

AGENCY STRATEGIC PLAN



Fiscal Years 2019 to 2023

By

THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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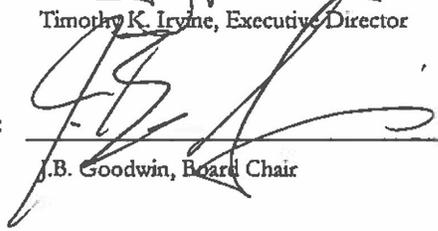
June 8, 2018

SIGNED:



Timothy K. Irvine, Executive Director

APPROVED:



J.B. Goodwin, Board Chair



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TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Table of Contents

TDHCA Mission	1
Agency Operational Goal and Action Plan	1
Specific Action Items to Achieve Your Goal.....	1
Describe How Your Goal or Action Item Supports Each Statewide Objective	1
Describe Any Other Considerations Relevant To Your Goal Or Action Item	3
Redundancies and Impediments	4
Disaster-Related Redundancies and Impediments	15
Supplemental Schedules	
A. Budget Structure- Goal, Objectives and Outcome Measures, Strategies and Output, Efficiency and Explanatory Measures.....	A-1
B. List of Measure Definitions	B-1
C. Historically Underutilized Business Plan.....	C-1
F. Agency Workforce Plan and Texas Workforce Strategic Plan.....	F-1
G. Report on Customer Service	G-i

TDHCA Mission

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

The Department accomplishes its mission largely by acting as a conduit for federal assistance for housing and community services. However, because several major housing programs require the participation of private investors and private lenders, TDHCA also operates as a housing finance agency.

Ensuring compliance with the many state and federal laws that govern housing programs is another important part of the Department's mission. This ensures 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, chiefly through its community action network, provides important services to Texans who qualify based on their income level and, through its subrecipients provides affordable housing assistance as well. The Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

Agency Operational Goal and Action Plan

Administering assigned programs efficiently, transparently, and lawfully, and investing resources strategically, helping Texas communities to thrive.

Specific Action Items to Achieve Your Goal

1. Increase and preserve safe, decent, and affordable housing for very low, low, and moderate income Texans
2. Improve housing conditions for extremely low, very low, and low income households by providing information and technical assistance
3. Reduce home energy costs for very low income Texans
4. Ensure compliant use of state and federal funds
5. Regulate the manufactured housing industry in accordance with state and federal law.

Describe How Your Goal or Action Item Supports Each Statewide Objective

1. Accountable to the tax and fee payers of Texas

TDHCA is committed to administering its programs in a transparent and accountable manner and to the prudent use of taxpayer resources. In addition to all program rules and programming of funds being made available for public comment, TDHCA also conducts numerous public roundtables and online discussion forums to engage stakeholders and solicit comment and input.

Public comment is also available at each monthly governing board meeting and TDHCA's website includes a specific Public Comment Center. TDHCA also works earnestly to maintain regular open dialogue with local communities and their elected representatives in order to ensure it is hearing all points of view and understanding local needs. Extensive information on Department programs can be found on TDHCA's website. Also the materials considered by the TDHCA governing board are available online and whenever possible meetings are streamed live. Members of the public interested in particular TDHCA programs can sign up for lists serves for their specific interests. There is online information regarding how to file a complaint related to a program or service. TDHCA has strong financial controls and compliance monitoring to ensure that funds and other assistance are used in accordance with state and federal regulations and best industry practices.

2. TDHCA pursues and promotes efficiency, seeking the elimination of redundant and non-core functions

TDHCA staff is encouraged to improve processes and efficiencies and to collaborate with others. Recent examples include a comprehensive ongoing review of agency rules to ensure alignment with state and federal law, to eliminate unnecessary regulation and unintended consequences.

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

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

4. Providing excellent customer service

TDHCA is building and maintaining a current understanding of the needs of those populations served as well as those of the organizations with whom we work to serve those populations. TDHCA works to treat all Texans with respect, courtesy, and transparency to encourage a productive dialogue. The most recent Customer Service Report points to TDHCA being successful in these areas.

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

Through the frequent use of public roundtables, webinars, online discussion forums, and other public meetings, TDHCA works toward gauging customers' understanding of programs and, in a broader sense, Texans' realization of specific ways we can help them address specific needs in their communities. TDHCA works hard over multiple platforms to disseminate information to all of our stakeholders. This include use of information available on its website, including downloadable flyers for consumers and potential subrecipients, and the TDHCA Public Comment Center online website to help the general public and stakeholders engage in TDHCA programs.

Describe Any Other Considerations Relevant to Your Goal or Action Item

The Department continues its cybersecurity initiatives launched in the previous biennium and detailed in its Legislative Appropriations Request for FY 2018-19. Adhering to the goals of public accountability and excellent customer service, TDHCA has made it a priority to assess continuously and improve its information security posture. It has outlined key initiatives to increase the protection of customer data as well as the confidentiality, integrity, and availability of information resources. Significant progress has been made towards these initiatives through ongoing training, security control implementation and enhancement, and alignment with best practice frameworks.

Transparency remains a key element in TDHCA's procurement area which has been recognized by peer agencies for its high quality. All staff are kept apprised of the latest guidance from the state Comptroller of Public Accounts and are kept current on statutory changes from the Department's Legal and Governmental Affairs areas. Procedures are also in place for higher level staff to review all payables prior to them being submitted to the Financial Administration area. Maintaining the highest integrity in its procurement procedures is a priority to TDHCA leadership as is providing staff the flexibility and autonomy necessary to make decisions appropriate to their level. This empowers educated staff to help fill a core function for the Department as they continuously refine their skills.

The initiation of a unique funding structure for a critical Department program – the first time homebuyer program – was the genesis of another area where TDHCA strategically pursued and achieved maximum results while employing minimum state resources. Through a partnership with several public and private lending institutions, TDHCA helped homebuyers achieve first year savings of more than \$900,000 in mortgage interest payments on 30-year, fixed rate mortgage loans while receiving 0% interest second loans for down payment and closing cost assistance, and additional homebuyer savings will continue for the life of the loan unless earlier sold or refinanced. In addition to helping finance the purchase of over 1,500 homes, the structure had a positive economic impact in Texas with new construction comprising over 40% of the homes and representing almost \$120 million of the first mortgages financed. Additional economic benefits included the generation of secondary income for housing and homebuyer education organizations.

Per the Department's mission, the customer base was predominantly low to moderate income first-time homebuyers. The program had strict income and purchase price limits, and 65% of the homebuyers were at or below 80% of area median income. An additional benefit was an increase in the number of low and moderate income homebuyers for which TDHCA can provide financing, including down payment and closing cost assistance. In one recent month alone, the Department helped initiate almost \$100 million in mortgage loans, which is about half of what it used to do in one year.

Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.001
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Does not clearly designate TDHCA as a public housing authority ("PHA"). As this is sometimes questioned by the U.S. Department of Housing and Urban Development ("HUD"), it could impact the Department's ability to continue to serve approximately 900 households per year through its Section 8 Housing Choice Voucher Program.
Provide Agency Recommendation for Modification or Elimination	Add another numbered purpose clause stating: "serve as a public housing authority to provide access for the Department to more affordable housing options"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	While TDHCA is already a PHA, the recommended change would state this unambiguously and thereby help ensure that the federal funding agency (HUD) does not have a basis for which to withdrawal PHA status.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.001(6)(B) and (C)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	All of B is duplicated again in C. Also in C, it has "including hunger" in terms of working to address homelessness issues. TDHCA at one time received federal hunger assistance funds, but has not had resources to provide any hunger-related activities in years.
Provide Agency Recommendation for Modification or Elimination	Delete B, and then in C delete "including hunger"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language from statute related to activity for which TDHCA no longer has the appropriate resources. This decreases the likelihood of there being an expectation sometime in the future that TDHCA provide the service/program despite lack of resources and removes confusion related to this matter.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.004(3)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.004(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.
Provide Agency Recommendation for Modification or Elimination	Amend 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.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Will provide clarity and therefore greater efficiency in efforts to serve colonia residents who may have purchased property using a contract for deed.
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 a significant utility payment assistance program – Comprehensive Energy Assistance Program (“CEAP”). Occasionally the Department faces situations where it has concerns with the entities providing CEAP assistance (possible fraud, disallowed costs, mismanagement of funds) but simply turning off the flow of funds while issues get resolved harms the households receiving the utility assistance. While the Department most likely has the authority to obligate subrecipients contractually, to enter into a trustee relationship, TDHCA suggests adding a clause in the Department Powers and Duties that provides TDHCA the explicit power to establish a Trustee for subrecipients, when needed to ensure ongoing delivery of services or assistance to clients which will help the Department efficiently use its funds and help Texans.
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 Associated with Recommended Change	This provides greater efficiency and limits the harm and delays that households may face.
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	Eliminate statute requiring the SLIHP to be a rule.

for Modification or Elimination	
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	This provision should have been removed from TDHCA's statute when the Community Development Block Grant ("CDBG") Program was transferred from TDHCA in 2001 through House Bill 7, 75th Texas Legislature, Regular Session. Please note that Section 2306.098 referred to in subsection (f) does not exist as it related to the Community Development Block Grant Program.
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.
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 Program ("FTHB"). Statute defines FTHB as being a Texas resident who has not owned a home in the last three years - without any other flexibility. However, under the Department's Taxable Mortgage Program ("TMP") TDHCA is also serving veterans (who may have owned in the last three years) consistent with the U.S. Internal Revenue Service ("IRS") authorized exceptions in Section 143(d)(2)(D) of the Code. It is more beneficial for the program to allow the same IRS exceptions to the first time homebuyer definition so that veterans can continue to have the exception offered.
Provide Agency Recommendation for Modification or Elimination	Amend definition as follows: "First-time homebuyer" means a person who: (A) resides in this state on the date on which an application is filed; and (B) has not owned a home during the three years preceding the date on which an application under this subchapter is filed <u>or satisfies an exception in accordance with IRS requirements.</u>
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Change ensures veterans can 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 §2306.1074

Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Limits down payment and closing cost assistance to only those households at 80% of area median income (“AMI”) and lower. However, that is not how the Taxable Mortgage Program (“TMP”) operates (nor how TDHCA has used this restriction in the past). Without a change those households with AMIs above 80% would not be eligible as the Department shifts back to the FTHB Program. Offering the down payment and closing cost assistance only for those at 80% AMI and below would be a significant hardship for many households currently able to garner assistance under the program.
Provide Agency Recommendation for Modification or Elimination	Delete (b)(2) which limits assistance for those who have an income of not more than 80% AMI.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Would allow TDHCA to serve moderate income households without decreasing resources to households at or below 80% AMI.
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	Requires that 95% of state’s HOME Investment Partnerships Program (“HOME”) funds be used in non-Participating Jurisdiction (i.e., areas of the state that do not receive HOME funds directly from the federal government); these tend to be more rural areas of the state. In addition, 5% must be used for Persons with Disabilities statewide. Federal regulations require that 15% of all HOME funds be provided directly to Community Development Housing Organizations (“CHDOs”), which are community-based housing nonprofits that meet requirements of the HOME program. While there are many CHDOs in the more urban areas of the state, there are fewer of these in more rural areas, making achieving the 15% requirement a perennial challenge for TDHCA. New federal guidelines provide much more restrictive deadlines for the commitment and expenditure of HOME funds. The scarcity of CHDOs in rural Texas and the stricter federal regulation effective for 2015 and future year HOME funds significantly increase the likelihood that the state may fail to meet commitment deadlines for a portion of CHDO funds and therefore, may result in the state having to return HOME funds to the federal government. Excluding all or a portion of the 15% federally mandated CHDO set-aside funds from the requirements of 2306.111(c) would minimize this risk.
Provide Agency Recommendation for Modification or Elimination	Amend §2306.111(c) to exclude CHDO funds from the 95/5 rule or otherwise provide flexibility to expressly allow the use of CHDO funds in Participating Jurisdictions without violating the requirement.

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would 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 §2306.1113
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. With HOME and HTF now on a reservation basis, this would require that every household reservation trigger notification. For competitive single family applications under HOME, the households are not yet even identified so that exact location is not yet known. 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 as the requirements of who needs to be notified and what needs to be shared are

	clearly reflective of “developments” and not applications for housing funds in which households are not identified at the time of application and no location could even be determined at the time of application.
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
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	<p>§2306.142 requires a market study to determine underserved economic and geographic submarkets in the state. §2306.142(l) requires specific set-asides or allocations to meet those underserved markets. Much of this section is to provide for sub-prime lending. The parameters for the market study are outdated and cannot be complied with. And the set-asides are economically unfeasible. In addition, the Bond Review Board (“BRB”) is the only party that can waive the requirements of this section, so TDHCA cannot submit single family bond issues as exempt issues; as such TDHCA is unable to receive BRB approval for a series of “mini-issues” without taking each individual series through the approval process. This is inefficient, more costly, and limits the flexibility to enter the market when the timing/pricing is optimal. 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.</p>
Provide Agency Recommendation for Modification or Elimination	<p>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 the BRB waiver each time that a bond issue is undertaken. Elimination of the requirements would permit the Department to submit single family bond issues as exempt issues, permitting a submission to BRB for approval of a series of issues without needing to take each for specific Board approval at an official BRB meeting. This would save the Department a significant amount of costs related to the streamlined process, and would provide the Department more flexibility to take advantage of favorable market conditions more quickly. It should be noted that TDHCA currently serves the underserved economic and geographic submarkets in the state: 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</p>

	various TDHCA programs provide homeownership assistance to rural and border communities.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlining the bond issuance approval process reduces costs and better allows TDHCA to take advantage of market conditions expeditiously in order to offer better homeownership products to low to moderate income Texans.
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 in being used for match. Further, most of TDHCA's federal programs require match of TDHCA and often its subrecipients. TDHCA often meets its federal match requirements by passing the requirement (in part or in full) down to subrecipients. This provision also indicates that TDHCA should "encourage private for profit and nonprofits corporations and state organizations to match the division's funds ..." TDHCA is unclear how it could appropriately encourage private investment outside of an incentive program for which there is no funding.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.171(3) and (4)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities for which it is not allocated resources and 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 direction to the Manufactured Housing Division to adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making
Provide Agency Recommendation	Amend statute to refer to the correct citation (Tex. Gov't

for Modification or Elimination	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 §2306.255
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Contract for Deed Conversion Program under Tex. Gov't Code §2306.255. This section requires the Department to work with private lenders to convert contracts for deed; the Department's role is to provide some type of guarantee in case of default. TDHCA tried to implement this section many years ago with no success. Due to the passage of HB311 84(R)-2015 by Representative Canales and Senator Lucio, transfers of title occur through the recordation of the contract for deed; therefore a conversion is no longer necessary.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Program is no longer necessary due to passage of HB 311. Additionally, TDHCA has not been allocated resources with which to administer the program as codified. Removing the language decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake

	this activity.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.2561 and 2306.805
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.2561 requires an Affordable Housing Preservation Program with specificity on how that should be designed, while Tex. Gov't Code §2306.805 creates a similar but different program, the Housing Preservation Incentives Program. In neither section is the program that is designed one that is readily consistent with the resources the Department has access to or the federal applicable regulations of those funds. Neither program is actively being implemented because of these challenges.
Provide Agency Recommendation for Modification or Elimination	Either delete both sections – Tex. Gov't Code §2306.2561 and §2306.805 - as the programs not only are inconsistent with each other, but neither program is compatible with our funding sources and their associated federal regulations or work to reconcile these sections with federal requirements.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities which are inconsistent consistent 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 §2306.590
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. When TDHCA had control over Community Development Block Grant (“CDBG”) funds this was reasonable, but since TDHCA

	does not oversee funds for water and wastewater infrastructure and or operate any such programs, 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 §2306.6717(4)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires TDHCA to post notice of material amendment requests as relates to Housing Tax Credit ("HTC") awardees and director's recommendation on the amendment 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 creates additional work (additional postings requiring additional routing and redundant review) and may delay decisions on such requests.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlines process.
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 §§2306.781-786
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. 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. 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. Will also remove unnecessary requirements.
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Disaster-Related Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.032
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Statute addresses the requirements for board meetings. If a board meeting needed to convene more promptly than is permitted by the open meetings laws or to meet by telephone, that would not be permitted. The three day posting requirement for board materials could necessitate delay. The ability to provide transcripts could be affected. Presumably gubernatorial waivers, if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	Amend statute to allow the board to meet more promptly than allowed by the Open Meeting Act (Tex. Gov't Code, Chapter 551) or by telephone as well as suspend requirements that the board post meeting material three days prior to a hearing and post complete transcripts of meeting thereafter, if needed in the case of a disaster. Retain the requirement to keep public records of deliberations and actions as well as materials considered to ensure transparency.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would allow the board to act promptly in response to a disaster.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	<p>There are various timeliness and due dates throughout Tex. Gov't Code Ch. 2306, such as:</p> <ul style="list-style-type: none"> • The requirements for the timing of the State Low Income Housing Plan in Tex. Gov't Code §2306.0725 that could be affected by a disaster. Presumably gubernatorial waivers, if needed, could be sought. Specific statutes are noted below. • General Agency Deadlines <ul style="list-style-type: none"> - §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

	<ul style="list-style-type: none"> - §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 task by deadline either because staff is directly affected by the disaster or is reallocating time to expedite disaster-related activities. More importantly in the context of disaster response, there is no flexibility to take actions on different timelines to address urgent disaster-related needs
Provide Agency Recommendation for Modification or Elimination	Add language that indicates deadlines are in place except in the case of a disaster. Consider creating additional flexibility to develop criteria for awarding tax credits in response to a disaster
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	In the case of a disaster, TDHCA would be allowed to focus on relief and recovery efforts
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code §2306.111 (c)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov’t Code §2306.111(c) provides that at least 95% of HOME funds must be used in areas outside of participating jurisdictions. In the case of a disaster impacting participating jurisdictions the Department would be limited in its ability to provide assistance using HOME funds. Presumably gubernatorial waivers, , if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	This was included to highlight the issue. However, the waiver process should be sufficient.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	

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 waiver process could be utilized if needed.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	
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	This will facilitate the Department's ability to provide assistance to homeowners affected by disasters through

with Recommended Change	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	<p>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)</p> <ul style="list-style-type: none"> • 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” qua funding 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, in a disaster rehab program that was being handled under a separate round, do there need to be pre-applications (.6704), market studies (.67055), or local resolutions (.67071)? Should the deadlines of .6724 need to be observed in the case of a disaster response?
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.

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

This section is comprised of the following Automated Budget and Evaluation System of Texas (“ABEST”) reports for fiscal years 2020-21, which reflect the budget structure and measures approved for TDHCA by the Office of the Governor and the Legislative Budget Board:

- Agency Goal/Objective/Strategy Report, 86th Regular Session, Base Recon, Version 1
Reflects approved TDHCA Budget Structure for the 2020-21 biennium
- Agency Objective Outcome Report, 86th Regular Session, Base Recon, Version 1
Reflects approved TDHCA Outcome Measures for the 2020-21 biennium
- Agency Strategy Related Measure, 86th Regular Session, Base Recon, Version 1
Reflects approved TDHCA Strategy Related Measures for 2020-21 biennium

The following key is provided to explain measure features provided in the *Agency Objective Outcome* and *Agency Strategy Related Measure* reports.

Key to Measure Notations

Notation	Explanation	Possible Values
Key	<i>This indicates whether this is a key or non-key measure. Key measures are reflected on an agency’s bill pattern in the General Appropriations Act and must be reported quarterly.</i>	“Y” for Yes or “N” for No
New	<i>Indicates whether is new for the biennium. This includes existing measures that have changed in a manner that will significantly affect values reported.</i>	“Y” for Yes or “N” for No
%	<i>Does this measure reflect a percentage? All outcome measures reflect percentages. Other types of measures do not.</i>	“Y” for Yes or “N” for No
Calc. Method	<i>Is the calculation method used for an output measure cumulative or noncumulative? Cumulative measures are output measures reflecting counts. ABEST will automatically add each quarter’s report to reflect year-to-date and final reporting. All outcome, efficiency, and explanatory measures are considered non-cumulative.</i>	“C” for Cumulative and “N” for “Non-Cumulative”
Priority	<i>What level of priority does the agency assign this measure with respect to achieving goals and objectives?</i>	“H” for High Priority, “M” for Medium Priority, and “L” for Low Priority
Range	<i>What would be the desired range of values for this measure, lower or higher</i>	“H” for Higher and “L” for Lower

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

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

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

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

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

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

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

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

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

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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5

SHORT NAME: MANUFACTURED HOUSING
 FULL NAME: Regulate Manufactured Housing Industry
 DESCRIPTION: Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

1

SHORT NAME: PROTECT CITIZENS
 FULL NAME: Operate a Regulatory System To Ensure Efficiency
 DESCRIPTION: Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.

