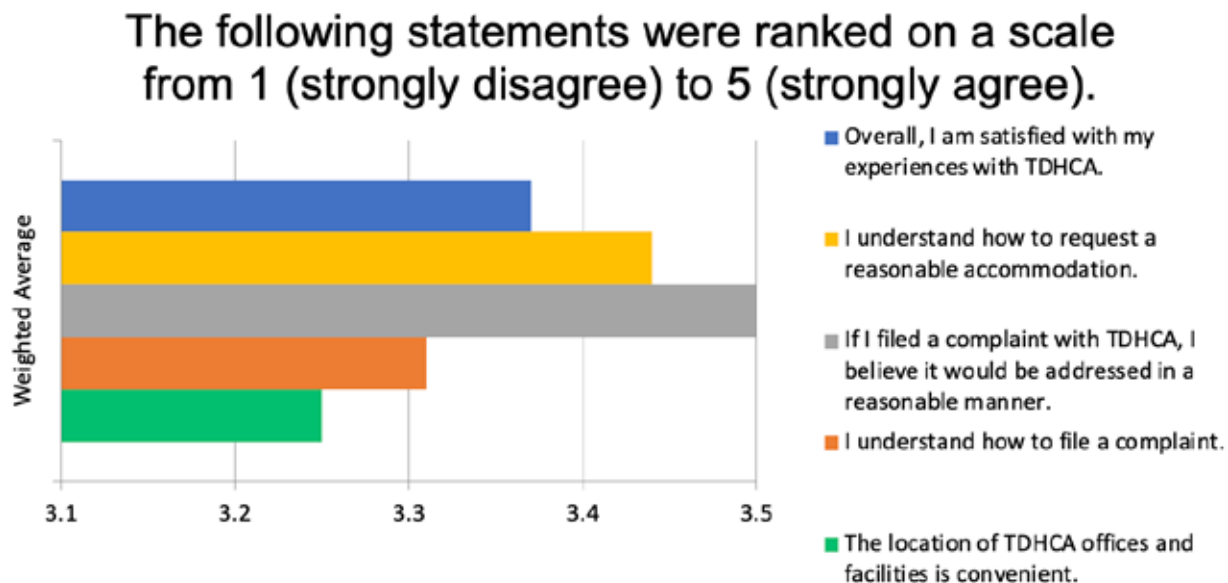
Please indicate your business with the Manufactured Housing Division. Did you Receive training and/or an issuance of a license for one or more of the following?

Answer Choices	Responses	
Manufactured Housing Retailer	30.77%	4
Manufactured Housing Installer	30.77%	4
Manufactured Housing Broker	15.38%	2
Manufactured Housing Salesperson	30.77%	4

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 likert-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.

Fig. 3.3c Satisfaction with TDHCA Direct Customer Service



3.3d Satisfaction with TDHCA's Website and Informational Materials

3.3e 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 (4.20). Among 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 (4.54), for having staff that demonstrates a willingness to assist (4.45), and for the TDHCA public website containing the information expected (4.25). Among organizations, the lowest weighted average was the convenience of location of TDHCA offices and facilities at 3.66 average then TDHCA's automated phone system at 3.81 on average. TDHCA's average indicating general satisfaction with TDHCA services and programs continues to be above 4.0.

3.4 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 2023 to 2027 was included in the survey, along with other elements, which will be used internally. 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 821 respondents, only 2.8% 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 2024, TDHCA plans to continue electronic outreach via email, Web site, and social media. 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 use the results found in the 2022 Survey to determine where existing processes, procedures, and policies can be improved to increase customer satisfaction when interacting with TDHCA.

4.0 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.

4.1 Performance Measures

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2021 performance and state fiscal year 2022 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 4.1a: Strategy 2.1

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of information and technical assistance requests completed	7,100	8,571	120.72%	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 4.1b: Strategy 2.2

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,687	122.25%	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 4.1c: Strategy 5.1

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of manufactured housing statements of ownership and location issued	54,000	57,314	106.14%	54,000
Explanation of Variance: The Department received and processed a larger number of statements of ownership than the targeted projection.				

Strategy 5.2

Conduct inspection of manufactured homes in a timely manner.