1

SHORT NAME: TITLING & LICENSING
 FULL NAME: Provide Statements of Ownership and Licenses in a Timely Manner
 DESCRIPTION: Provide services for Statements of Ownership and Licenses in a timely and efficient manner.

2

SHORT NAME: INSPECTIONS
 FULL NAME: Conduct Inspections of Manufactured Homes in a Timely Manner
 DESCRIPTION: Conduct inspections of manufactured homes in a timely and efficient manner.

3

SHORT NAME: ENFORCEMENT
 FULL NAME: Process Complaints/Conduct Investigations/Take Administrative Actions
 DESCRIPTION: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

4

SHORT NAME: TEXAS.GOV
 FULL NAME: Texas.gov fees. Estimated and Nontransferable
 DESCRIPTION: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.

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

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>6</u>		SHORT NAME: INDIRECT ADMIN AND SUPPORT COSTS
		FULL NAME: Indirect Administration and Support Costs
		DESCRIPTION: Indirect administration and support costs.

	<u>1</u>	SHORT NAME: INDIRECT ADMIN AND SUPPORT COSTS
		FULL NAME: Indirect Administration and Support Costs
		DESCRIPTION: Indirect administration and support costs.

		<u>1</u>	SHORT NAME: CENTRAL ADMINISTRATION
			FULL NAME: Central Administration
			DESCRIPTION: Central administration.

		<u>2</u>	SHORT NAME: INFORMATION RESOURCE TECHNOLOGIES
			FULL NAME: Information Resource Technologies
			DESCRIPTION: Information resource technologies.

		<u>3</u>	SHORT NAME: OPERATING/SUPPORT
			FULL NAME: Operations and Support Services
			DESCRIPTION: Operations and support services.

86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: 1 <u>Increase Availability of Safe/Decent/Affordable Housing</u>								
Objective.: 1 <u>Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</u>								
1	SHORT NAME:	%VLI/LI/MI RECEIVE HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Households/Individuals Assisted						
	DESCRIPTION:	Percent of Households/Individuals of Very Low, Low, and Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
2	SHORT NAME:	% VLI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Very Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Very Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
3	SHORT NAME:	% LI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
4	SHORT NAME:	% MI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Households of Moderate Income Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
Goal.: 2 <u>Provide Information and Assistance</u>								
Objective.: 1 <u>Provide Information and Assistance for Housing and Community Services</u>								
1	SHORT NAME:	% INFO REQUESTS COMPLETED ON TIME	N	N	Y	N	H	H

86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
	FULL NAME:	% of Info/TA Requests Completed Within Established Time Frames						
	DESCRIPTION:	Percent of Short Term and Long Term Information and Technical Assistance Requests Fulfilled Within Established Time Frames						
Goal.: 3 <u>Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs</u>								
Objective.: 1 <u>Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year</u>								
1	SHORT NAME:	% POVERTY ASSISTANCE	Y	N	Y	N	H	H
	FULL NAME:	% Eligible Population That Received Homeless & Poverty-Related Asst						
	DESCRIPTION:	Percent Eligible Population That Received Homeless and Poverty-Related Assistance						
2	SHORT NAME:	% INCOMES ABOVE POVERTY	N	N	Y	N	H	H
	FULL NAME:	Percent of Persons Assisted That Achieve Incomes above Poverty Level						
	DESCRIPTION:	Percent of Persons Assisted That Achieve Incomes above Poverty Level						
Objective.: 2 <u>Reduce Cost of Home Energy for 6% of Very Low Income Households</u>								
1	SHORT NAME:	% VLI HOUSEHOLD RECIPIENTS	Y	N	Y	N	H	H
	FULL NAME:	Percent of Very Low Income Households Receiving Energy Assistance						
	DESCRIPTION:	Percent of Very Low Income Households Receiving Energy Assistance						
Goal.: 4 <u>Ensure Compliance with Program Mandates</u>								
Objective.: 1 <u>Monitor Developments & Subrecipient Contracts for Compliance</u>								
1	SHORT NAME:	% OF FF SUBS W/ ONSITE MONITOR	N	N	Y	N	M	H
	FULL NAME:	Percent of Formula-Funded Receiving Onsite Monitoring						
	DESCRIPTION:	Percent of Community Action (CA) Network and Homeless Housing and Services Program (HHSP) Subrecipients Receiving Onsite Monitoring						

86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: 5 <u>Regulate Manufactured Housing Industry</u>								
Objective.: 1 <u>Operate a Regulatory System To Ensure Efficiency</u>								
1	SHORT NAME: % APPS PROCESSED		N	N	Y	N	H	H
	FULL NAME: Percent of Applications Processed within Established Time Frames							
	DESCRIPTION: Percent of Applications Processed within Established Time Frames							
2	SHORT NAME: % CONSUMER COMPLAINT INSPECTIONS		Y	N	Y	N	H	H
	FULL NAME: Percent of Consumer Complaint Inspections Conducted within 30 Days							
	DESCRIPTION: Percent of Consumer Complaint Inspections Conducted within 30 Days of Request							
3	SHORT NAME: % COMPLAINTS DISCIPLINARY ACTION		Y	N	Y	N	H	L
	FULL NAME: Percent of Complaints Resulting in Disciplinary Action							
	DESCRIPTION: Percent of Complaints Resulting in Disciplinary Action							
4	SHORT NAME: % DOCUMENTED COMPLAINTS		N	N	Y	N	H	H
	FULL NAME: Percent of Documented Complaints Resolved within Six Months							
	DESCRIPTION: Percent of Documented Complaints Resolved within Six Months							
5	SHORT NAME: RATE DISCIPLINARY ACTION		N	N	Y	N	H	H
	FULL NAME: Recidivism Rate for Those Receiving Disciplinary Action							
	DESCRIPTION: Recidivism Rate for Those Receiving Disciplinary Action							

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Goal: <u>1</u> Increase Availability of Safe/Decent/Affordable Housing								
Objective: <u>1</u> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing								
Strategy: <u>1</u> Mortgage Loans & MCCs through the SF MRB Program								
MEASURE TYPE: OP Output Measures								
<u>1</u>	SHORT NAME:	# HOUSEHOLDS ASSIST. W / FINANCING	Y	N	N	C	H	H
	FULL NAME:	# Households Asst. through Bond Authority or Other Mortgage Financing						
	DESCRIPTION:	Number of Households Assisted through Bond Authority or Other Mortgage Financing						
MEASURE TYPE: EF Efficiency Measures								
<u>1</u>	SHORT NAME:	AVERAGE LOAN AMOUNT W / O ASST.	N	N	N	N	M	H
	FULL NAME:	Average Loan Amount w/o Down Payment Assistance						
	DESCRIPTION:	Average Loan Amount Per Household without Down Payment Assistance						
<u>2</u>	SHORT NAME:	AVERAGE DOWN PMT. ASST. LOAN AMT.	N	N	N	N	M	H
	FULL NAME:	Avg Loan Amount with Down Payment Assistance						
	DESCRIPTION:	Average Loan Amount with Down Payment Assistance						
MEASURE TYPE: EX Explanatory/Input Measures								
<u>1</u>	SHORT NAME:	# HH REC LOANS W/O DOWN PAY ASST	N	N	N	N	M	H
	FULL NAME:	Households Receiving Mortgage Loans w/o Down Payment Assistance						
	DESCRIPTION:	Number of Households Receiving Mortgage Loans without Down Payment Assistance						
<u>2</u>	SHORT NAME:	# DOWN PAYMENT ASSIST. HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number Households Receiving Mortgage Loans w/ Down Payment Assistance						
	DESCRIPTION:	Number of Households Receiving Loans with Down Payment Assistance.						
<u>3</u>	SHORT NAME:	# HH REC'G MCC UP TO \$2000/YR	N	N	N	N	M	H

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	# HH Rec'g Mortgage Credit Certificate to \$2000/yr w/o Mortgage Loan						
	DESCRIPTION:	Number of Households Receiving a Mortgage Credit Certificate (up to \$2000 Per Year) without a Mortgage Loan						
4	SHORT NAME:	# HH REC'G MCC TO \$2000/YR W/LOAN	N	N	N	N	M	H
	FULL NAME:	# HH Rec'g Mortgage Credit Cert up to \$2000/yr w/Loan & Down Pmt Asst						
	DESCRIPTION:	Number of Households Receiving a Mortgage Credit Certificate (up to \$2000 Per Year) and a Mortgage Loan with Down Payment Assistance						
	Strategy:	2 Provide Funding through the HOME Program for Affordable Housing						
	MEASURE TYPE:	OP Output Measures						
1	SHORT NAME:	# HOUSEHOLDS ASST. W/SF HOME FUNDS	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted with Single Family HOME Funds						
	DESCRIPTION:	Number of Households Assisted with Single Family HOME Funds						
2	SHORT NAME:	#HH ASS. W/MF HOME, TCAP RF, OTHER	N	N	N	C	H	H
	FULL NAME:	#HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans						
	DESCRIPTION:	Number of Households Assisted with Multifamily HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Multifamily Direct Loan Funds						
	MEASURE TYPE:	EF Efficiency Measures						
1	SHORT NAME:	AVG AMT SF DEVELOPMENT	N	N	N	N	M	L
	FULL NAME:	Avg Amt Per Household for Single Family Development						
	DESCRIPTION:	Average Amount Per Household for Single Family Development Activities						
2	SHORT NAME:	AVERAGE AMOUNT SF REHABILITATION	N	N	N	N	M	L
	FULL NAME:	Avg Amt Per Household/Single Family Rehab, New Const or Reconstruction						
	DESCRIPTION:	Average Amount Per Household for Single Family Rehabilitation Activities, New Construction or Reconstruction						

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>3</u>	SHORT NAME: AVG AMT HOMEBUYER W/ REHAB ASST		N	N	N	N	M	L
	FULL NAME: Average Amount for Homebuyer and Homebuyer with Rehab Assistance							
	DESCRIPTION: Average Amount Per Household Assisted with Homebuyer and Homebuyer with Rehabilitation Assistance							
<u>4</u>	SHORT NAME: AVERAGE AMOUNT RENTAL ASSISTANCE		N	N	N	N	M	L
	FULL NAME: Average Amount Per Household of Tenant-based Rental Assistance							
	DESCRIPTION: Average Annual Amount Per Household Receiving Tenant-based Rental Assistance							
<u>5</u>	SHORT NAME: AVG HOME, TCAP RF, OTHER FUNDS\HHS		N	N	N	N	H	L
	FULL NAME: Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development							
	DESCRIPTION: Average HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Funds Amount Per Household Multifamily Development							
MEASURE TYPE: EX Explanatory/Input Measures								
<u>1</u>	SHORT NAME: # SF DEVELOPMENT HOUSEHOLDS		N	N	N	N	M	H
	FULL NAME: # of Households Asst. through S.F. Development Activities							
	DESCRIPTION: Number of Households Assisted through Single Family Development Activities							
<u>2</u>	SHORT NAME: # SF REHAB/NEW/RECONSTR ACTIVITIES		N	N	N	N	M	H
	FULL NAME: # of Households Asst through S.F. Rehab, New Const, or Reconst Act							
	DESCRIPTION: Number of Households Assisted through Single Family Rehabilitation, New Construction, or Reconstruction Activities							
<u>3</u>	SHORT NAME: # HOMEBUYER & HOMEBUYER/HOME REHAB		N	N	N	N	M	H
	FULL NAME: # of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst							

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Number of Households Assisted through Homebuyer and Homebuyer / Home Rehabilitation Assistance						
<u>4</u>	SHORT NAME:	# OF RENTAL ASSISTANCE HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Tenant-based Rental Assistance						
	DESCRIPTION:	Number of Households Assisted through Tenant-based Rental Assistance Annually						
<u>5</u>	SHORT NAME:	# HH ASSISTED W/ HOME MF	N	N	N	N	H	H
	FULL NAME:	Number of Households Assisted through HOME Multifamily Activities						
	DESCRIPTION:	Number of Households Assisted through HOME Multifamily Activities						
<u>6</u>	SHORT NAME:	# HH ASST. TCAP RF, OTHER MF LOAN	N	N	N	N	H	H
	FULL NAME:	# HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities						
	DESCRIPTION:	Number of Households Assisted through Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, and Other Multifamily Direct Loan Activities						
	Strategy:	<u>3</u> Provide Loans through the Texas Bootstrap Program (TBP) - HTF						
	MEASURE TYPE:	OP Output Measures						
<u>1</u>	SHORT NAME:	# HOUSEHOLDS ASSIST TX BOOTSTRAP	N	N	N	N	H	H
	FULL NAME:	Number of Households Assisted through Texas Bootstrap - HTF						
	DESCRIPTION:	Number of Households Assisted through Texas Bootstrap - HTF						
	MEASURE TYPE:	EF Efficiency Measures						
<u>1</u>	SHORT NAME:	AVG AMOUNT HOUSEHOLD BOOTSTRAP	N	N	N	N	M	L
	FULL NAME:	Average Amount Per Household for Texas Bootstrap - HTF						
	DESCRIPTION:	Average Amount Per Household for Texas Bootstrap - HTF						
	Strategy:	<u>4</u> Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF						

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Average Total Development Costs Per Household for New Construction Activities						
<u>3</u>	SHORT NAME:	AVERAGE AMT ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation						
	DESCRIPTION:	Average Amount of Bond Proceeds Per Household for Acquisition/Rehabilitation Activities						
<u>4</u>	SHORT NAME:	AVERAGE COST ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Average Total Development Costs Per Household for Acqu/Rehab						
	DESCRIPTION:	Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities						
MEASURE TYPE: EX Explanatory/Input Measures								
<u>1</u>	SHORT NAME:	# CONSTRUCTION HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through New Construction Activities						
	DESCRIPTION:	Number of Households Assisted through New Construction Activities						
<u>2</u>	SHORT NAME:	# ACQU/REHAB HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Acqu/Rehab Activities						
	DESCRIPTION:	Number of Households Assisted through Acquisition/Rehabilitation Activities						
Goal: <u>2</u> Provide Information and Assistance								
Objective: <u>1</u> Provide Information and Assistance for Housing and Community Services								
Strategy: <u>1</u> Housing Resource Center								
MEASURE TYPE: OP Output Measures								
<u>1</u>	SHORT NAME:	# REQUESTS COMPLETED	Y	N	N	C	H	H
	FULL NAME:	Number of Information and Technical Assistance Requests Completed						
	DESCRIPTION:	Number of Information and Technical Assistance Requests Completed						

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

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

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

Goal: 4 Ensure Compliance with Program Mandates

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Goal: **5** Regulate Manufactured Housing Industry

Objective: **1** Operate a Regulatory System To Ensure Efficiency

Strategy: **1** Provide Statements of Ownership and Licenses in a Timely Manner

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

Agency Strategy Related Measure
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

6/6/2018 11:49:15AM

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

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

B. List of Measure Definitions

This section is comprised of the following Automated Budget and Evaluation System of Texas (“ABEST”) reports for fiscal years 2020-21, which reflect the budget structure and measures approved for TDHCA by the Office of the Governor and the Legislative Budget Board:

- Objective Outcome Definitions Report, 86th Regular Session, Base Recon, Version 1
Reflects approved TDHCA Outcome Measure Definitions for the 2020-21 biennium
- Strategy-Related Measures Definitions Report, 86th Regular Session, Base Recon, Version 1
Reflects approved TDHCA Strategy Related Measure Definitions for the 2020-21 biennium

The following key is provided to explain measure features provided in the *Agency Objective Outcome* and *Agency Strategy Related Measure* reports.

Key to Measure Notations

Notation	Explanation	Possible Values
Calculation Method	<i>This indicates whether this is a key or non-key measure. Key measures are reflected on an agency’s bill pattern in the General Appropriations Act and must be reported quarterly.</i>	“Y” for Cumulative and “N” for “Non-Cumulative”
Key	<i>Indicates whether is new for the biennium. This includes existing measures that have changed in a manner that will significantly affect values reported.</i>	“Y” for Yes or “N” for No
Target Attainment	<i>Does this measure reflect a percentage? All outcome measures reflect percentages. Other types of measures do not.</i>	“H” for Higher and “L” for Lower
New Measure	<i>Is the calculation method used for an output measure cumulative or noncumulative? Cumulative measures are output measures reflecting counts. ABEST will automatically add each quarter’s report to reflect year-to-date and final reporting. All outcome, efficiency, and explanatory measures are considered non-cumulative.</i>	“Y” for Yes or “N” for No
Priority	<i>What level of priority does the agency assign this measure with respect to achieving goals and objectives?</i>	“H” for High Priority, “M” for Medium Priority, and “L” for Low Priority
Percentage Measure	<i>What would be the desired range of values for this measure, lower or higher</i>	“Y” for Yes or “N” for No

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 1 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 1	Increase Availability of Safe/Decent/Affordable Housing
Objective No. 1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No. 1	Percent Households/Individuals Assisted

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 01-01 OC 01
Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs 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, only moderate income renter households will be included as the only TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (NOTE: TDHCA does not have home repairs programs that would benefit moderate income homeowners and therefore moderate income homeowners are not included. Also, rental development units funded by multiple programs are counted only once for the purposes of outcome calculations.)

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 2 of 20

BL 2021 Methodology

The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs 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, only moderate income renter households will be included as the only TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (NOTE: TDHCA does not have home repairs programs that would benefit moderate income homeowners and therefore moderate income homeowners are not included. Also, rental development units funded by multiple programs are counted only once for the purposes of outcome calculations.)

BL 2021 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 3 of 20

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

Goal No. 1 Increase Availability of Safe/Decent/Affordable Housing

Objective No. 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing

Outcome No. 2 Percent Very Low Income Households Receiving Housing Assistance

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 01-01 OC 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 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 and (denominator) the most recent data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 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 and (denominator) the most recent data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2021 Purpose

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 4 of 20

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 5 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 1	Increase Availability of Safe/Decent/Affordable Housing
Objective No. 1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No. 3	Percent Low Income Households Receiving Housing Assistance

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 01-01 OC 03
Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 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 using TDHCA's housing programs and (denominator) the most recent data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.

BL 2020 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, how many low income households/individuals the housing programs were able to serve.

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 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 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 6 of 20

BL 2021 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, how many low income households/individuals the housing programs were able to serve.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 7 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 1	Increase Availability of Safe/Decent/Affordable Housing
Objective No. 1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Outcome No. 4	Percent Households of Moderate Income Receiving Housing Assistance

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 01-01 OC 04

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 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 and
(denominator) the most recent data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.)

BL 2020 Purpose

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

BL 2021 Definition

The percentage of moderate income households receiving housing assistance represents services provided by My First Texas Home Programs and other housing funds.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018

Time: 11:50:01AM

Page: 8 of 20

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 and
(denominator) the most recent data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.)

BL 2021 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 9 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 2	Provide Information and Assistance
Objective No. 1	Provide Information and Assistance for Housing and Community Services
Outcome No. 1	% of Info/TA Requests Completed Within Established Time Frames

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 332 085-R-S70-1 02-01 OC 01**
Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2020 Definition

This measure tracks the percentage of information and technical assistance requests completed within established time frames by the Center for Housing Research, Planning, and Communications.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

The percent of requests completed on time will be based on (numerator) total requests completed by the deadline established and (denominator) the total amount of requests completed.

BL 2020 Purpose

To ensure that the Department is responding to consumer information and technical assistance requests in a timely manner.

BL 2021 Definition

This measure tracks the percentage of information and technical assistance requests completed within established time frames by the Center for Housing Research, Planning, and Communications.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

The percent of requests completed on time will be based on (numerator) total requests completed by the deadline established and (denominator) the total amount of requests completed.

BL 2021 Purpose

To ensure that the Department is responding to consumer information and technical assistance requests in a timely manner.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 10 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No. 1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Outcome No. 1	% Eligible Population That Received Homeless & Poverty-Related Asst

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 03-01 OC 01
Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018

Time: 11:50:01AM

Page: 11 of 20

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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 12 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No. 1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Outcome No. 2	Percent of Persons Assisted That Achieve Incomes above Poverty Level

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 332 085-R-S70-1 03-01 OC 02**

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

BL 2020 Definition

The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty is the number of persons assisted that achieve incomes above 125% of poverty, and maintain that income level for a minimum of 90 days, divided by the total number of persons at or below 125% of poverty in Texas.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

The percentage of very low income persons assisted by the CSBG program (persons at or below 125% of poverty) maintaining that level of income for a minimum of 90 days divided by the total number of persons at or below 125% of poverty in Texas using the most recent census data available. Information on the number of persons assisted is submitted to the Department by subrecipients.

BL 2020 Purpose

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

BL 2021 Definition

The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty is the number of persons assisted that achieve incomes above 125% of poverty, and maintain that income level for a minimum of 90 days, divided by the total number of persons at or below 125% of poverty in Texas.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

The percentage of very low income persons assisted by the CSBG program (persons at or below 125% of poverty) maintaining that level of income for a minimum of 90 days divided by the total number of persons at or below 125% of poverty in Texas using the most recent census data available. Information on the number of persons assisted is submitted to the Department by subrecipients.

BL 2021 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 13 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No. 2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Outcome No. 1	Percent of Very Low Income Households Receiving Energy Assistance

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 03-02 OC 01
Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018

Time: 11:50:01AM

Page: 14 of 20

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 15 of 20

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

Goal No. 4 Ensure Compliance with Program Mandates

Objective No. 1 Monitor Developments & Subrecipient Contracts for Compliance

Outcome No. 1 Percent of Formula-Funded Receiving Onsite Monitoring

Calculation Method: N **Target Attainment:** H **Priority:** M **Cross Reference:** Agy 332 085-R-S70-1 04-01 OC 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 16 of 20

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 5	Regulate Manufactured Housing Industry
Objective No. 1	Operate a Regulatory System To Ensure Efficiency
Outcome No. 1	Percent of Applications Processed within Established Time Frames

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 332 085-R-S70-1 05-01 OC 01
Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 17 of 20

Agency Code: **332** Agency: **Department of Housing and Community Affairs**
Goal No. 5 Regulate Manufactured Housing Industry
Objective No. 1 Operate a Regulatory System To Ensure Efficiency
Outcome No. 2 Percent of Consumer Complaint Inspections Conducted within 30 Days

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 332 085-R-S70-1 05-01 OC 02**
Key Measure: Y **New Measure: N** **Percent Measure: Y**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 18 of 20

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

Goal No. 5 Regulate Manufactured Housing Industry

Objective No. 1 Operate a Regulatory System To Ensure Efficiency

Outcome No. 3 Percent of Complaints Resulting in Disciplinary Action

Calculation Method: N Target Attainment: L Priority: H Cross Reference: Agy 332 085-R-S70-1 05-01 OC 03

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 19 of 20

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

Goal No. 5 Regulate Manufactured Housing Industry

Objective No. 1 Operate a Regulatory System To Ensure Efficiency

Outcome No. 4 Percent of Documented Complaints Resolved within Six Months

Calculation Method: N Target Attainment: H Priority: H Cross Reference: Agy 332 085-R-S70-1 05-01 OC 04

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Base Recon, Version I
Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/6/2018
Time: 11:50:01AM
Page: 20 of 20

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

Goal No. 5 Regulate Manufactured Housing Industry

Objective No. 1 Operate a Regulatory System To Ensure Efficiency

Outcome No. 5 Recidivism Rate for Those Receiving Disciplinary Action

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 332 085-R-S70-1 05-01 OC 05**

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EF 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	1		Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1		Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1		Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EF		
Measure No.	2		Avg Loan Amount with Down Payment Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EF 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EX 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No Limitations

BL 2020 Data Source

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

BL 2020 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. The combined four quarters included in the Single Family HOME output measure 1.1.2 OP 1 will be the annual sum

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No Limitations

BL 2021 Data Source

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

BL 2021 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. The combined four quarters included in the Single Family HOME output measure 1.1.2 OP 1 will be the annual sum

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EX 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	3	# HH Rec'g Mortgage Credit Certificate to \$2000/yr w/o Mortgage Loan

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EX 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 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 up to \$2,000 per year in federal tax credits for the MCCs over the life of the loan.

BL 2020 Data Limitations

There are no data limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 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 up to \$2,000 per year in federal tax credits for the MCCs over the life of the loan.

BL 2021 Data Limitations

There are no data limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	4	# HH Rec'g Mortgage Credit Cert up to \$2000/yr w/Loan & Down Pmt Asst

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-01 EX 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans, with down payment assistance provided by the department. Households can receive up to \$2,000 in federal tax credit per year through the MCC Program over the life of the loan.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans, with down payment assistance provided by the department. Households can receive up to \$2,000 in federal tax credit per year through the MCC Program over the life of the loan.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EF 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EF 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	1		Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1		Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2		Provide Funding through the HOME Program for Affordable Housing
Measure Type	EF		
Measure No.	3		Average Amount for Homebuyer and Homebuyer with Rehab Assistance

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EF 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed

BL 2020 Data Source

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

BL 2020 Methodology

The total dollar amount of HOME funds expended for acquisition of affordable housing will be divided by the number of households assisted through Homebuyer Assistance ("HBA") funds.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed

BL 2021 Data Source

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

BL 2021 Methodology

The total dollar amount of HOME funds expended for acquisition of affordable housing will be divided by the number of households assisted through Homebuyer Assistance ("HBA") funds.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EF 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EF 05

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The numbers and amounts of the multifamily loans/grants are tracked by the Multifamily Finance division.

Data is entered by staff and maintained in the agency's computer system.

Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds. Some multifamily direct loan funds may be layered with other TDHCA funding such as bonds or HTC.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The numbers and amounts of the multifamily loans/grants are tracked by the Multifamily Finance division.

Data is entered by staff and maintained in the agency's computer system.

Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds. Some multifamily direct loan funds may be layered with other TDHCA funding such as bonds or HTC.

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EX	
Measure No.	3	# of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 05
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-02 EX 06

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-02 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-02 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-03 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 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 excludes sub-grantee administrative funds.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 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 excludes sub-grantee administrative funds.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-03 OP 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-03 EF 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 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.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 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.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference:
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-04 EF 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

The average costs per household served is the sum of TDHCA expenditures undertaken to administer Section 8 (inclusive of local operator costs and 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.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The average costs per household served is the sum of TDHCA expenditures undertaken to administer Section 8 (inclusive of local operator costs and 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.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	5	Federal Rental Assistance through Section 8 Vouchers
Measure Type	OP	
Measure No.	1	Total # of HH Assisted thru Statewide Housing Asst. Payments Program

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-04 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-04 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 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.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 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.

BL 2020 Purpose

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

BL 2021 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.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 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.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-05 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

no limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

no limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EF 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EF 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EF 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EF 04

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EX 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-06 EX 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-06 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

With rare exception, these units will be layered with HTCs and potentially also with Multifamily Direct Loan funds and therefore also reflected under those strategies.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EX 02

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-07 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2020 Purpose

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

BL 2021 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	2	Provide Information and Assistance	
Objective No.	1	Provide Information and Assistance for Housing and Community Services	
Strategy No.	1	Housing Resource Center	
Measure Type	OP		
Measure No.	1	Number of Information and Technical Assistance Requests Completed	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 02-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	2	Provide Information and Assistance
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits
Measure Type	OP	
Measure No.	1	# of Tech Assistance Contacts Conducted by Field Offices

Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference: Agy 332 085-R-S70-1 02-02-01 OP 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2020 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers also provide general information on the Department’s programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department’s Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2020 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2020 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government . This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.

BL 2021 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers also provide general information on the Department’s programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department’s Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2021 Data Limitations

No limitations.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2021 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2021 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	2	Provide Information and Assistance
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits
Measure Type	OP	
Measure No.	2	# of Colonia Residents Receiving Direct Assist from Self-help Centers

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 02-02-01 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2020 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

BL 2020 Data Source

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

BL 2020 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2020 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

BL 2021 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2021 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Source

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

BL 2021 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2021 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	1	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

BL 2020 Purpose

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

BL 2021 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	2	Average Subrecipient Cost Per Person for the CSBG Program

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 EF 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

BL 2020 Purpose

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

BL 2021 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	3	Average Subrecipient Cost Per Person for the HHSP Program

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 EF 03

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
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Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EX	
Measure No.	1	Number of Persons in Poverty Meeting Income Eligibility

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2020 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2021 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	1	Number of Persons Assisted through Homeless and Poverty-related Funds

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is actual number.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	2	Number of Persons Assisted That Achieve Incomes Above Poverty Level

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 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.

BL 2020 Data Limitations

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

BL 2020 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is actual number.

BL 2020 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

BL 2021 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.

BL 2021 Data Limitations

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

BL 2021 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

Performance reported is actual number.

BL 2021 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	3	# of Persons Assisted by the Community Services Block Grant Program	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 03

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

BL 2020 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

BL 2021 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	4	Number of Persons Enrolled in the Emergency Solutions Grant Program	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 04

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

BL 2020 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2021 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	5	# of Persons Assisted by the Homeless and Housing Services Program	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 05
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2021 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EF		
Measure No.	1	Average Subrecipient Cost Per Household Served for Utility Assistance	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-02-01 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2020 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2020 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2021 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2021 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EF		
Measure No.	2	Average Cost Per Home Weatherized	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-02-01 EF 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2020 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2020 Data Source

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

BL 2020 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2020 Purpose

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

BL 2021 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2021 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2021 Data Source

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

BL 2021 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	EX	
Measure No.	1	Number of Very Low Income Households Eligible for Utility Assistance

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-02-01 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2020 Data Limitations

The income eligible population is based on the most recent census data available, including estimates. A census is conducted every ten years; updated poverty population estimates are also made available periodically.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

BL 2021 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2021 Data Limitations

The income eligible population is based on the most recent census data available, including estimates. A census is conducted every ten years; updated poverty population estimates are also made available periodically.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	OP		
Measure No.	1	Number of Households Receiving Utility Assistance	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-02-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

BL 2021 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	OP		
Measure No.	2	Number of Dwelling Units Weatherized by the Department	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-02-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2020 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2020 Methodology

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

BL 2020 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

BL 2021 Definition

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

BL 2021 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2021 Data Source

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2021 Methodology

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

BL 2021 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	EX	
Measure No.	1	Total Number of Active Properties in the Portfolio

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 EX 01

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

BL 2020 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Program totals are maintained by the Department's databases.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Program totals are maintained by the Department's databases.

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	EX		
Measure No.	2	Total Number of Active Units in the Portfolio	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-01 EX 02

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

BL 2020 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Unit totals are maintained by the Department's databases.

BL 2020 Methodology

Figure represents actual number of units associated with recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

BL 2020 Purpose

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

BL 2021 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Unit totals are maintained by the Department's databases.

BL 2021 Methodology

Figure represents actual number of units associated with recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	1	# of Annual Owners Compliance Reports Received and Reviewed	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	2	Total Number of File Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

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

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

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

BL 2021 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	3	Total Number of Physical Inspections	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

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

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	EX	
Measure No.	1	Total Number of Non-formula Contracts Subject to Monitoring

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

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

BL 2021 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

Number is actual.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	2	Number of Previous Participation Reviews	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of previous participation reviews.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is maintained in the department's database.

BL 2020 Methodology

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

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

Measure represents the number of previous participation reviews.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is maintained in the department's database.

BL 2021 Methodology

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

BL 2021 Purpose

The measure meets statutory and agency requirements.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	3	Number of Formula-Funded Subrecipients	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

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

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	OP	
Measure No.	1	Total Number of Monitoring Reviews of All Non-formula Contracts

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

BL 2020 Purpose

The measure meets statutory and program requirements.

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and program requirements.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	OP	
Measure No.	2	Number of Single Audit Reviews

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department data bases.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure meets statutory and program requirements.

BL 2021 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department data bases.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

Number is actual.

BL 2021 Purpose

The measure meets statutory and program requirements.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	3	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner
Measure Type	EF	
Measure No.	1	Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-01 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

BL 2020 Purpose

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

BL 2021 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	EX		
Measure No.	1	Number of Manufactured Homes of Record in Texas	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-01 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

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

BL 2021 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	OP		
Measure No.	1	No. of Manufactured Housing Stmtns. of Ownership Issued	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of manufactured housing Statements of Ownership issued for which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

BL 2021 Definition

The total number of manufactured housing Statements of Ownership issued for which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5		Regulate Manufactured Housing Industry
Objective No.	1		Operate a Regulatory System To Ensure Efficiency
Strategy No.	1		Provide Statements of Ownership and Licenses in a Timely Manner
Measure Type	OP		
Measure No.	2		Number of Licenses Issued

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-01 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

BL 2021 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EF	
Measure No.	1	Average Cost Per Inspection

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division's Database and the Inspector's Travel Voucher Database.

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2020 Purpose

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

BL 2021 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division's Database and the Inspector's Travel Voucher Database.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	EX		
Measure No.	1	Number of Installation Reports Received	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EX 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Actual number.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	EX		
Measure No.	2	Number of Installation Inspections with Deviations	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EX 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

BL 2021 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	OP		
Measure No.	1	Number of Routine Installation Inspections Conducted	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

BL 2021 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

Number is actual.

BL 2021 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No.	5 Regulate Manufactured Housing Industry
Objective No.	1 Operate a Regulatory System To Ensure Efficiency
Strategy No.	2 Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	OP
Measure No.	2 Number of Non-routine Inspections Conducted

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

BL 2021 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	EF		
Measure No.	1	Average Cost Per Complaint Resolved	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2020 Purpose

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

BL 2021 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
 86th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Efficiency
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EF	
Measure No.	2	Average Time for Complaint Resolution

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EF 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2020 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

BL 2021 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions

86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2021 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	EX		
Measure No.	1	Number of Jurisdictional Complaints Received	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EX 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Actual number.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Actual number.

BL 2021 Purpose

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

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	332	Agency:	Department of Housing and Community Affairs
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	OP		
Measure No.	1	Number of Complaints Resolved	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

Actual number.

BL 2020 Purpose

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

BL 2021 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

C. Historically Underutilized Business Plan

INTRODUCTION

TDHCA strives to include Historically Underutilized Businesses in all procurements. Opportunities are thoroughly reviewed to enable HUBs to participate in the Department acquisition of goods and services. TDHCA has specific Policies and Procedures for the Historically Underutilized Business Program as referenced in Texas Administrative Code, Title 10, Part 1, Chapter 1, Subchapter A, Rule §1.6. TDHCA also has a designated HUB Coordinator in accordance with Section 2161.062, Government Code.

State HUB participation goals have been achieved consistently by the Department, with a focus toward maintaining high goals in future acquisitions. The Department routinely participates in vendor forums, trains Department staff, actively researches possible businesses to participate in opportunities, as well as assists vendors in becoming HUB certified.

Goal

The Texas Department of Housing and Community Affairs strive to provide procurement and contracting opportunities for all businesses, with efforts to maximize inclusion of minority, women, and disabled veteran owned businesses.

Objective

The Department shall make a good faith effort to maximize the award of goods and services to HUBs in all facets of contracting, subcontracting, and purchases. Through all reasonable means, the Department seeks to award procurement and subcontracting opportunities to minority, women, and disabled veteran owned businesses.

Strategy

The following programs have been developed and are part of TDHCA's good faith effort to achieve these goals:

- HUB Orientation/ Assistance Package
- Actively participate in Economic Opportunity Forums (EOFs) enhancing the vendor knowledge of procurement opportunities at the Department.
- Utilization of the Electronic State Business Daily web-site 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

HUB Goals and TDHCA Performance

Category	TDHCA Performance 2016	TDHCA Performance 2017	TDHCA Goals for 2018
Heavy Construction	N/A	N/A	N/A
Building Construction	N/A	N/A	N/A
Special Trades Contracts	100%	100%	N/A
Professional Services Contracts	N/A	N/A	N/A
Other Services Contracts	26.58%	32.46%	24.6%
Commodities Contracts	67.11%	66.83%	21.0%
Grand Total HUB Participation	38.96%	39.95%	

TDHCA Performance – Fiscal Year 2016

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	11.00	11.00	100%	32.7%
Professional Services Contracts	N/A	N/A	N/A	23.6%
Other Services Contracts	1,585,685.00	421,543.00	26.58%	24.6%
Commodities Contracts	697,322.00	467,959.00	67.11%	21.0%
Grand Total Expenditures	2,283,020.00	889,514.00	38.96%	

TDHCA Performance – Fiscal Year 2017

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	-11.00	-11.00	100%	32.7%
Professional Services Contracts	N/A	N/A	N/A	23.6%
Other Services Contracts	1,460,115.00	474,001.00	32.46%	24.6%
Commodities Contracts	406,545.00	271,695.00	66.83%	21.0%
Grand Total Expenditures	1,866,649.00	745,685.00	39.95%	

External/Internal Assessment

TDHCA continues to increase the use of HUBs by educating staff on procurement policy rules and procedures; aggressively recruiting and educating prospective HUB businesses; assisting HUBs with the state HUB Certification program; and participation in EOFs with other state entities, local and federal entities and elected officials. Through participation in these Forums, TDHCA has developed new vendor relationships and continues to pursue new avenues for HUB participation. TDHCA continually works to improve HUB participation goals and strives to exceed the previous year's goals for HUB and subcontracting of HUB vendors.

F. Agency Workforce Plan and Texas Workforce Strategic 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 is to administer its assigned programs efficiently, transparently, and lawfully. To invest its resources strategically and develop high quality affordable housing which allows Texas communities to thrive.

State resources entrusted to the Department are limited and cannot accommodate every need or demand. Therefore, the Department's ultimate objective is to provide unassailable quality in all we do such that our programs and services command universal respect.

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

Goal 1. Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective 1. Make loans, grants, and incentives available to fund eligible housing activities and preserve/create single and multifamily units for very low, low, and moderate income households.

Strategy 1. Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

Strategy 2. Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program and the Multifamily Direct Loan Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

Strategy 3. Provide Funding for Affordable Housing through the Texas Bootstrap and Amy Young Barrier Removal Programs funded through the Texas Housing Trust Fund

Strategy 4. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Strategy 5. Provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program

Strategy 6. Provide federal tax credits to develop rental housing for very low and low income households.

Strategy 7. Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.

Goal 2. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1. Provide information and assistance regarding affordable housing resources and community support services

Strategy 1. Provide information and technical assistance to the public through the Housing Resource Center.

Objective 2. Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border

Strategy 1. Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, the Bootstrap Self-Help program, the Contract for Deed conversion program and other Department programs.

Goal 3. Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective 1. To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

Strategy 1. Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related

services are available to very low income persons throughout the state.

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

Strategy 1. Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

Goal 4. Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective 1. Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy 1. Monitor and inspect for federal and state housing program requirements.

Strategy 2. Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal 5. Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1. Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.

Strategy 1. Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Strategy 2. Conduct inspections of manufactured homes in a timely and efficient manner.

Strategy 3. Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Strategy 4. Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.

Core Business Functions

TDHCA business functions can be broadly grouped into four categories: providing housing and community services assistance, affirmatively furthering fair housing, regulating the manufactured housing industry, serving as an informational resource. To ensure the success of the Department's efforts in these areas, a variety of supporting functions are required. These support areas include financial administration, human resources, information systems, asset management, portfolio

management and compliance, policy and public affairs, purchasing, and real estate analysis.

Housing and Community Services Assistance

Types of housing and community services assistance include:

- Housing assistance for individual households (homebuyer mortgage and down payment, home repair, and rental payment assistance);
- Ensuring programs affirmatively further fair housing efforts;
- Funding for the development of apartments (new construction or rehabilitation of rental units);
- Energy assistance (utility payments or home weatherization activities);
- Assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- Capacity building assistance (training and technical assistance, assistance with operating costs, and predevelopment loans to help local housing organizations develop housing).

Manufactured Housing Activities

TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, the Legislature, 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, 2018, TDHCA had a total headcount of 283 employees. The following tables profile the agency's workforce. TDHCA's workforce is comprised of 38.9 percent males and 61.1 percent females. Over 45 percent of the agency's work force is over 50 years old with 41 percent of the work force having 16 or more years of state service.

Statistics show that under one-half or 43 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. 30 percent of TDHCA's workforce has 11-20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert. Employees with 21 years or more of tenure compromise 27 percent of the work force and are also keepers of institutional business knowledge.

The agency realizes that to prevent disparity in knowledge and experience levels and to mitigate future program operational challenges, succession planning strategies must address the transfer of institutional business knowledge and professional expertise.

Work Force Breakdown

Gender

	Number of Employees	Percent of Employees
Male	110	38.9%
Female	173	61.1%

Source: Centralized Accounting and Payroll/Personnel System

Age

	Number of Employees	Percent of Employees
Under 30	13	4.59%
30-39	46	16.25%
40-49	96	33.92%
50 – 59	87	30.74%
60 and over	41	14.5%

Source: Centralized Accounting and Payroll/ Personnel System

Agency Tenure

	Number of Employees	Percent of Employees
0-5 years	87	30.74%
6-10 years	64	22.62%
11-15 years	42	14.84%
16-20 years	43	15.20%
21-25 years	37	13.07%
Over 25 years	10	3.53%

Source: Centralized Accounting and Payroll/ Personnel System

State Tenure

	Number of Employees	Percent of Employees
0-5 years	62	21.91%
6-10 years	59	20.85%
11-15 years	45	15.90%
16-20 years	40	14.13%
21-25 years	42	14.84%
Over 25 years	35	12.37%

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, 2018) 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 as diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/Administrators	4.17	7.40%	25.00%	22.10%	37.50%	37.40%
Professionals	7.73%	10.40%	37.11%	19.30%	71.65%	55.30%
Technicians	10.20%	14.40%	26.53%	27.20%	20.41%	55.30%
Para-Professionals	36.36%	N/A	36.36%	N/A	90.91%	N/A
Administrative Support	33.33%	14.80%	16.67%	34.80%	83.33%	72.10%

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 2015-2016.”