Table 4.1d: Strategy 5.2

<i>Strategy Measure</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of installation reports received	15,000	16,241	108.27%	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 4.1e: Number of Complaints Resolved

<i>Strategy Measure #1</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of complaints resolved	600	720	120.00%	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.				

Table 4.1f: Average Time for Complaint Resolution

<i>Strategy Measure #2</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Average time for complaint resolution	180	62.80	34.88%	180
Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.				

Table 4.1g: Number of Jurisdictional Complaints Received

<i>Strategy Measure #3</i>	<i>2021 Target</i>	<i>2021 Actual</i>	<i>% of Goal</i>	<i>2022 Target</i>
Number of jurisdictional complaints received	550	712	129.45%	550
Explanation of Variance: 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.				

4.2 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

<i>2020 Actual</i>	<i>2022 Actual</i>
67%	68%

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.

Output Measures

1. Number of customers surveyed

<i>2020 Actual</i>	<i>2022 Actual</i>
939	821

Explanation: Total number of individuals who started the survey. An increased number of individuals started the survey but did not fully finish the survey, roughly a third of respondents identified as participating in TRR and the results of that portion of the survey are not included in this document.

2. Number of customers served

<i>2020 Actual</i>	<i>2021 Actual</i>
635,528	717,576

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 4.2a: Subrecipients and Licensees*

<i>Subrecipients and Licensees</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	46	46
Emergency Solutions Grant Program Subrecipients	73	118
Homebuyer Assistance Program Participating Lenders	235	243
Homeless Housing and Services Program Organizations	10	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	25
HOME Administrators	146	147
Housing Tax Credit Awards	157	132
Manufactured Housing Licenses issued	2,124	1,980
Total	2,838	2,722

*Please note that in Table 4.2a 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 4.2b: Targeted Beneficiaries

<i>Targeted Beneficiaries</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Single Family Homeownership	12,248	12,254
HOME Investment Partnerships Program	1,203	3,608
Housing Trust Fund	230	170
9% Housing Tax Credits	5,528	4,649
4% Housing Tax Credits	5,162	6,135

<i>Targeted Beneficiaries</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	820	799
Section 811 Project Rental Assistance Program	477	506
Emergency Solutions Grant Program	36,694	54,193
Community Services Block Grant	396,783	437,369
Comprehensive Energy Assistance Program	166,265	190,818
Weatherization Assistance Program	2,963	3,103
Homeless Housing and Services Program	7,037	3,972
Unique complaints received by TDHCA**	464	1,311***
Public Assistance Requests Handled	8,347	8,571
Colonia SHC Beneficiaries	38,596	24,973
Manufactured Housing Statements of Ownership issued	54,967	57,314
Manufactured Housing Inspections Conducted	18,619	18,388
Manufactured Housing Complaints Received	726	712
TOTAL	757,129	820,873

*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.

***Increase in Complaints due to Texas Rent Relief (TRR) Program

Table 4.2c: Total Customers Served

<i>Customers Type</i>	<i>SFY 2020</i>	<i>SFY 2021</i>
Total Subrecipients and Licensees	2,838	2,722
Total Targeted Beneficiaries	757,129	820,873
GRAND TOTAL	759,967	823,595

Efficiency Measure

Cost per customer surveyed

<i>2020 Actual</i>	<i>2022 Actual</i>
\$2.17	\$1.87

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 50 hours of staff time to develop, administer and analyze. At an average of \$30 per hour, this is approximately \$1,500. The total cost of the survey was \$1,538.40. Per customers that took the survey (821), this total is \$1.87 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 4.2d: Customers Identified

<i>Targeted Beneficiaries</i>	<i>2020</i>	<i>2021</i>
Households with incomes at or below 80% AMFI	3,859,262	3,745,775
Number of Manufactured Housing Units	977,039	995,643
TOTAL	4,836,301	4,741,418

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 2021 and 2022SLIHPs, though the data are from the 2014-2018 5 Year ACS/2012-2016 CHAS & 2015-2019 5 Year ACS/2014-2018 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.

Table 4.2e: Number of customer groups inventoried

<i>2020 Actual</i>	<i>2022 Actual</i>
2	2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees). While a third customer group was identified as part of the survey (Texas Rent Relief Respondents), the results of those responses are not included in this report so they are not noted as being inventoried.