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 2017, the statewide turnover rate for full-time and part-time classified employees at state agencies was 18.6 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 below, TDHCA’s turnover rates have historically been at least 5 percent under the state turnover rates. In fiscal year 2017 the turnover rate was 2.1 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

Fiscal Year	TDHCA	State
2017	7.4%	18.6%
2016	5.6%	17.6%
2015	12.0%	18%
2014	8.0%	17.5%
2013	7.1%	17.6%

*Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2017.
Turnover rates exclude interagency transfers*

Turnover by Length of Agency Service

FY	# Terms	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15-19.99 Years	Over 20 Years
2017	21	5	3	2	3	5	3
2016	16	4	1	4	3	0	4
2015	34	8	9	6	3	4	4
2014	23	1	10	7	3	1	1
2013	22	5	6	4	4	2	1

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

FY	# Terms	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years
2017	21	1	5	4	6	5
2016	16	0	6	2	4	4
2015	34	1	8	11	11	3
2014	23	0	12	4	4	3
2013	22	1	4	5	5	7

Source: SAO E-Class. Data excludes interagency transfers

Retirement Eligibility

Data obtained from the Employees Retirement System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- Employee Development
- On-the-job training
- Leadership Development

- Succession Planning
- Cross divisional training
- Mentoring

Projected TDHCA Retirements

Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 312)
2018	43	13.8
2019	9	2.8
2020	8	2.6
2021	11	3.5
2022	14	4.5
Total Projected Retirements	85	27.2%

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

Workforce Skills Critical to the Mission and Goals of the Agency

Core Functions

- Asset Management
- Building Inspection and Weatherization
- Capital Market Bond Financing
- Community Services
- Construction Management and Oversight
- Contract Management
- Data Analysis and Reporting
- Emergency Response and Management
- Environmental science
- Governmental Accounting and Reporting
- Information Systems and Security and Web Administration
- Knowledge of federal regulations, particularly OMB requirements
- Knowledge of Loan Closing and Titling processes
- Knowledge of Real Estate Transactions
- Legislative and governmental relations
- Loan Management
- Mortgage and loan management
- Portfolio management and compliance
- Program Planning and Administration
- Underwriting

Critical Work Force Skills

Although the agency has many talented and qualified employees, there are a number of critical skills the Department's workforce needs in order to effectively accomplish its business functions and provide a high level of customer service which include:

- Analysis/research/planning/problem solving
- Auditing
- Communication (verbal and written)
- Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- Customer service
- Financial management, financial analysis, and accounting expertise
- Housing market industry
- Information security analysis
- Inspection
- Investigation
- Leadership and management
- Legal analysis
- Legislative relations and bill tracking
- Manufactured housing rules and regulations
- Marketing
- Multi-lingual
- Outreach and technical assistance
- Project management, quality oversight, and evaluation
- Titling and licensing

Use of Consultants

To effectively achieve its mission, TDHCA will continue to use consultants and contract workers in areas where their unique skills and experience represents the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems, and Bond Finance.

Information Systems Division

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department continues to employ one contract systems analyst to provide the majority of PeopleSoft Financials support and plans to hire an additional contract software developer to assist with Community Affairs Contract System support.

Bond Finance

Bond Finance uses the following types of consultants:

Bond Counsel	A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.
Disclosure Counsel	A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.
Financial Advisor	Typically an investment banking firm experienced in issuance of mortgage revenue bonds.
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 Texas Housing Trust Fund has a current and future need for data analysis and programming skills.
- 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 Compliance & Asset Oversight Division anticipates the need for more staff as the size of the multifamily portfolio continues to expand and if the volume of utility allowance reviews for the housing tax credit program continues or increases. Address increased programmatic regulations including new federal OMB requirements.
- The Real Estate Analysis Division anticipates an increase in the number of employees needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

Gap Analysis

Anticipated Surplus or Shortage of Employees/ Skills

Overall the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department it is anticipated that there may be a shortage of the following personnel and/or skills:

- The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and LIHTC issues.
- The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.

Strategy Development

This section describes strategies for workforce transition.

TDHCA has always encouraged training for staff. This is an essential part of developing and maintaining a skilled workforce that encompasses the quality performance needed to carry out the mission and goals of the agency.

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of 46 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. The 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. The 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. The 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 position and how to aggressively recruit for these positions.
- Provide employee training to develop critical skills needed.
- Develop and provide cross/rotational training for employees who are seeking new challenges or who wish to move across divisions.
- Create training and development plans for employees to assume higher level positions as vacancies occur.
- Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed, and use the Work in Texas database to recruit applicants, and continue to have TDHCA job fairs in an effort to recruit and achieve a diverse qualified pool of applicants.
- 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 university to establish and applicant pool of individuals with the critical skills needed for their positions.
- Continue to conduct the Survey of Employee Engagement to determine trends in employee satisfaction and address areas of concern.
- Continue to allow employees to utilize the agency's alternative work schedule program to the extent possible.
- Create programs that allow employees who are seeking new challenges to work on special projects, rotations and/or developmental assignments.
- Adjust salaries within assigned pay ranges for employees in positions that are either critical or key functions or that have high turnover rates.
- Promote the use of non-monetary rewards for exceptional performance (e.g. Administrative Leave for Outstanding Performance, etc.)
- Promote the Wellness Program.

Gap: IS staff with advanced technology skills needed to maintain the Department's continually advancing computer systems and programs.

Goal: To provide the Department with technology that will increase efficiency of information for customers and staff, increase customer satisfaction, and provided streamlining of technology based programs

Rationale: Training is needed to stay current with emerging technology. There are increased requests for changes to IT systems to better serve our customers and staff

Action Steps:

- Continue to develop IT staff by providing ongoing training.
- Determine anticipated changes needed to systems and allow for training and staff development of new technologies.
- Cross functional training of IT staff.
- Develop plans for future needs of the Department web-based programs.

Gap: Develop a Competent and Well-Trained Diverse Work Force

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

Rationale: Over 27 percent of TDHCA's workforce is projected to be eligible to retire within the next five years. The agency relies heavily on a competent and knowledgeable staff and the loss of mastery-level expertise and institutional business knowledge will have a significant impact on agency services. The agency must continually assess existing staff to determine which employees demonstrate interest and also potential to develop new competencies and also assume new positions. Also, as the workforce continues to change there is an increase in multi-generational and diverse backgrounds entering the workforce. Employees will need to be able to work with and manage people with differing opinions and work ethics.

Action Steps:

- Identify agency critical skills and competencies with input from divisions.
- Provide management with tools and training to assist in the management of a multi-generational diverse workforce.
- Promote the agency's tuition reimbursement program to encourage employees to further their education.
- Identify staff with leadership potential and send them to leadership development training. Require employees to participate in professional and personal development training to address undeveloped strengths.
- Provide staff with agency online training offerings and usage.
- Encourage employees to pursue professional certification(s) in their areas of employment when possible.
- Regularly review Department demographics to determine EEO shortfalls in EEO categories.
- Include "job shadowing" of new employee with more seasoned employees, as a routing part of both employees' job descriptions.

Survey of Organizational Excellence Results and Utilization Plans

Employees' Attitudes and Possibilities for Change

In February of 2018, TDHCA participated in the Survey of Employee Engagement sponsored by the University of Texas Institute for Organizational Excellence. The results of the survey are outlined below.

Response Rate

Of the 280 employees invited to take the survey, 248 responded for a response rate of 88.6%. As a general rule, rates higher than 50 percent suggest soundness, while rates lower than 30% may indicate problems. At 88.6% the response rate for TDHCA is considered high. High rates mean that employees have an investment in the organization and are willing to contribute toward making improvements within the workplace. This survey forms the basis of the following observations concerning TDHCA's strengths and weaknesses according to the employees of the Department:

Overall Score

The overall survey score for TDHCA was 395. The overall survey score is a broad indicator for comparison with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

Levels of Employee Engagement

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TDHCA, 37% of employees are Highly Engaged, 22% are Engaged, 34% are Moderately Engaged, and 7% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged.

Based on the survey, the following provides employee years of service with TDHCA:

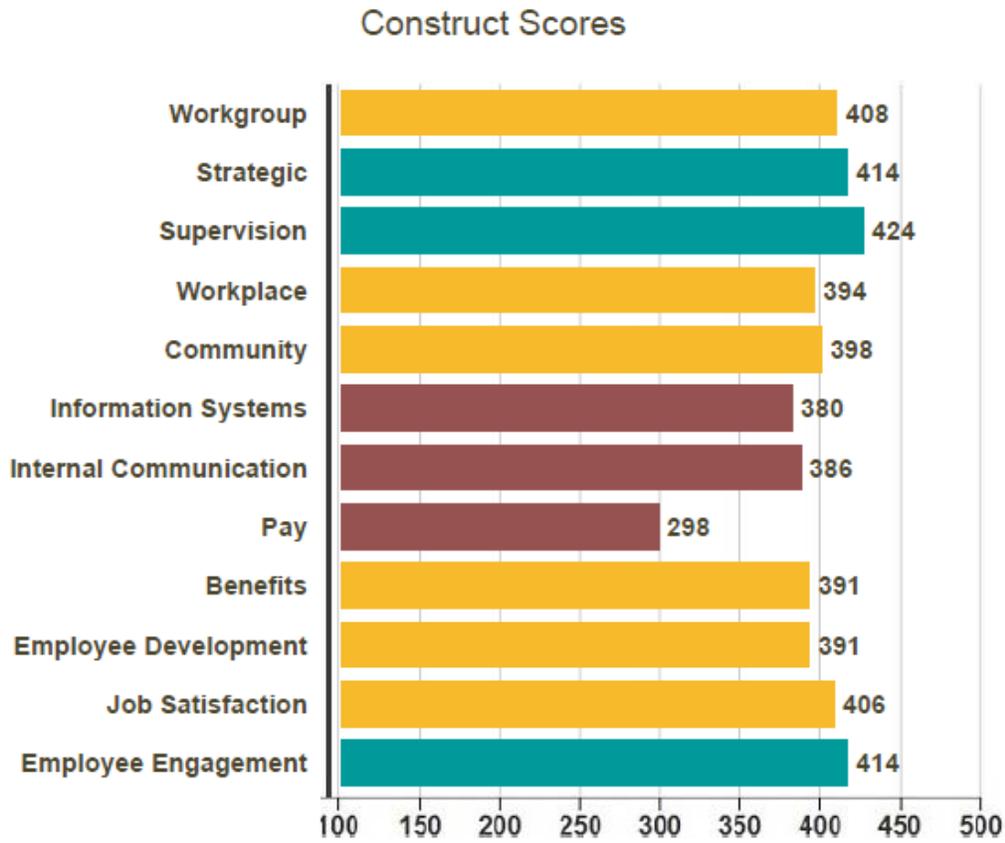
- 16% New Hires (0-2 years)
- 31% Experienced (3-10 years)
- 41% Very Experienced (11+ years)
- 12% Did Not Answer

Focusing forward, there are 6% of employees that indicated they intend to leave TDHCA within the next year and there are 19% of employees that indicated they are eligible for retirement, or will be within the next two years.

Constructs

Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the Department's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.



Areas of Strength and Concern

Areas of Strength



Supervision

Score: 424

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.



Employee Engagement

Score: 414

The employee engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. Higher scores suggest that employees feel their ideas count, their work impacts the organization and their well-being and development are valued.



Strategic

Score: 414

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.

Areas of Concern



Pay

Score: 298

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.



Information Systems

Score: 380

The information systems construct captures employees' perceptions of whether computer and communication systems provide accessible, accurate, and clear information. The lower the score, the more likely employees are frustrated with their ability to secure needed information through current systems.



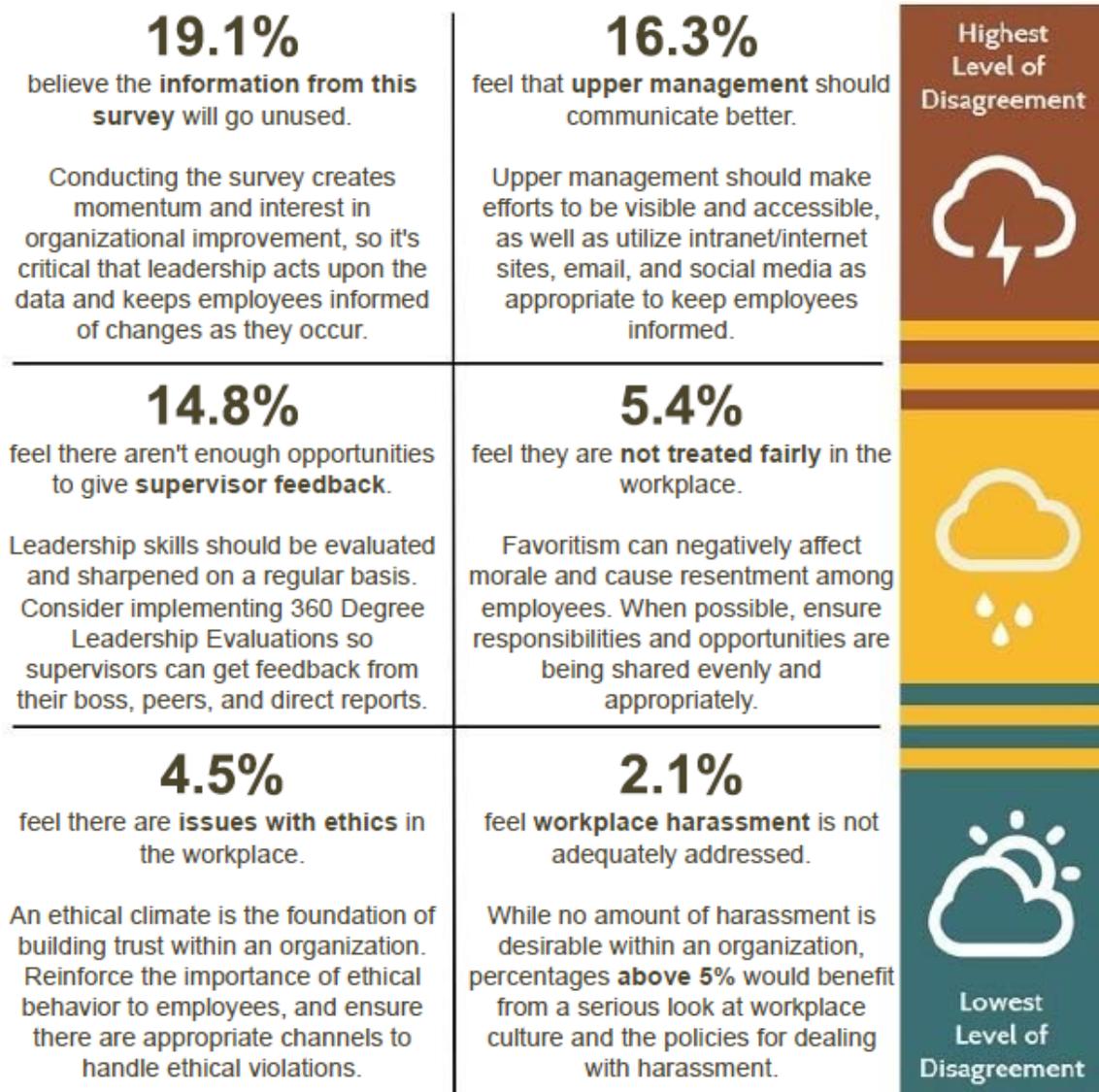
Internal Communication

Score: 386

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.

Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.



Strategies for Improvement

The Department will continue to capitalize on the information derived from the 2018 Survey of Employee Engagement to improve in areas of concern as noted below.

Pay

While fair pay continues to be the lowest scoring category for the Department, the Department will continue to review equity among similar positions and make adjustments as appropriate to ensure equitable pay among positions.

Information Systems

The Department will continue to work with the Information Systems division to address the IT needs and system enhancements of staff.

Internal Communication

The Department created a recurring weekly meeting for Directors and Managers to discuss updates in their areas. All talking points are recorded and posted in employee break rooms and on the Agency Water Cooler to keep employees apprised of agency wide communications. The Department will also continue to have internal communications with staff through the Department Water Cooler and Agency wide emails.



2018 REPORT ON CUSTOMER SERVICE

Prepared by the:

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TABLE OF CONTENTS

1.0 INTRODUCTION.....	1
1.1 <i>Compact with Texans.....</i>	1
1.2 <i>Customer Relations Representative</i>	1
1.3 <i>Report on Customer Service.....</i>	1
2.0 Inventory of External Customers	2
2.1 <i>Overview</i>	2
2.2 <i>Housing and Community Affairs Assistance.....</i>	2
2.3 <i>Manufactured Housing Activities.....</i>	2
2.4 <i>Information Resources.....</i>	3
2.5 <i>Households.....</i>	3
2.6 <i>Organizations.....</i>	4
2.7 <i>General Appropriations Act Strategies</i>	4
3.0 Methods of Input.....	8
3.1 <i>2018 TDHCA Customer Service Survey</i>	8
3.2 <i>Survey Questions.....</i>	9
3.3 <i>Survey Timeline</i>	11
3.4 <i>Survey Marketing and Customers Surveyed</i>	11
3.5 <i>Response Rates.....</i>	14
3.6 <i>Limitations of the Survey</i>	15
4.0 SURVEY RESULTS AND ANALYSIS OF FINDINGS	17
4.1 <i>Survey Respondent Demographics</i>	17
<i>Language</i>	17
<i>Location</i>	17
<i>Customer Type and Interest with TDHCA.....</i>	21
4.2 <i>Average Responses.....</i>	22
<i>All Respondent Types.....</i>	22
<i>Housing or Community Affairs Programs Respondents.....</i>	25
<i>Manufactured Housing Respondents.....</i>	26
4.3 <i>Customer-Determined Service Qualities.....</i>	29
<i>Overall Satisfaction</i>	29
<i>Staff</i>	30

<i>Timelines</i>	31
<i>Communications</i>	31
<i>Web site</i>	33
<i>Systems Requiring Log-in</i>	34
<i>Printed Information</i>	35
<i>Facility</i>	36
<i>Complaint Process</i>	37
<i>Reasonable Accommodations</i>	38
4.4 Survey Comment Summary	39
4.5 Survey Changes	39
4.6 Customer Service Improvements	41
<i>Staff</i>	41
<i>Timeliness</i>	42
<i>Communications and Automated Phone System</i>	42
<i>Web site</i>	43
<i>Systems requiring log-in</i>	44
<i>Documents</i>	44
<i>Facility</i>	44
<i>Complaint-Handling Process</i>	45
5.0 Customer Service Performance Measures	46
5.1 Performance Measures	46
5.2 Standard Measures	48
<i>Outcome Measures</i>	48
<i>Output Measures</i>	48
<i>Efficiency Measure</i>	50
<i>Explanatory Measures</i>	50
Appendix A	51
Appendix B	60

1.0 INTRODUCTION

The *Report on Customer Service* is required by Tex. Gov't Code §2114.002(c) which requires state agencies to develop and implement customer service standards and satisfaction assessment plans.

1.1 COMPACT WITH TEXANS

In accordance with this chapter, beginning with the *State Strategic Plan for Fiscal Years 2001-2005*, the Texas Department of Housing and Community Affairs (“TDHCA” or the “Department”) prepared a Compact with Texans and designated a Customer Relations Representative. The Compact with Texans is available on the TDHCA Web site at <https://www.tdhca.state.tx.us/compact.html>.

1.2 CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Tex. Gov't Code §2114.006(a), is Elizabeth Yevich, Director of the Housing Resource Center.

1.3 REPORT ON CUSTOMER SERVICE

The *Report on Customer Service* is due to the Legislative Budget Board (“LBB”) and the Governor’s Office of Budget, Planning, and Policy no later than June 1 of each even-numbered year. Per Tex. Gov't Code §2114.002(b), the report evaluates statutorily required customer service quality elements (TDHCA’s facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information). In order to obtain external customer input, TDHCA conducts a Customer Service Survey (“Survey”) every two years evaluating these elements. As required by *2019-2023 Instructions for Preparing and Submitting State Agency Strategic Plans*, the document includes the following five elements:

- Inventory of External Customers;
- Methods of Input;
- Demographic Charts and Graphs;
- Analysis of Findings; and
- Customer Service Performance Measures.

2.0 INVENTORY OF EXTERNAL CUSTOMERS

For the purposes of the *Report on Customer Service*, external customers are identified as either Households or Organizations. These two groups are further described in Sections 2.5 and 2.6 of this report.

2.1 OVERVIEW

TDHCA is the state agency responsible for affordable housing, community and energy assistance programs, colonia activities, and regulation of the state's manufactured housing industry. TDHCA provides the following types of assistance for individuals and households meeting eligibility criteria:

2.2 HOUSING AND COMMUNITY AFFAIRS ASSISTANCE

- Housing assistance for individual households (homebuyer assistance and/or education, home repair assistance (including accessibility modifications), and rental payment assistance);
- Homelessness prevention assistance or services;
- Funding for the development of affordable rental housing and single-family developments (new construction or rehabilitation);
- Energy assistance (utility payment assistance or home weatherization assistance); and,
- Emergency relief for individuals or families in crisis, referred to as Community Services in the Survey (transitional housing, energy assistance, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, other emergency assistance, and administrative support for community service agencies).

TDHCA's funding resources are generally awarded through formal application processes except for funding based on formula distributions that directly fund community assistance programs. Funding is distributed to entities that provide assistance to households in need. This distribution is done using a number of techniques.

- Almost all homebuyer assistance, home repair assistance, rental assistance, and rental housing and single-family development funds are awarded through formal notices of funding availability.
- First-time homebuyer assistance through TDHCA's Homeownership Program is delivered through a statewide network of participating lenders.
- Community services funding is predominantly allocated through a network of community-based organizations. (Of the previous list, "community services" includes energy assistance and emergency relief for individuals or families in crisis.)
- Homelessness prevention assistance funds are allocated both by formal notices of funding availability and by direct allocation to the eight largest cities in Texas.

2.3 MANUFACTURED HOUSING ACTIVITIES

TDHCA's Manufactured Housing Division ("MHD") administers the Texas Manufactured Housing Standards Act ("TMHSA"). The TMHSA ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective

remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the MHD include recordation of ownership and liens, issuance of Statements of Ownership; required training and examination for prospective license applicants, license issuance to manufacturers, retailers, installers, brokers, and/or salespersons; record and release of tax and finance liens; installation inspections; consumer complaints; licensing and inspection of Migrant Labor Housing Facilities and, through a cooperative agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

2.4 INFORMATION RESOURCES

TDHCA is a housing and community service informational resource for individuals, local governments, the Texas Legislature, US Congress, community organizations, advocacy groups, and members of the housing development community. Examples of information provided include general information on TDHCA activities and consumer information on available housing and services statewide. A primary method by which this information is made available is TDHCA's interactive consumer assistance Web site 'Help for Texans' at <http://www.tdhca.state.tx.us/texans.htm>. A Spanish-language version of 'Help for Texans' is available at <http://www.tdhca.state.tx.us/texans-sp.htm>.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; affirmatively further fair housing; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

2.5 HOUSEHOLDS

Most TDHCA programs fund local organizations or developers that, in turn, serve individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household, and TDHCA also verifies each Household's eligibility data. In addition, a Household can contact TDHCA to file a complaint against an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the MHD has contact with these owners for title transfers, among other processes.

It should be noted that most Households do not receive direct assistance from TDHCA unless they are manufactured home owners, Section 8 Housing Choice Voucher recipients, or Section 811 beneficiaries. Unless the Household files a complaint with TDHCA, the process through which the Household receives assistance does not involve direct engagement with the Department.

While a majority of the programs at TDHCA are required to assist Households with incomes not greater than 80% of the Area Median Family Income ("AMFI"), most programs assist Households with lower incomes. For example, according to the *2018 State of Texas Low*

Income Housing Plan and Annual Report (“SLIHP”), approximately 99.4% of Households served in state fiscal year 2017 were at or below 60% AMFI.

Only a few programs at TDHCA are permitted to serve households above 80% AMFI depending on the requirements of specific initiatives, such as the Homeownership Programs. In addition, Households contacting either organizations funded by TDHCA or the Department itself for general information may have incomes above 80% AMFI. TDHCA considers all Households that have contact with TDHCA as customers.

2.6 ORGANIZATIONS

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities. Direct Subrecipients are referred to by the “Organization/Business” Customer Type in the Customer Service Survey. For the purpose of this report, the Direct Subrecipients and MHD Licensees will be called “Organizations.”

2.7 GENERAL APPROPRIATIONS ACT STRATEGIES

This section identifies customers served by each strategy listed in the 2018-2019 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are:

- Extremely Low Income (“ELI”): less than or equal to 30% AMFI;
- Very Low Income (“VLI”): greater than 30% AMFI, less than or equal to 60% AMFI ;
- Low Income (“LI”): greater than 60% AMFI, less than or equal to 80% AMFI ;and
- Moderate Income and up (“MI”): greater than or equal to 80% AMFI.

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

A.1.1 Strategy: Provide mortgage loans and Mortgage Credit Certificates (“MCCs”), through the department's Mortgage Revenue Bond (“MRB”) Program, which are below the conventional market interest rates to very low-, low-, and moderate-income homebuyers.

- **Targeted Program Beneficiaries:** VLI, LI, and MI homebuyers (earning up to 115% AMFI or 140% AMFI in targeted areas).
- **Subrecipients:** Participating mortgage lenders.
- **Type of Assistance:** Below market rate mortgage loans, down payment assistance, and savings on property taxes to eligible individuals and families.

A.1.2 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships (“HOME”) Program for very-low and low-income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.

- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities and income-eligible households.
- **Type of Assistance:** contract-for-deed conversion to a traditional mortgage; down payment and closing cost assistance; rental subsidy; repair or reconstruction of substandard housing; single-family or multifamily housing development.

A.1.3 Strategy: Provide funding through the State Housing Trust Fund for affordable housing.

- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** barrier removal for persons with disabilities; down payment and closing cost assistance.

A.1.4 Strategy: Provide federal rental assistance through the Housing Choice Voucher Program (Section 8) vouchers for very low-income households.

- **Targeted Program Beneficiaries:** ELI and VLI households.
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

A.1.5 Strategy: Provide assistance through the federal Section 811 Project Rental Assistance Program.

- **Targeted Program Beneficiaries:** ELI households with at least one member of a Target Population between 18 and 62 years old.
- **Subrecipients:** Income eligible households.
- **Type of Assistance:** Project-based rental assistance.

A.1.6 Strategy: Provide federal tax credits to develop rental housing for very low- and low-income households.

- **Targeted Program Beneficiaries:** VLI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

A.1.7 Strategy: Provide federal mortgage loans through the department's Multifamily Mortgage Revenue Bond (“MRB”) program.

- **Targeted Program Beneficiaries:** VLI, LI, and MI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

B. Goal: Provide Information and Assistance.

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

- **Targeted Program Beneficiaries:** All individuals and families seeking housing and community services information and assistance.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

B.2.1 Strategy: Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, and general public.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

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

C.1.1 Strategy: Administer poverty-related federal funds through a network of agencies.

- **Targeted Program Beneficiaries:** Households at or below 125% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Community services, including health and human services, child care, transportation, job training, emergency assistance, nutrition services, counseling, and other services.

C.2.1 Strategy: Administer state energy assistance programs.

- **Targeted Program Beneficiaries:** Households at or below 150% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Case management, education, and financial assistance to reduce energy costs; repair or replacement of heating and cooling appliances to increase energy efficiency; energy crisis assistance.

D. Goal: Ensure Compliance with Program Mandates.

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

- **Targeted Program Beneficiaries:** Residents of TDHCA-assisted housing units.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** On-site property inspections and desk reviews.

D.1.2 Strategy: Monitor subrecipient contracts.

- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Single audit desk and other reviews.

E. Goal: Regulate Manufactured Housing Industry.

E.1.1 Strategy: Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process Statements of Ownership/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders and sales personnel.

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

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Manufactured housing installation inspections and non-routine inspections.

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

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers and enforce statute.

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

- **Targeted Program Beneficiaries:** Manufactured home industry, inventory lenders, and taxing entities.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals, file reports, inventory finance liens and tax liens and releases online.

3.0 METHODS OF INPUT

Because of the large discrepancy between the nature of Targeted Program Beneficiaries (“Households”) and Direct Subrecipients (“Organizations”), determining a specific level of customer satisfaction is challenging. TDHCA has typically measured service quality through its public input process for its planning documents and programs by way of specific hearings, workshops, roundtables, and online forums throughout the year.

The State Low Income Housing Plan and Annual Report (“SLIHP”) is an annual planning document required by Tex. Gov’t Code §§2306.071 through 2306.0724, and covers all aspects of the Department’s programs. The Department’s public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Governing Board meetings. The 2018 SLIHP public input process was held from Monday, December 18, 2017, to Wednesday, January 31, 2018. A public hearing was held on Tuesday, January 30, 2018, in Austin. There was one public comment received from one source (Alamo Area Council of Governments) on the 2018 SLIHP (*Draft for Public Comment*) and the Department addressed that comment in the final version of the document.

Many divisions within TDHCA host in-person roundtables and online discussion forums to gather input on their program structures and rules. During these roundtables and forums, the Department enters into dialogue with its customers about the level and effectiveness of service. TDHCA also accepts comment at board meetings, program-specific hearings, and workshops, and responds to comments or concerns received at any time during the year. Furthermore, TDHCA has several workgroups and advisory groups that meet regularly with stakeholders to engage with TDHCA about relevant issues. For example, the Disability Advisory Workgroup advises agency’s management on policies and programs that affect persons with disabilities. The Housing and Health Services Coordination Council works to increase state efforts to expand Service-Enriched Housing through increased coordination of housing and health services. A list of these workgroups and advisory groups can be found in the SLIHP.

In 2017, TDHCA’s Multifamily Finance Division entered into an Interagency Contract with the University of Texas at Austin’s Ray Marshall Center in order to conduct a survey and organize focus groups of residents living in TDHCA properties. The purpose of the survey was to gather feedback on what is most important to residents so that Department policies and rules support the goal of meeting low- to moderate-income residents’ needs. The survey, available online and in paper form in both English and Spanish, went live in late July and remained open for about five weeks. 635 residents responded to the survey, a 6.24% response rate. Three focus groups were held in Kyle, South Houston, and Bowie in July and August of 2017 with a total of 27 participants.

3.1 2018 TDHCA CUSTOMER SERVICE SURVEY

In April 2018, the Department conducted the TDHCA Customer Service Survey (“Survey”). TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the seven customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans*

- Fiscal Years 2019 to 2023: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, and printed information).

3.2 SURVEY QUESTIONS

The Survey contained demographic questions; 16 statements for Households and 17 statements for Organizations asking the respondent to rate TDHCA on each statement using a Likert scale; one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey; and a text field for the respondents to elaborate with additional comments, recognitions, or concerns.

The Survey included demographic questions at the beginning of the survey to determine if the survey 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; they did not see all the business type questions available. A sample of the Customer Types and other questions can be found in Appendix A. The “Customer Location” and “Type of Assistance” questions allow for analysis of opinions of customers who have contact with certain TDHCA staff. The “Housing or Community Affairs” and “Manufactured Housing” choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent entity with its own Governing Board, rules, staff, and internal policies. Type of Assistance questions were added to the Survey to gain a better understanding of which divisions and programs the respondents were rating, as can be seen in Appendix A.

All respondents were asked to rate the statements on the following page using a Likert Scale. The number of statements varied depending on the Customer Type. The following statements address the customer service as specified by Tex. Gov’t Code Chapter 2114, with the addition of “Reasonable Accommodations” and “General Satisfaction” questions.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		
	Survey Questions for Households	Survey Questions for Organizations
Staff	TDHCA staff members are courteous.	TDHCA staff members are courteous.
	TDHCA staff members demonstrate a willingness to assist.	TDHCA staff members demonstrate a willingness to assist.
Timeliness	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
Communications	I am provided clear explanations about TDHCA services available to me.	
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language.	Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
Web Site	The TDHCA public Web site contains the information I expect.	The TDHCA public website contains the information I expect.
	The TDHCA public Web site is easy to use and ADA-accessible.	The TDHCA public website is easy to use and ADA-accessible.
	The TDHCA public Web site contains accurate information on programs, services, and events.	The TDHCA public Web site contains accurate information on programs, services, and events.
		TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.
		TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.	TDHCA written materials provide accurate information.
Facility	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
Reasonable Accommodations	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

3.3 SURVEY TIMELINE

On April 4, 2018, TDHCA publicized the release of the survey through social media, email, the Department Web site, phone, and written announcements. The survey was available for completion until May 4, 2018, at 6:00 p.m. Austin local time.

3.4 SURVEY MARKETING AND CUSTOMERS SURVEYED

TDHCA interacts with a large and diverse number of Texans. Some contact with the Department may only last a few minutes, such as a phone call from a Texan in need. Some contact may last decades, such as a developer with a 30-year affordability period on their apartment complex funded through the Housing Tax Credit Program. Given the wide range of people and durations of contact, TDHCA used the Internet, email, phone and written surveys to reach as many Households and Organizations connected to the Department as possible. The survey was made available online. A new feature of the Survey Monkey software allowed the 2018 Survey to be easily accessible by tablet and cellular device.

A link was placed on the homepage of the TDHCA Web site under the *What's New* dropdown menu; on the homepage of the MHD under the *What's New* dropdown menu; on the Housing Resource Center main page; on both the English and Spanish versions of the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas; on the Notices of Funding Availability ("NOFA") page, which contains information about available program funds; and on the Fair Housing Web page, a site that explains the federal Fair Housing Act and who it protects. By reaching out to the public at large on our homepage, to potential Households on the *Help for Texans* Web page and Spanish language *Help for Texans* Web page, potential Subrecipients on the NOFA Web page and those seeking information about Manufactured Housing on the manufactured housing Web page, the Department marketed to all types of external customers identified in this report.

A notice was also posted on the homepage of TDHCA's Web site. The notice contained a link to the survey and a link to the MHD location.

Speak up! TDHCA conducting survey to improve customer service

TDHCA is conducting a Customer Service Survey of funding recipients and households served through its programs to learn how it can improve the manner in which it serves Texas residents.

Customer responses will help the Department evaluate its facilities, staff and communications, as well as the quality of its complaint handling processes and timeliness of service.

The survey will conclude at 6 p.m. on Friday, May 4, 2018.

If you represent a city, county, nonprofit organization, or for-profit developer with experience administering TDHCA funds, or if you are a resident of Texas who has recently interacted with TDHCA in any way, the Department encourages you to complete this short survey.

The survey is available in both English and Spanish, and may be accessed online by following the hyperlink above. Hard copies are also available at the main office of the TDHCA Manufactured Housing Division.

It only takes a few minutes to complete, but your opinions can have a positive and significant impact on thousands of Texas residents in need of assistance.

A link was also distributed on social media sites maintained by TDHCA (Facebook and Twitter). Twitter posts are automatically posted to the front page of the TDHCA Web site. From the date of the last social media postings on April 24, 2018, until the close of the survey on May 4, 2018, the Survey announcements on Facebook and Twitter were pinned for heightened visibility. As a result, Survey announcements were displayed prominently to any customers that visited our social media pages.

An announcement with a direct link to the survey was sent to all TDHCA email list subscribers. Email lists specifically address Community Affairs programs (CEAP, CSBG, WAP), HOME and Homelessness programs (HOME, ESG, HHSP), the Housing & Health Services Coordination Council, Fair Housing, the First Time Homebuyer Program, the Housing Tax Credit Program, the State Housing Trust Fund Program, the Multifamily Bond Program, Multifamily Compliance, the Multifamily Direct Loan Program, the Section 811 PRA Program, Properties for Sale information, Systems Notifications, and a general Consumer News and Information group. In addition, the MHD distributed an announcement to their Manufactured Housing email distribution list. These email lists are a subscription-based service, and members of the public who are interested in receiving information from TDHCA can sign up via the Web site. An announcement was also sent to a special one-time distribution list consisting of email addresses associated with Participating Lenders involved in TDHCA Homeownership Division programs, property owners and managers for TDHCA-funded and monitored multifamily properties, and subscribers who only signed up for individual Community Affairs programs' email lists who would otherwise have been excluded from the traditional LISTSERV email list distribution. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements.

Email notices and Web site postings included the following language:

How well do we serve our customers? We want to hear from you!

The Texas Department of Housing and Community Affairs ("TDHCA") is conducting a brief Customer Service Survey. Your input will help us as we work to serve you better. The survey will be available until 6:00 p.m., Austin Local Time, on Friday, May 4, 2018.

Please click the following link to start:
<https://www.surveymonkey.com/r/2018CustServ>.

The link is also available on the Housing Resource Center page of the TDHCA public website here: <http://www.tdhca.state.tx.us/housing-center/index.htm>.

If you have questions about the survey, please contact TDHCA Planner Sidney Beaty at sidney.beaty@tdhca.state.tx.us.

TDHCA staff members were also asked to include a link to the Survey in their Microsoft Outlook email signatures. The suggested link language was as follows:

Let us know how we are doing! Take the 2018 TDHCA Customer Service Survey here: <https://www.surveymonkey.com/r/2018CustServ>

To reach customers without access to the Internet, TDHCA also conducted surveys over the phone and made paper copies available.

The Housing Resource Center in TDHCA receives inbound calls from TDHCA's main phone line. The Information Specialist in the Housing Resource Center answers a majority of those calls. The Information Specialist asked every few callers if they would like to take the Customer Service Survey. If the caller indicated that they would take the survey, the Information Specialist transferred the caller to another member of the Housing Resource Center team or staff within the Division of Policy and Public Affairs who then completed the survey with the caller over the phone.

Due to its regulatory nature, the MHD is an independent entity within TDHCA with its own Governing Board and Executive Director. The MHD is housed in a separate building and maintains a customer service lobby set up to assist walk-in customers with any service they may require. Paper surveys were available in the Manufactured Housing waiting room. After receiving assistance, customers were offered a paper copy of the survey and asked to complete it and return it to MHD staff before leaving.

Paper copies of the survey were also made available at TDHCA Self-Help Centers (seven facilities serving 35 colonias located in Cameron/Willacy, Hidalgo, Starr, Webb, El Paso, Maverick, and Val Verde counties) managed by the Office of Colonia Initiatives ("OCI"). These facilities provide a range of services including technical assistance to residents of colonias. Included with the paper copies delivered to the Manufactured Housing Customer Service Center and OCI facilities was a QR code that allowed visitors to easily scan the code using a mobile phone or tablet and access the survey online if the customer had internet access.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to Table B16001 of the 2012 to 2016 American Community Survey 5-Year Estimates, Texas had 3,013,639 Spanish-speaking persons over the age of 5 who spoke English less than "very well." Speakers of all other languages over the age of 5 who speak English less than "very well" combined total 505,333 people. Therefore, Spanish is the appropriate language to use to reach non-English speaking persons in Texas.

3.5 RESPONSE RATES

Since an announcement of the survey was posted on the homepage of the TDHCA Web site, the survey was available for any member of the public to complete. For the four weeks between April 4, 2018 and May 4, 2018, the front page received 18,093 unique visitors, the Manufactured Housing front page received 14,294 unique visitors, the Housing Resource Center main page received 386 unique visitors, the English *Help for Texans* page received 7,584 unique visitors and the Spanish *Help for Texans* page received 545 unique visitors, the Notice of Funding Availability received 662 unique visitors, and the Fair Housing page received 1,375 unique visitors. A total of 36 survey respondents indicated that they heard about the survey through the TDHCA Web site.

1,297 followers of TDHCA's Twitter account and 1,498 followers of TDHCA's Facebook page potentially saw the survey announcement.

TDHCA emailed the survey announcement directly to approximately 14,369 active email addresses on the TDHCA email lists. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements and to minimize double counting. In addition to LISTSERV distribution, TDHCA staff voluntarily added a link to the survey to their email signatures during the survey period. It is not possible to estimate the impact this may have had as there is no record of which staff added the signature nor how many emails they may have sent with a survey link included in the signature.

The Housing Resource Center's Information Specialist received approximately 325 calls during the survey period, of which approximately 108 callers were asked to take the survey. Of approximately 108 callers asked to take the survey by the Information Specialist, 35 callers completed the survey over the phone. Some callers were informed of the survey and chose to take it at a later date online; those customers are not included in this estimate. A total of 43 customers indicated that they heard about the Survey through a telephone conversation with TDHCA staff.

The MHD averages approximately 50 walk-in customers a week at its Customer Service Center. During the four week period that the survey was available, approximately 200 people had the opportunity to take the survey. Of the approximately 200 walk-in customers that had an opportunity to complete the survey at the MHD Customer Service Center, nine customers completed the survey. OCI estimates that all seven Self Help Centers combined average approximately 139 walk-in customers a week, yielding an approximate 556 total number of walk-in customers that had the opportunity to take the survey. Of those that had an opportunity to complete the survey at a Self-Help Center, zero customers completed the survey. An additional four respondents indicated that they heard about the survey at a customer service center or other TDHCA office but took the online version of the survey.

It is possible that a customer could have followed TDHCA on Twitter and Facebook, signed up for a TDHCA email list, visited multiple pages on TDHCA's Web site, and visited the Manufactured Housing Customer Service Center all within the Survey period. There is no way to determine the actual number of persons who could have seen or received an invitation to take the survey. This was a convenience sampling methodology, rather than a

valid random sample which relied on visitors to the TDHCA Web site and social media outlets.

Table 3.5a: Survey Invitation Distribution

Distribution Method	Number of Potentially Unique Survey Invitation Recipients	Percent of Total
Combined Visitors to TDHCA Web Site Pages	42,939	70.4%
Social Media Followers	2,795	4.6%
Direct Email Recipients*	14,369	23.6%
Callers Offered Survey	108	0.2%
Walk-In Customers	756	1.2%
Total	60,967	100.0%

*Does not include customers who could have seen the survey announcement through the email signature of Department staff.

Each advertisement strategy varied in its effectiveness. The vast majority of respondents were subscribed to one of the Department's email lists.

Table 3.5b: Survey Type

Respondent heard about this survey through:	Response Count	Percent of Total
The TDHCA public Web site	36	7.7%
Social Media (Facebook, Twitter)	2	0.4%
An email from TDHCA	354	75.5%
A telephone conversation with TDHCA staff	43	9.2%
At a customer service center or other TDHCA office	13	2.8%
Other - online search	4	0.9%
Other - word of mouth	8	1.7%
Other - miscellaneous	9	1.9%
Total	469*	100.0%

*The total in Table 3.5b (469) differs from the total respondents (471) because not all respondents answered this question.

There were 471 completed surveys. Out of 60,967 potentially unique survey invitation recipients, this represents a 0.77% response rate. This rate is 0.36% higher than the response rate for the 2016 Report on Customer Service. However, the number of online visitors with an indirect invitation may have skewed the response rate; it is impossible to know how many visitors saw the invitation. If the online visitors estimate was taken out of the response-rate calculation, the total people who received the survey invitation would be 18,028 and the response rate would be 2.61%.

3.6 LIMITATIONS OF THE SURVEY

Because of prohibitive costs associated with contacting each Household and Organization that had contact with TDHCA, the Customer Service Survey was made available for the

general public to complete. Since the survey was not limited to a specific population, response rates are estimated.

Most of the marketing and outreach was conducted online. While customers who contacted TDHCA by phone or in-person were not excluded from the survey, a majority of the people invited to take the survey had to have access to the Internet. Mailings were not included because the online approach yielded good feedback and saved taxpayers the unnecessary cost and expense of a mailing and data entry approach.

Because this survey was not a simple random sample the results cannot be generalized. As a result, this survey does not reflect the opinions of the entire TDHCA customer base, but instead is used for informational purposes.

4.0 SURVEY RESULTS AND ANALYSIS OF FINDINGS

The Department received 471 complete responses to the survey. The feedback from these responses is summarized below. Results are analyzed by customer type including:

- (1) All survey respondents;
- (2) Household Respondents*;
- (3) Organization Respondents*;
- (4) Housing or Community Affairs Programs Respondents; and
- (5) Manufactured Housing 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.

4.1 SURVEY RESPONDENT DEMOGRAPHICS

Language

Of all respondents, 99.4% took the survey in English and 0.6% took the survey in Spanish. Table 4.1a shows that no Organization Respondents took the survey in Spanish.

Table 4.1a: Survey Language

Survey Language	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
English (Inglés)	468	139	329	379	89
Spanish (Español)	3	3	0	1	2
Totals	471	142	329	380	91

Location

Household Respondents were asked to indicate which county they lived in and Organization Respondents were asked which areas they served. Of all respondents, 21.1% were from Region 3 followed by 18.3% from Region 6. Region 13 had the least respondents at only 3.0% of the total. Most of the Manufactured Housing Respondents were from Region 6 and most of the Housing and Community Affairs Programs Respondents were from Region 3.

Map 4.1a: TDHCA State Service Regions



Table 4.1b: Location of Respondents

Location by Region	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Region 1, High Plains (Amarillo, Lubbock)	19	5	14	16	3
Region 2, Northwest Texas (Abilene, Wichita Falls)	20	1	19	18	2
Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)	119	40	79	103	16
Region 4, Upper East Texas (Longview, Texarkana, Tyler)	32	7	25	27	5
Region 5, Southeast Texas (Beaumont, Port Arthur)	30	7	23	22	8
Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land)	103	30	73	84	19
Region 7, Capital (Austin, Round Rock)	69	14	55	53	16
Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco)	37	10	27	28	9
Region 9, Alamo (San Antonio, New Braunfels)	45	10	35	32	13
Region 10, Coastal Bend (Corpus Christi Victoria)	21	3	18	13	8
Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)	30	6	24	24	6
Region 12, West Texas, (Midland, Odessa, San Angelo)	21	4	17	16	5
Region 13, Upper Rio Grande (El Paso)	17	3	14	14	3
All of Texas	44	N/A	44	41	3

Figure 4.1a: Location of Respondents by Customer Type – Households and Organizations

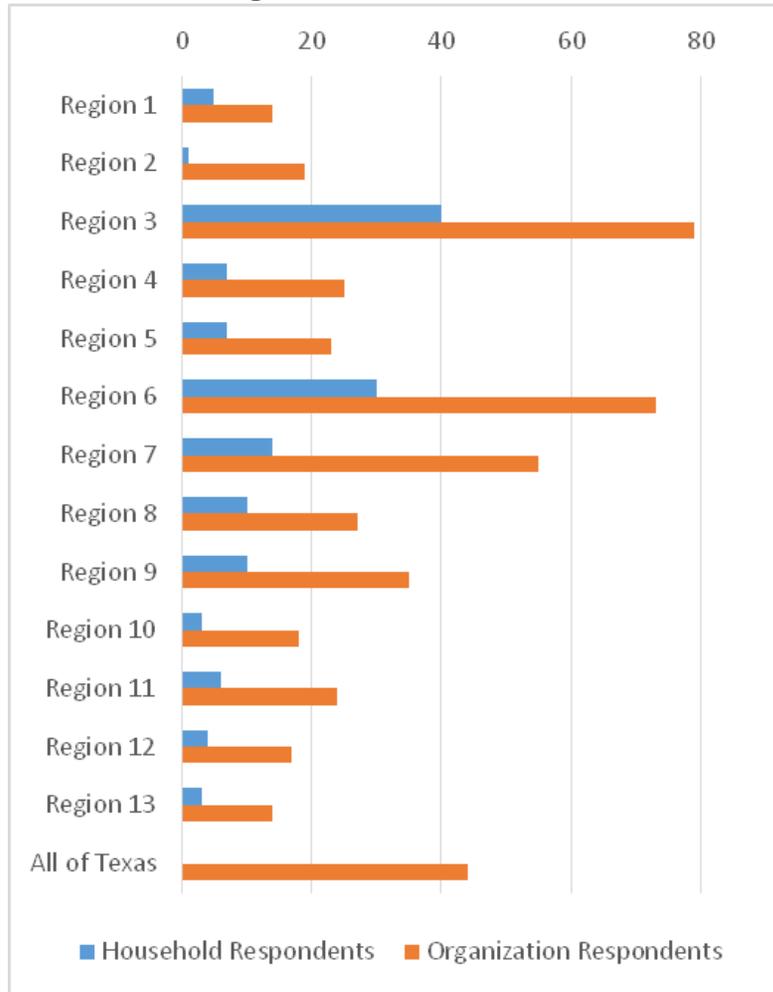
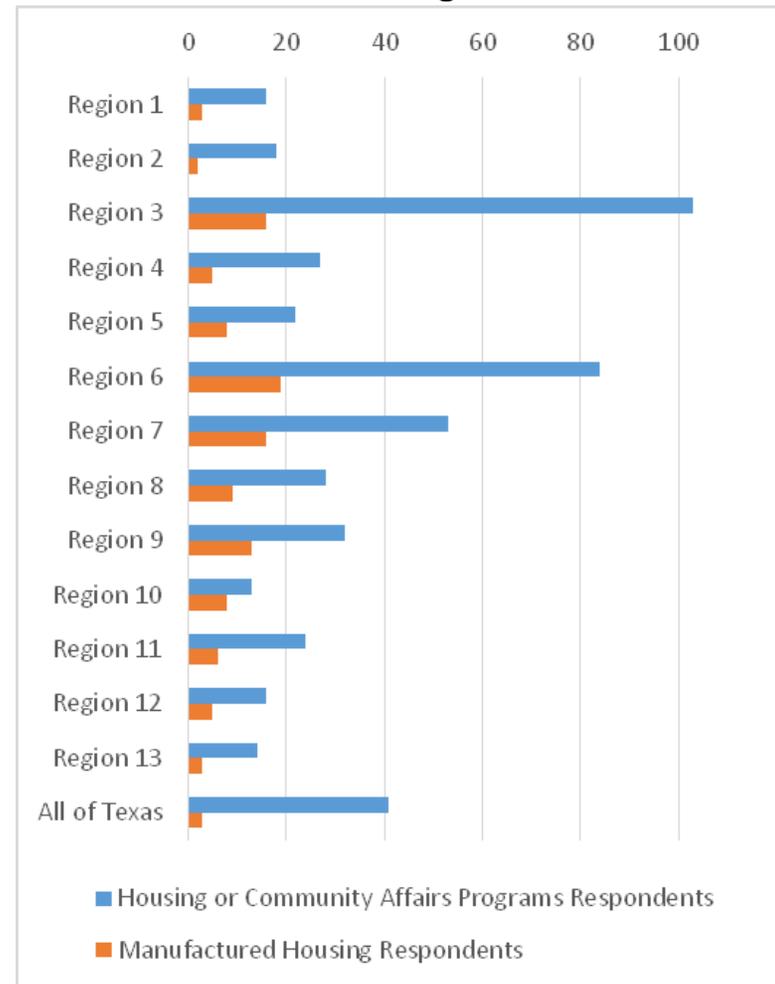


Figure 4.1b: Location of Respondents by Customer Type – Housing or Community Affairs Programs and Manufactured Housing



Customer Type and Interest with TDHCA

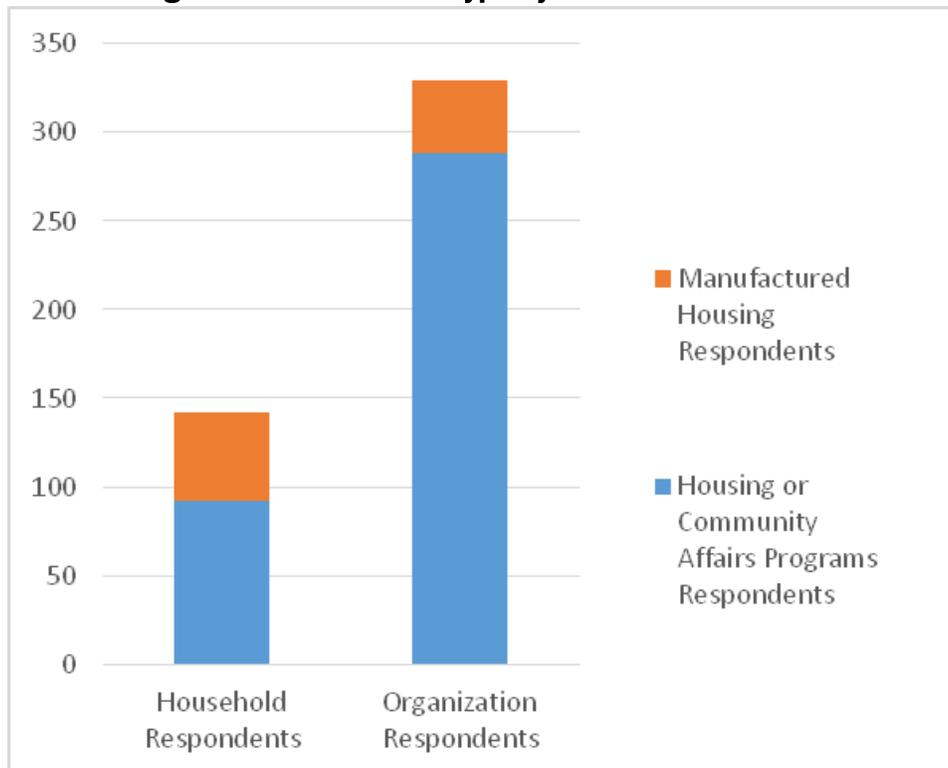
TDHCA designated two Customer Types that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 30.1% of respondents, or 142 individuals, identified themselves as Households for the purposes of this report. Approximately 69.9% of respondents, or 329 organizations and businesses, identified themselves as representing Organizations.

Table 4.1c: Customer Type by Interest with TDHCA

My primary interest with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Housing or Community Affairs Programs Respondents	380	92	288
Manufactured Housing Respondents	91	50	41
Total Households or Organizations	471	142	329

Of all respondents, 80.7% primarily had contact with the Housing or Community Affairs Programs and 19.3% had contact with the TDHCA MHD. Figure 4.1c, Customer Type by Business, shows that a higher percentage of Households and Organizations responded for Housing or Community Affairs Assistance as compared to Manufactured Housing Assistance.

Figure 4.1c: Customer Type by Interest with TDHCA



4.2 AVERAGE RESPONSES

All Respondent Types

Survey respondents rated TDHCA's service on a scale of 1 to 5, with 1 being Strongly Disagree and 5 being Strongly Agree. All of TDHCA's average ratings were above 3.0; a score of 3.0 is neutral. Since a majority of the statements with which the respondents were to agree or disagree were positive, a score above 3.0 indicates positive average customer-determined service qualities.

Table 4.2a: Average Ratings by Respondent Type

Respondent Type	Housing or Community Affairs Programs Respondent	Manufactured Housing Respondent	All Respondents
Household Respondent	3.8	4.4	4.0
Organization Respondent	4.1	4.3	4.1
All Respondents	4.0	4.3	4.1

Table 4.2b shows that the overall satisfaction for the respondent types varied between 4.12 (for Household Respondents) and 4.40 (for Manufactured Housing Respondents). The highest average rating was given to the questions regarding communication being available in the appropriate language for Manufactured Housing Respondents and Household Respondents; and the statement "TDHCA staff members are courteous" for Housing or Community Affairs Programs Respondents and Organization Respondents. For all Respondents, the highest average rating was given to the questions regarding communication being available in the appropriate language. The lowest average rating was "The location of TDHCA offices and facilities is convenient" for every respondent type.

Table 4.2b: Average Ratings by Statement and Respondent Type

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Housing or Community Affairs Programs Respondent	Manufactured Housing Respondent
TDHCA staff members are courteous.	4.41	4.39	4.42	4.36	4.61
TDHCA staff members demonstrate a willingness to assist.	4.30	4.29	4.30	4.25	4.52
There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	3.96	4.04	3.93	3.91	4.16
I am provided clear explanations about TDHCA services available to me. <i>[Household Respondents only]</i>	3.95	4.01	4.16*	3.81	4.27
The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	4.41	3.92	3.97	3.88	4.22
Communication is available in the appropriate language. <i>[Household Respondents only]</i>	4.53	4.47	4.68*	4.34	4.71
Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs. <i>[Organization Respondents only]</i>	4.36	N/A	4.36	4.36	4.00
The TDHCA public Web site contains the information I expect.	4.17	3.92	4.26	4.13	4.31
The TDHCA public Web site is easy to use and ADA-accessible.	4.00	3.93	4.02	3.90	4.38
The TDHCA public Web site contains accurate information on programs, services, and events.	4.13	3.93	4.20	4.10	4.27

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Housing or Community Affairs Programs Respondent	Manufactured Housing Respondent
The TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use. <i>[Organization Respondents only]</i>	4.15	N/A	4.15	4.15	5.00
The TDHCA log-in systems provide an effective way to exchange program information with TDHCA. <i>[Organization Respondents only]</i>	4.23	N/A	4.23	4.23	4.00
TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	3.91	3.85	3.93	3.84	4.20
TDHCA written materials provide accurate information.	4.02	3.87	4.07	3.96	4.24
The location of TDHCA offices and facilities is convenient.	3.61	3.61	3.60	3.55	3.88
I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	3.94	3.79	4.00	3.89	4.22
If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.	4.04	3.86	4.11	4.00	4.24
I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	4.08	3.78	4.19	4.04	4.29
Overall, I am satisfied with my experiences with TDHCA.	4.18	4.12	4.21	4.13	4.40

* Due to a technical issue involving the flow logic of the Survey in Survey Monkey, some Manufactured Housing Organization Respondents were directed through the Household Survey questions.

Housing or Community Affairs Programs Respondents

Household Respondents were asked what type of assistance they received or requested, and could check all that applied out of the options listed in Table 4.2c.

Table 4.2c: Average Rating by Household Housing or Community Affairs Programs Respondent Assistance Type

Type of Assistance	Number of Respondents	Average Rating for All Statements
Homebuyer Assistance	19	3.7
Rental Assistance	53	3.7
Home Repair Assistance	14	3.5
Homelessness Prevention Assistance or Services	17	2.6
Weatherization	7	2.7
Utility Assistance	29	3.6
Community Services	10	3.3
Other (please specify)	14	3.1

The “Other” option was primarily selected by respondents interacting with TDHCA in order to file complaints regarding Department-monitored properties or programs. The 17 Respondents who indicated they received or requested Homelessness Prevention Assistance or Services gave the overall lowest average rating at 2.6. The statement with the lowest average rating for these respondents was “TDHCA written materials provide accurate information,” with an average rating of 1.9 for the 13 respondents who rated that statement.

The 19 respondents who indicated they received or requested Homebuyer Assistance and the 53 respondents who indicated they received or requested Rental Assistance both gave the highest overall average rating at 3.7. The statement with the highest average rating for these respondents was “Communication is available in the appropriate language,” with an average rating of 4.2. Those receiving or requesting Rental Assistance also gave the statements “TDHCA staff members are courteous” and “TDHCA staff members demonstrate a willingness to assist” an average rating of 4.2 each.

Organization Respondents were asked to indicate the programs with which they worked, and could check all that applied out of the options listed in Table 4.2d.

Table 4.2d: Average Rating by Organization Housing or Community Affairs Programs Respondent Assistance Type

Type of Assistance	Number of Respondents	Average Rating for All Statements
HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed)	87	4.1
Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed)	28	3.9
Housing Tax Credit Program, Multifamily Bond Program, Multifamily Direct Loan Program	138	4.0

Type of Assistance	Number of Respondents	Average Rating for All Statements
Section 811 Program	35	3.7
Section 8 Housing Choice Voucher Program	69	3.9
Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field Offices	6	3.5
Neighborhood Stabilization Program	18	3.5
First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program	51	4.4
Emergency Solutions Grants Program or Homeless Housing and Services Program	30	4.1
Community Services Block Grant Program	45	3.9
Comprehensive Energy Assistance Program or Weatherization Assistance Program	42	3.9
Other (please specify)	9	3.8

The 6 respondents who indicated they worked with OCI programs—Colonia Self Help Centers, Bootstrap, and Border Field Offices—and the 18 respondents who indicated they worked with the Neighborhood Stabilization Program (“NSP”) gave the overall lowest average rating at 3.5. The statement with the lowest average rating for respondents working with OCI programs was “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person,” with an average rating of 2.2. The statement with the lowest average rating for respondents working with NSP was “The location of TDHCA offices and facilities is convenient,” with an average rating of 3.0.

The 51 respondents who indicated they worked with Homeownership programs (First Time Homebuyer, Mortgage Credit Certificates, or Homebuyer Education) gave the highest overall average rating at 4.4. The statement with the highest average rating for respondents working with Homeownership Programs was “The TDHCA public website contains the information I expect,” with an average rating of 4.7.

In general, Respondents participating in Housing or Community Affairs Programs had a lower average rating than those interacting with the MHD.

Manufactured Housing Respondents

Household Respondents were asked what contact they had with MHD, and could check all that applied out of the options listed in Table 4.2e.

Table 4.2e: Average Rating by Individual Manufactured Housing Respondent Assistance Type

Type of Assistance	Number of Respondents	Average Rating for All Statements
Statement of Ownership	45	4.3
Record and Release Tax or Mortgage Liens	22	4.3
Consumer complaint	1	3.4
Installation Inspections	5	4.4
Other (please specify)	2	4.7

Some assistance types for Household Manufactured Housing Respondents did not have a robust response. For that reason, this analysis will focus on the first two assistance type categories that did receive larger responses, Statement of Ownership and Record and Release Tax or Mortgage Lien. Respondents indicating they contacted MHD for both of these assistance types gave an overall average rating of 4.3.

The statement with the lowest average rating for the 45 respondents indicating they contacted MHD for Statement of Ownership was “If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner,” with an average rating of 4.0. The three statements with the lowest average rating for the 22 respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien were “The location of TDHCA offices and facilities is convenient,” “I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees,” and “I am provided clear explanations about TDHCA services available to me,” with an average rating of 3.9 for all statements.

The three statements with the highest average rating for both respondent categories were “TDHCA staff members are courteous” and “Communication is available in the appropriate language,” with an average rating of 4.7 for respondents indicating they contacted MHD for Statement of Ownership and 4.6 for respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien. Respondents indicating they contacted MHD for Record and Release Tax or Mortgage Lien also gave the statement “The TDHCA public website is easy to use and ADA-accessible” an average rating of 4.6.

Organization Respondents were asked what business they had with MHD, and could check all that applied out of the options listed in Table 4.2f.

Table 4.2f: Average Rating by Organization Manufactured Housing Respondent Assistance Type

Type of Assistance	Number of Respondents	Average Rating for All Statements
Manufacturer	2	4.7
Retailer	24	4.2
Rebuilding	0	N/A
Installer	19	4.2
Broker	13	4.1
Salesperson	11	4.3
Other (please specify)	15	4.2

Similarly to Household Manufactured Housing Respondents, some assistance types for Organization Manufactured Housing Respondents did not have a robust response. This analysis will focus on all assistance types but Manufacturer and Rebuilding as a result. Of the remaining assistance types, the 13 respondents indicating their business with MHD involved Brokers gave the overall lowest average rating at 4.1. The two statements with the lowest average rating for these respondents were “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person,” and “The location of TDHCA offices and facilities is convenient” with an average rating of 3.4.

The 11 respondents indicating their business with MHD involved Salespersons gave the overall highest average rating at 4.3. The two statements with the highest average rating for these respondents were “TDHCA staff members are courteous,” and “Communication is available in the appropriate language,” with an average rating of 4.8.

4.3 CUSTOMER-DETERMINED SERVICE QUALITIES

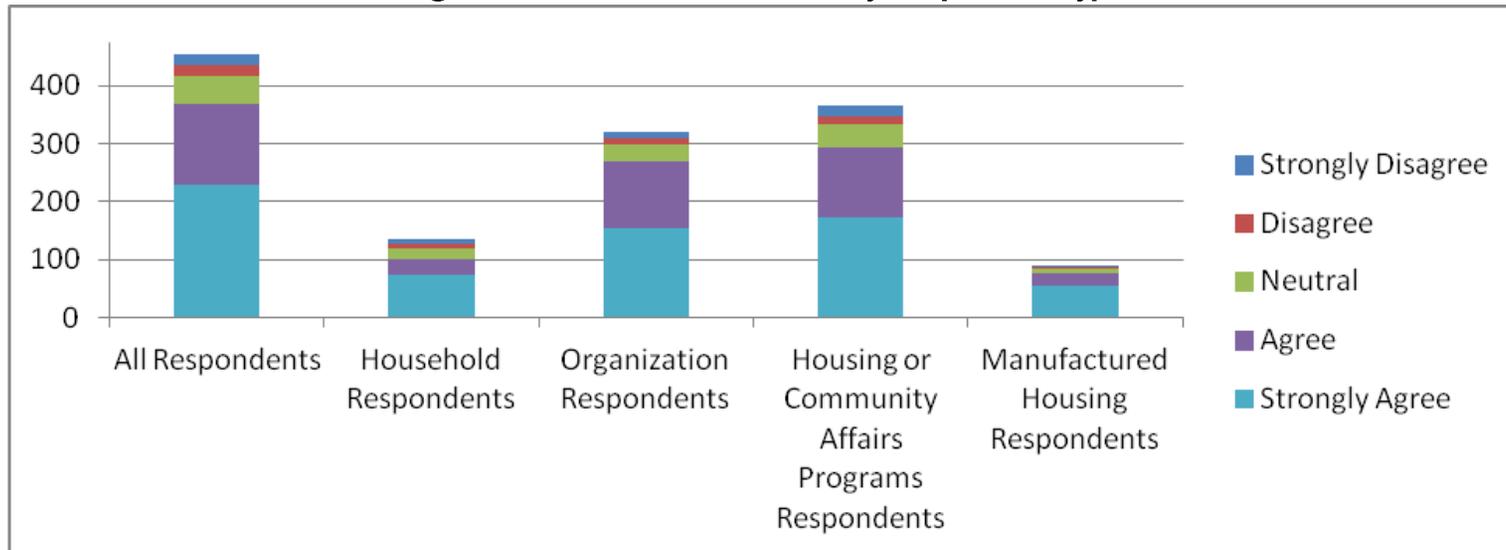
Overall Satisfaction

Table 4.3a and Figure 4.3a show that out of all respondents, 79.0% stated they strongly agree or agree with the statement “Overall, I am satisfied with my experiences with TDHCA”. Approximately 11.3% either disagree or strongly disagree with the statement that they were satisfied with their experiences with TDHCA. Among the customer subgroups, Organization Respondents indicated general satisfaction with TDHCA in a greater percentage (83.5%) than did Household Respondents (75.4%). Figure 4.3a shows the percent by respondent type who agreed or disagreed with the statement. The MHD had the highest percentage of respondents (86.5%) who agreed or strongly agreed with the statement.

Table 4.3a: Overall Satisfaction

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	20	8	12	18	2
Disagree	19	8	11	16	3
Neutral	47	17	30	40	7
Agree	141	28	113	119	22
Strongly agree	228	73	155	173	55
Total	455	134	321	366	89

Figure 4.3a: Overall Satisfaction by Respondent Type



Staff

Staff Courteousness

Table 4.3b shows that of all respondents, 88.4% strongly agree or agree with the statement “TDHCA staff members are courteous.” Approximately 4.7% disagree or strongly disagree with this statement. Table 4.3b shows that a greater ratio of Manufactured Housing Respondents (90.8%) agreed or strongly agreed with the statement than Housing or Community Affairs Programs Respondents (87.9%).

Table 4.3b: Staff Courteousness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	3	9	12	0
Disagree	9	4	5	7	2
Neutral	31	11	20	25	6
Agree	128	32	96	112	16
Strongly agree	270	77	193	207	63
Total	450	127	323	363	87

Staff Willingness to Assist

Table 4.3c shows that of all respondents, 83.1% strongly agree or agree with the statement “TDHCA staff members demonstrated a willingness to assist.” Approximately 7.8% disagree or strongly disagree with this statement. Table 4.3c shows that a greater ratio of Manufactured Housing Respondents agreed with the statement (89.7%) than the ratio of Housing or Community Affairs Programs Respondents (81.5%).

Table 4.3c: Staff Willingness to Assist by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	6	9	14	1
Disagree	20	6	14	15	5
Neutral	41	11	30	38	3
Agree	113	26	87	96	17
Strongly agree	261	78	183	200	61
Total	450	127	323	363	87

Timelines

Timely Response

Table 4.3d shows that of all respondents, 74.2% strongly agree or agree with the statement “There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.” Approximately 14.6% disagree or strongly disagree with this statement. Table 4.3d shows that higher ratio of Manufactured Housing Respondents (83.0%) agreed with the statement, which was higher than Housing or Community Affairs Programs Respondents at 72.0%.

Table 4.3d: Timely Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	22	8	14	18	4
Disagree	42	9	33	35	7
Neutral	49	11	38	45	4
Agree	143	34	109	114	29
Strongly agree	182	58	124	138	44
Total	438	120	318	350	88

Communications

Clear Explanations

Table 4.3e shows that of all respondents, 75.5% strongly agree or agree with the statement “I am provided clear explanations about TDHCA services available to me.” This statement was only offered to Household Respondents. Approximately 14.1% disagree or strongly disagree with this statement. Table 4.3e shows that Manufactured Housing had the highest ratio of respondents (83.1%) that strongly agreed or agreed with that statement, which was higher than Housing or Community Affairs Programs at 67.5%.

Table 4.3e: Clear Explanation by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	9	1	7	3
Disagree	13	8	5	6	7
Neutral	17	16	1	13	4
Agree	43	32	11	23	20
Strongly agree	80	60	20	31	49
Total	163	125	38*	80	83

* Although this statement was designed to only be offered to Household respondents, due to a technical issue involving the flow logic of the Survey in Survey Monkey, some Manufactured Housing Organization Respondents were directed through the Household Survey questions.

Automated Phone System

Table 4.3f shows that of all respondents, 70.3% strongly agree or agree with the statement “The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.” Approximately 9.8% disagree or strongly disagree with this statement. Table 4.3f shows that a higher ratio of Manufactured Housing Respondents (77.8%) agreed with the statement than Housing or Community Affairs Program Respondents (68.4%).

Table 4.3f: Automated Phone System by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	19	9	10	18	1
Disagree	15	6	9	12	3
Neutral	69	18	51	57	12
Agree	105	28	77	86	19
Strongly agree	139	48	91	102	37
Total	347	109	238	275	72

Appropriate Language Availability

Household Respondents were asked to rate the statement “Communication is available in the appropriate language,” while Organization Respondents were asked to rate the statement “Communication is available in the appropriate language for clients or applicants to TDHCA-funded program.” These questions have been combined for the sake of detailed analysis. Table 4.3g shows that of all respondents, 88.8% strongly agree or agree with the statements regarding language availability. Approximately 4.3% disagree or strongly disagree with this statement. Table 4.3g shows that a higher ratio of Manufactured Housing Respondents (96.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (86.9%).

Table 4.3g: Appropriate Language, by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	2	9	11	0
Disagree	6	2	4	6	0
Neutral	27	7	20	24	3
Agree	110	34	76	92	18
Strongly agree	239	73	166	180	59
Total	393	118	275	313	80

Web site

Expected Information Available Online

Table 4.3h shows that of all respondents, 82.9% strongly agree or agree with the statement “The TDHCA public Web site contains the information I expect.” Approximately 6.2% disagree or strongly disagree with this statement. Table 4.3h shows that a higher ratio of Manufactured Housing Respondents (84.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (82.6%).

Table 4.3h: Expected Information Available Online by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	9	8	15	2
Disagree	10	4	6	10	0
Neutral	48	22	26	36	12
Agree	171	35	136	142	29
Strongly agree	193	48	145	147	46
Total	439	118	321	350	89

Web site Ease

Table 4.3i shows that of all respondents, 74.5% strongly agree or agree with the statement “The TDHCA public Web site is easy to use and ADA-accessible.” Approximately 8.6% disagree or strongly disagree with this statement. Table 4.3i shows that a higher ratio of Manufactured Housing Respondents (88.9%) agreed with the statement than Housing or Community Affairs Programs Respondents (70.9%).

Table 4.3i: Web site Ease by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	20	8	12	20	0
Disagree	15	6	9	14	1
Neutral	69	15	54	61	8
Agree	147	37	110	116	31
Strongly agree	157	43	114	116	41
Total	408	109	299	327	81

Web site Accuracy

Table 4.3j shows that of all respondents, 80.6% strongly agree or agree with the statement “The TDHCA public Web site contains accurate information on programs, services, and events.” Approximately 7.0% disagree or strongly disagree with this statement. Table 4.3j shows that a higher ratio of Manufactured Housing Respondents (84.1%) agreed with the statement than Housing or Community Affairs Programs (79.7%).

Table 4.3j: Web site Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	7	8	15	0
Disagree	15	4	11	12	3
Neutral	53	18	35	43	10
Agree	160	39	121	129	31
Strongly agree	184	39	145	146	38
Total	427	107	320	345	82

Systems Requiring Log-in Ease of Use

Table 4.3k shows that of all respondents, 82.3% strongly agree or agree with the statement “TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.” Approximately 9.1% disagree or strongly disagree with this statement. Table 4.3k shows that a higher percentage of Manufactured Housing Respondents (100.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (82.2%). This statement was only offered to Organization Respondents.

Table 4.3k: Systems Ease of Use by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	0	10	10	0
Disagree	14	0	14	14	0
Neutral	23	0	23	23	0
Agree	97	0	97	97	0
Strongly agree	121	0	121	120	1
Total	265	0	265	264	1*

*Due to a technical issue involving the flow logic of the Survey in Survey Monkey, most Manufactured Housing Organization Respondents were directed through the Household Survey questions. This resulted in very low Organization Manufactured Housing Respondent response rates.

Effectiveness of Systems Requiring Log-in

Table 4.3l shows that of all respondents, 83.2% strongly agree or agree with the statement “TDHCA log-in systems provide an effective way to exchange program information with TDHCA.” Approximately 5.5% disagree or strongly disagree with this statement. Table 4.3l shows that a higher percentage of Manufactured Housing Respondents (100.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (83.2%). This statement was only offered to Organization Respondents.

Table 4.3l: System Effectiveness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	9	0	9	9	0
Disagree	5	0	5	5	0
Neutral	29	0	29	29	0
Agree	89	0	89	88	1
Strongly agree	124	0	124	124	0
Total	256	0	256	255	1*

*Due to a technical issue involving the flow logic of the Survey in Survey Monkey, most Manufactured Housing Organization Respondents were directed through the Household Survey questions. This resulted in very low Organization Manufactured Housing Respondent response rates.

Printed Information

Document Clarity

Table 4.3m shows that of all respondents, 72.5% strongly agree or agree with the statement “TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.” Approximately 12.9% disagree or strongly disagree with this statement. Table 4.3m shows that a higher percentage of Manufactured Housing Respondents (81.6%) agreed with the statement than Housing or Community Affairs Programs Respondents (70.1%).

Table 4.3m: Document Clarity by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	26	11	15	25	1
Disagree	29	4	25	24	5
Neutral	62	16	46	52	10
Agree	147	32	115	116	31
Strongly agree	161	41	120	121	40
Total	425	104	321	338	87

Document Accuracy

Table 4.3n shows that of all respondents, 75.3% strongly agree or agree with the statement “TDHCA written materials provide accurate information.” Approximately 8.7% disagree or strongly disagree with this statement. Table 4.3n shows that a higher ratio of Manufactured Housing Respondents (81.4%) agreed with the statement than Housing or Community Affairs Programs Respondents (73.7%).

Table 4.3n: Document Accuracy by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	19	8	11	19	0
Disagree	18	4	14	12	6
Neutral	68	20	48	58	10
Agree	150	34	116	123	27
Strongly agree	170	38	132	127	43
Total	425	104	321	339	86

Facility

Location Satisfaction

Table 4.3o show that of all respondents, 54.2% strongly agree or agree with the statement “The location of TDHCA offices and facilities is convenient.” This was the lowest rate of agreement out of all the statements. Approximately 13.5% disagree or strongly disagree with this statement. Table 4.3o shows that a higher ratio of Manufactured Housing Respondents (66.1%) agreed with the statement than Housing or Community Affairs Programs Respondents (51.7%).

Table 4.3o: Location Satisfaction by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	18	9	9	17	1
Disagree	25	6	19	18	7
Neutral	103	17	86	92	11
Agree	92	19	73	76	16
Strongly agree	81	26	55	60	21
Total	319	77	242	263	56

Complaint Process

How to File a Complaint

Table 4.3p shows that of all respondents, 73.9% strongly agree or agree with the statement “I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.” Approximately 9.3% disagree or strongly disagree with this statement. Table 4.3p shows that a higher percentage of Manufactured Housing Respondents (80.0%) agreed with the statement than Housing or Community Affairs Programs Respondents (72.8%).

Table 4.3p: How to File a Complaint by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	16	8	8	15	1
Disagree	16	4	12	15	1
Neutral	58	20	38	49	9
Agree	137	27	110	119	18
Strongly agree	118	33	85	92	26
Total	345	92	253	290	55

Complaint Response

Table 4.3q shows that of all respondents, 76.8% strongly agree or agree with the statement “If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.” Approximately 7.5% disagree or strongly disagree with this statement although. Table 4.3q shows that a higher ratio of Manufactured Housing Respondents (80.6%) agreed with the statement than Housing or Community Affairs Programs Respondents (76.0%).

Table 4.3q: Complaint Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	7	8	14	1
Disagree	12	3	9	10	2
Neutral	57	22	35	48	9
Agree	136	27	109	117	19
Strongly agree	142	36	106	111	31
Total	362	95	267	300	62

Reasonable Accommodations

Requesting Reasonable Accommodation

Table 4.3r shows that of all respondents, 78.2% strongly agree or agree with the statement “I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.” Approximately 8.0% disagree or strongly disagree with this statement although. Table 4.3r shows that a higher ratio of Manufactured Housing Respondents (81.3%) agreed with the statement than Housing or Community Affairs Programs Respondents (77.7%).

Table 4.3r: Reasonable Accommodations Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Strongly disagree	13	8	5	13	0
Disagree	14	7	7	13	1
Neutral	47	14	33	39	8
Agree	124	31	93	109	15
Strongly agree	141	32	109	117	24
Total	339	92	247	291	48

4.4 SURVEY COMMENT SUMMARY

A total of 187 comments were received at the end of the Customer Service Survey. However 14 of those comments were direct requests for assistance and none of the customers requesting assistance included contact information in their comment. If a commenter were to request assistance and provide contact information, a Housing Resource Center staff member would reach out directly to assist the commenter. The following tables and analysis reflect the 173 remaining comments that provided input on TDHCA administration and programs.

Table 4.4a: Comments Made

Comments Made	Total Comments	Household Respondents	Organization Respondents
Housing or Community Affairs Programs Respondents	126	36	90
Manufactured Housing Respondents	47	31	16
Total Comments	173	67	106

The majority (106) of the open-ended responses were received from Organization Respondents while 67 responses were from Households.

Table 4.4b: Tone of Comments

Tone of Comments Made	Total Comments	Household Respondents	Organization Respondents	Housing or Community Affairs Programs Respondents	Manufactured Housing Respondents
Positive	95	40	55	61	34
Neutral	26	8	18	25	1
Negative	52	19	33	40	12
Total Comments	173	67	106	126	47

Of the comments made, 54.9% of the comments were positive, 30.1% were negative and 15.0% were neutral in tone.

The majority of positive comments related to TDHCA staff courtesy and willingness to help. Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. The most common negative comment topics were staff consistency in communicating with customers and timeliness of staff response.

4.5 SURVEY CHANGES

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey.

The Customer Service Survey identified successes as well as provided guidance to improve the Department’s customer service. Each customer service element required in the

Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2019 to 2023 was included in the survey, along with other elements which will be used internally. The additional comments included by 187 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2020, the main change TDHCA would make to the survey is to reach more randomly-sampled population and a broader population, particularly with the MHD customers. Of the 471 respondents, only 19.3% had contact with the MHD. 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 2020, TDHCA plans to continue electronic outreach via email, Web site, and social media and will strengthen outreach to the MHD's Customer Service Center and OCI Border Field Office and Self-Help Center locations with additional support for staff administering the surveys. Increasing outreach to TDHCA-funded and monitored Multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. Including both English and Spanish announcements in TDHCA email list messages, social media postings, and other outreach materials could also increase the potential pool of survey respondents. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

The Department also plans on simplifying survey language further in both English and Spanish so that the survey is more clear and accessible.

TDHCA is acting upon the results found in the 2018 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 81.1% of respondents agreed that they were satisfied with their experiences at TDHCA, which was a slight increase from 79.0% in 2016.

The customer service element category with the highest overall satisfaction rate was the staff category, with 88.4% of all respondents agreeing that TDHCA staff members are courteous, and 83.1% of respondents agreeing that TDHCA staff members demonstrate a willingness to assist.

The customer service elements with the highest "disagree" responses were disagreeing with the statements "There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person" (14.6%) and "I am provided clear explanations about TDHCA services available to me" (14.1%), the latter of which was only asked to Individual respondents. The statement "The location of TDHCA offices and facilities is convenient" received a disagreement percentage of 13.5% among all respondents, the third highest rate of disagreement.

4.6 CUSTOMER SERVICE IMPROVEMENTS

TDHCA has acted on the results of the previous 2016 Survey. Improvements listed by customer service category are included below.

Staff

Even though staff customer service elements were the highest ranking in the 2016 Survey, the percentage of respondents that agreed that staff was courteous increased from 84.8% in 2016 to 88.4% in 2018 and the percentage of respondents that agreed that staff was willing to assist increased from 81.9% to 83.1%. Department continues to promote several customer-service related activities such as:

- **Social Media:** Establishment of the Department's presence on Twitter and Facebook in late 2011, YouTube in September 2014, Flickr in October 2015, and the creation of a Manufactured Housing-specific YouTube in April 2017, has expanded communication opportunities beyond the Department's historical communication routes to more broadly include current audiences as well as additional public members and potential stakeholders. The below table shows the increase in followers and subscribers to Department Social Media accounts since the 2016 Report on Customer Service.

Table 4.6a: Social Media Presence

Social Media Account Type	Followers or Subscribers May 2016	Followers or Subscribers May 2018	% Change Followers or Subscribers	Views May 2018
Facebook	903*	1,498	65.9%	N/A
Twitter	761	1,297	70.4%	N/A
YouTube	22	73	231.8%	4,470
Manufactured Housing YouTube	0**	16	-%	3,101
Flickr	0	1	-%	4,300

*TDHCA does not have a record of the number of followers from May 2016. The number presented is the number of 'likes' the TDHCA Facebook page had in May 2016, which was reported in the 2016 Report on Customer Service and has always been extremely close to (although slightly lower than) the number of followers. TDHCA's Facebook page had 1,479 'likes' in May 2018.

**The Manufactured Housing-specific YouTube page was not created until April 2017, after the 2016 Customer Service Survey had closed.

- **Online Discussion Forums:** The Department continues to use online discussion forums, which enhance opportunities for stakeholders to participate in Department activities, such as rules and plan development, and general input. As of May 2018, the Department has 841 registered discussion forum members (a 14.6% increase over the number of members in May 2016).
- **Surveys:** Beyond the biennial Customer Service Survey, many divisions within the Department actively survey their customer groups throughout the year. For example, the Multifamily Finance Division conducted a survey in 2017 of TDHCA-monitored multifamily property tenants in order to gather feedback on resident priorities and help inform Department policies and rules.

Similarly to the 2016 Survey, in the comment section of the survey some respondents specifically named TDHCA employees with which they had exceptionally good experiences. However, there were also comments that noted that staff enforced rules inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

Timeliness

TDHCA uses phone, Web site, email, fax, conferences, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures, social media, online discussion forums and other mediums to communicate with customers. Following a large increase of the percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner from between 2010 and 2012 from 61.5% to 71.0%, the trend stabilized in 2014 and 2016 at 70.9% and 71.4% respectively and then increased in 2018 to 74.2%.

As reported in the 2017-2021 Agency Strategic Plan, TDHCA's turnover rates have historically been at least 5% under the state turnover rates, consistently for the last five years. Employee turnover is normal to any organization but can be negative if abnormally high. However, some turnover will always occur and is normal to any organization. With comparatively low turnover rates, staff is able to build relationships with customers and communicate consistently.

Following reorganization of their Customer Service Unit in 2011, MHD continues to exceed performance standards and processing times with titling, licensing, and consumer complaint resolution, resulting in a higher customer satisfaction. The Customer Service Unit ensures that 95% of the calls received are handled and that hold times are kept to an absolute minimum.

Communications and Automated Phone System

There was a slight increase in respondents who responded positively to the statements regarding clarity of explanations and the automated phone system. For the statement "I am provided clear explanations about TDHCA services available to me," 70.2% of the respondents agreed in 2016, and 75.5% agreed with the statement in 2018. Only individual customers saw and rated this statement.

In 2012, 2014, and 2016, the rate of respondents who agreed that the automated phone system helped them reach the correct person/division when they called remained stable at 57.4%, 57.3%, and 57.2% respectively. However, in 2018, the number of respondents who responded positively rose to 70.3%. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed; this year the statement had the second fewest positive ratings and the second most neutral ratings. Following the 2014 Customer Service Survey, TDHCA updated its phone answering system with a new message about its divisions in the summer of 2014. In October 2017, TDHCA updated to a new phone system interface. This system improved call routing, decreased the number of dropped calls, and facilitated better record keeping, which resulted in improved customer care. In addition, TDHCA has made efforts to provide

information to the public outside of the phone system. TDHCA uses its public Web site, LISTSERV emails, Facebook page, Twitter account, and online discussion forums to give customers the opportunity to communicate with the Department without having to navigate the automated phone system.

In the 2014, 2016, and 2018, surveys, “Communication is available in the appropriate language (for clients or applicants to TDHCA-funded programs)” was in the top four statements with the highest levels of agreement. In 2018, this statement was written slightly differently for individual and organization respondents. Individuals rated this statement positively more than any other statement while it was rated positively third most for organizations. This question helped TDHCA develop its Language Access Plan in 2012. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote customer education, the MHD regularly provides training to the manufactured housing industry and to special interest groups such as the taxing entities, appraisal districts, titling companies, and private trade associations. This training is available in person and also through webinars. In addition to their commitment to assist as many customers as possible, the MHD ensures that their Spanish speaking customers received the same efficiency by maintaining an adequate number of staff to assist this customer base, both in person and on the phone.

Web site

The first statement about the Web site, “The TDHCA public Web site contains the information I expect,” was new for the 2012 survey and received an agreement rate of 81.1%. This percentage dropped to 79.1% in 2014 and 68.9% in 2016. In 2018, 82.9% of respondents rated this statement positively, a considerable increase. For the majority of TDHCA’s customers and members of the general public, the Department’s Web site is the first resource used to learn about and interact with TDHCA. Manufactured housing license holders are now able to enroll in the Licensing Education Class, renew their licenses, and report and pay for installations performed, as opposed to mailing them in, enabling the MHD to expeditiously inspect 90–95% of the installations reported. The ability for a retailer to enter and pay for new home ownership applications online has just been introduced as well as a series of education videos for the consumer, industry and taxing entities in conjunction with the MHD’s commitment to promoting efficiency and self-compliance through education.

Another new survey statement in 2012, “The TDHCA Web site is easy to use and ADA-accessible” was rated positively by 72.9% of respondents in 2012 but dropped to 67.9% and 66.7% in 2014 and 2016 respectively. In 2018, 74.5% of respondents rated this statement positively. TDHCA continues to review and improve navigability and accessibility of its Web site.

Also new in 2012 was the statement “The TDHCA public Web site contains accurate information on programs, services, and events.” In 2012, 2014, and 2016, 75.9%, 75.2%, and 69.8% of respondents agreed that the Web site contained accurate information. However, in 2018, this percentage increased to 80.6%. TDHCA continuously reviews and updates its Web site to include real-time information, such as the HOME reservation

summary which provides access to the status of the HOME reservation contracts, and the closing status database which provides a tracking system to view the status of pending loan closings. In 2014, the Department launched the Vacancy Clearinghouse, providing a list of affordable apartments, located in properties funded by TDHCA, searchable by city, county, or ZIP code. TDHCA continuously reviews and updates the Vacancy Clearinghouse to maximize clarity and user friendliness. In conjunction with the launching of a new web-based computer system, the MHD made Web site enhancements enabling users to view all ownership liens and tax lien information in real time and now users may print their Statement of Ownership using the internet at no charge. In 2015 and 2016, TDHCA continued to ensure site content addresses user needs. For example, the Homeownership Division launched a new Homebuyer Education Course available free of charge to first time homebuyers who wish to meet the Homebuyer Education Course requirement for TDHCA's homebuyer programs. The Division of Policy and Public Affairs also launched a Public Comment Center web page to assist with public participation in the Department's public comment process on draft documents, such as plans, policies, reports, rules, etc.

TDHCA's Web site enhancement activities continued in 2017 with a thorough review to ensure proper link function, removal of outdated information, and content consolidation for click reduction.

Systems requiring log-in

In 2014, statements referring to the web applications that require sub-grantees to log in were added to receive additional feedback on internal systems.

The statement "TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use" received a 67.3% agreement rate in 2016 and an 82.3% agreement rate in 2018. Similarly, the statement "TDHCA log-in systems provide an effective way to exchange program information with TDHCA" received a 61.9% agreement rate in 2016 and an 83.2% agreement rate in 2018.

Documents

TDHCA produces various forms of written information including Web site text, printed and bound documents required by state and federal mandates, legal forms and documents for program compliance, requests for applications, notices of funding availability, titling and licensing documents for manufactured housing, and a variety of other documents. Similarly to the 2014 and 2016 surveys, more respondents in 2018 agreed that documents were accurate (75.3%) than that documents were clear (72.5%). This percentage has increased since the 2016 Survey in which 63.8% agreed that documents were clear and 65.4% agreed that documents were accurate.

Facility

TDHCA occupies two office buildings in addition to managing three Border Field Offices, which assist with various Department programs and initiatives especially to entities that serve border and colonia residents. The satisfaction with the location increased from 2016 to 2018 from 46.6% to 54.2%. However, this rate of agreement that the location of the office was convenient was not uniform across business types. Only 51.7% of Housing or Community Affairs respondents agreed that "The location of the TDHCA office is

convenient” as compared to 66.1% of the Manufactured Housing respondents. One explanation may be the MHD has a customer service center, while the Community Affairs and Housing Programs do not. This statement had the highest rate of neutral responses at 32.3%. In addition, it is possible that customers responding to the Survey may confuse a local subrecipient office for a TDHCA office or facility.

For those respondents for whom the office is not convenient, TDHCA attempts to reduce the need for customers for Housing and Community Affairs Programs to come to TDHCA headquarters. Most required documents may be mailed or emailed. Trainings and outreach conducted by TDHCA are regularly scheduled at sites other than the TDHCA offices, partly in order to reach a larger number of people and partly because of the lack of meeting space at TDHCA. Regarding persons with disabilities, TDHCA regularly schedules meetings at off-site locations in order to offer convenient parking and accessibility to all attendees.

The MHD facility was specifically designed to accommodate the consumer with a customer service lobby and a self-contained call center. Additionally, the facility’s design is conducive to a processing environment with accommodations to train staff, hold small mediation and dispute resolution meetings between the industry and consumer. The facility also has sufficient space for the MHD to house scanning equipment to sustain a paperless environment.

Complaint-Handling Process

More respondents agreed that they understood how to file a complaint (73.9%) compared to the 2016 survey responses (63.7%). Approximately 76.8% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2018, compared to 62.3% in 2014.

The link with information on how to file a complaint is presented prominently on TDHCA’s homepage. All complaints that come to the Department are received in writing (either through the online form, by email, by mail or by fax) and are logged and tracked by Department staff to ensure proper resolution and follow-up. Individuals with a disability who would like to request a reasonable accommodation to submit complaints over the phone or those who require interpretation or translation services may call (512) 475-3800 or (800) 525-0657 (toll free) to submit a complaint. To facilitate a response for the complaints, notification is sent to the complainant from TDHCA to indicate that the complaint has been received and will be processed within the required timeframe.

Based on voluntary compliance with the industry, the MHD has up to 180 days to resolve complaints but completes the process in an average of 72 days which includes complaint investigation, inspection, repair, and final inspections.

5.0 CUSTOMER SERVICE PERFORMANCE MEASURES

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the Report on Customer Service.

5.1 PERFORMANCE MEASURES

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2017 performance and state fiscal year 2018 target is included.

GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and assistance.

Strategy 2.1

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

Table 5.1a: Strategy 2.1

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of information and technical assistance requests completed	5,800	7,223	124.53%	7,000

Explanation of Variance: The Department received more requests for assistance than targeted, resulting in more assistance requests completed.

Strategy 2.2

To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Table 5.1b: Strategy 2.2

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,389	100.65%	1,380

Explanation of Variance: None needed.

GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Strategy 5.1

Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Table 5.1c: Strategy 5.1

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of manufactured housing statements of ownership and location issued	65,000	54,248	83.46%	61,000

Explanation of Variance: This measure is under the targeted amount due to the number of applications received incomplete, which is currently about 31%; these will be resubmitted for issuance.

Strategy 5.2

Conduct inspection of manufactured homes in a timely manner.

Table 5.1d: Strategy 5.2

Strategy Measure	2017 Target	2017 Actual	% of Goal	2018 Target
Number of installation reports received	12,000	16,267	135.56%	15,000

Explanation of Variance: The Department received and processed a larger number of installation reports than the targeted projection. This may be attributable to an increase in file reviews undertaken by MHD as well as increased awareness within the industry of enhanced enforcement procedures which can result from the failure to file an installation report.

Strategy 5.3

To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 5.1e: Number of Complaints Resolved

Strategy Measure #1	2017 Target	2017 Actual	% of Goal	2018 Target
Number of complaints resolved	450	730	162.22%	500

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints that resulted in more complaints being closed. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting approximately 150 complaints to the Enforcement Unit for deviations/violations found during these reviews.

Table 5.1f: Average Time for Complaint Resolution

Strategy Measure #2	2017 Target	2017 Actual	% of Goal	2018 Target
Average time for complaint resolution	180	47.40	26.33%	180

Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.

Table 5.1g: Number of Jurisdictional Complaints Received

Strategy Measure #3	2017 Target	2017 Actual	% of Goal	2018 Target
Number of jurisdictional complaints received	400	712	178%	400

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints, not consumer complaints. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting a large number of complaints to the Enforcement Unit for deviations/violations found during these reviews.

5.2 STANDARD MEASURES

The following measures concern the Report on Customer Service.

Outcome Measures

1. Percent of surveyed customer respondents expressing overall satisfaction with services received

2016 Actual	2018 Actual
70.9%	81.1%

Explanation: 369 out of the 455 survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

2. Percent of surveyed customer respondents identifying ways to improve service delivery

2016 Actual	2018 Actual
22.7%	36.7%

Explanation: Number of survey respondents (173) who wrote in additional comments for the Survey. Of the 173 comments submitted, 20.2% (35 comments) gave specific recommendations for improving TDHCA service. Those 35 comments represent 7.4% of the total Survey respondents.

Output Measures

1. Number of customers surveyed

2016 Actual	2018 Actual
223	471

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2016 Actual	2017 Actual
861,589	806,400

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities awarded funds from TDHCA. These figures are derived from the SLIHP, performance measures, and internal data. They may include double counting.

Table 5.2a: Subrecipients and Licensees*

Subrecipients and Licensees	SFY 2016	SFY 2017
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	50	51
Emergency Solutions Grant Program Subrecipients	35	41
Homebuyer Assistance Program Participating Lenders	267	256
Homeless Housing and Services Program Organizations	8	8
State Housing Trust Fund Administrators – Amy Young Barrier Removal Program and/or Contract for Deed Program	25	24

Subrecipients and Licensees	SFY 2016	SFY 2017
State Housing Trust Fund Administrators - Bootstrap Program	33	18
Single Family HOME Administrators	171	133
Housing Tax Credit Awards	109	98
Manufactured Housing Licenses issued	1,523	1,510
Total	2,221	2,139

*Please note that in Table 5.2a one Organization equals one subrecipient, licensee, administrator, award, or lender. However, more than one person per Organization was allowed to take the Customer Service Survey.

Table 5.2b: Targeted Beneficiaries

Targeted Beneficiaries	SFY 2016	SFY 2017
Single Family Homeownership	2,984	5,870
HOME Investment Partnerships Program	760	801
State Housing Trust Fund	161	191
9% Housing Tax Credits	4,422	4,584
4% Housing Tax Credits	1,548	5,233
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	979	998
Section 811 Project Rental Assistance Program**	0	14
Emergency Solutions Grant Program	26,859	28,706
Community Services Block Grant	559,322	492,727
Comprehensive Energy Assistance Program	136,071	134,465
Weatherization Assistance Program	3,384	3,349
Homeless Housing and Services Program	6,438	7,849
Unique complaints received by TDHCA***	384	400
Public Assistance Requests Handled	8,639	7,223
Colonia SHC Beneficiaries	39,440	40,624
Manufactured Housing Statements of Ownership issued	51,586	54,248
Manufactured Housing Inspections	15,765	16,267
Manufactured Housing Complaints Received	626	712
TOTAL	859,368	804,261

*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.

**The Section 811 PRA Program had not yet begun operating in SFY 2016.

***'Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints regarding opposition to development, as those are handled through a process separate from the Complaint process.

Table 5.2c: Total Customers Served

Customers Type	SFY 2016	SFY 2017
Total Subrecipients and Licensees	2,221	2,139
Total Targeted Beneficiaries	859,368	804,261
GRAND TOTAL	861,589	806,400

Efficiency Measure

Cost per customer surveyed

2016 Actual	2018 Actual
\$4.55	\$4.34

Explanation: The cost of the Department's subscription to Survey Monkey online survey program was \$360.00 for one year. On average, the Department conducts 10 surveys per year, including the biennial Customer Service Survey, which is approximately \$36.00 per survey. Approximately 60 paper surveys were produced at \$.10 per copy, totaling \$6. The Customer Service Report took approximately 100 hours of staff time to develop, administer and analyze. At an average of \$20 per hour, this is approximately \$2,000. The total cost of the survey was \$2,042. Per customers that completed the surveyed (471), this total is \$4.34 cents per survey.

Explanatory Measures

Number of customers identified

2016	2017
4,375,455	4,439,194

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 MHD. These figures are pulled from the 2016 and 2017 SLIHPs, though the data are from the 2009-2013 5 Year ACS/2008-2012 CHAS and 2010-2014 5 Year ACS/2009-2013 CHAS respectively. 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 5.2d: Customers Identified

Targeted Beneficiaries	2016	2017
Households with incomes at or below 80% AMFI	3,620,451	3,678,993
Number of Manufactured Housing Units	755,004	760,201
TOTAL	4,375,455	4,439,194

Number of customer groups inventoried

2016 Actual	2018 Actual
2	2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees).

APPENDIX A

The following tables show the questions and programming included in the online survey.

Survey Language – English Flow	
<p>1. Please select the language you would like to take the survey in:</p> <ul style="list-style-type: none"> A. English (Inglés) B. Spanish (Español) C. Other (Otro) <p>[If A, English version of survey, proceed to “Customer Type” page; if B, Spanish version of survey, if C, proceed to “Other Languages (Otros Idiomas)” page]</p>	
Other Languages (Otros Idiomas)	
<p>For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services.</p> <p>Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios.</p> <p>[If this flow is selected, survey ends here]</p>	
Customer Type	
<p>2. What type of contact do you have with TDHCA? (Select One)</p> <ul style="list-style-type: none"> A. I am an individual seeking information and/or assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, statements of ownership and location, titles, licensures, inspections , etc) B. I am a direct applicant, awardee, contract administrator, subrecipient, licensee, or business working with TDHCA (e.g. HOME awardee, Housing Tax Credit developer, Emergency Solutions Grant subrecipient, Comprehensive Energy Assistance Program subrecipient, etc.) <p>[If A, left column below; if B, right column below]</p>	
Customer Location - Individual	Customer Location – Organization/Business
<p>3. Where do you live in Texas? Please select a county from the dropdown menu below.</p> <p><i>[DROPDOWN OF TX COUNTIES]</i></p>	<p><i>[MAP OF TDHCA STATE SERVICE REGIONS]</i></p> <p>3. What areas does your organization serve or where is your business headquartered? Check all that apply. An ADA-Accessible Texas County map with TDHCA Service Regions is available here: https://www.tdhca.state.tx.us/hft/single-family/docs/SvcRegionMap.pdf.</p> <ul style="list-style-type: none"> A. Region 1, High Plains (Amarillo, Lubbock) B. Region 2, Northwest Texas Abilene, Wichita Falls) C. Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison) D. Region 4, Upper East Texas (Longview, Texarkana, Tyler) E. Region 5, Southeast Texas (Beaumont, Port Arthur) F. Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land)

		<ul style="list-style-type: none"> G. Region 7, Capital (Austin, Round Rock) H. Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco) I. Region 9, Alamo (San Antonio, New Braunfels) J. Region 10, Coastal Bend (Corpus Christi, Victoria) K. Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission) L. Region 12, West Texas, (Midland, Odessa, San Angelo) M. Region 13, Upper Rio Grande (El Paso) N. All of Texas 	
<p>4. My primary interest in TDHCA is: (Select One)</p> <ul style="list-style-type: none"> A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.) B. Manufactured Housing (titles, licensure, inspections, etc.) <p>[If A, left column below; if B, right column below]</p>		<p>4. My interest in TDHCA is: (Select One)</p> <ul style="list-style-type: none"> A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, apartment development/rental, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.) B. Manufactured Housing (titles, licensure, inspections, etc.) <p>[If A, left column below; if B, right column below]</p>	
Type of Assistance – TDHCA Individual	Type of Assistance - Manufactured Housing Individual	Type of Assistance – TDHCA Organization/Business	Type of Assistance – Manufactured Housing Organization/Business
<p>5. What type of assistance did you receive or request? Check all that apply.</p> <ul style="list-style-type: none"> A. Homebuyer Assistance B. Rental Assistance C. Home Repair Assistance D. Homeless Prevention Assistance or Services E. Weatherization F. Utility Payments G. Community Services H. Other (please specify in the box below) <p>[Proceed to “Quality of Service – Individual” page]</p>	<p>5. Please mark what contact you have had with the Manufactured Housing Division. Check all that apply.</p> <ul style="list-style-type: none"> A. Statement of Ownership B. Record and Release Tax or Mortgage Liens C. Consumer Complaint D. Installation Inspections E. Other (please specify in the box below) <p>[Proceed to “Quality of Service – Individual” page]</p>	<p>5. Please indicate the programs with which you work. Check all that apply.</p> <ul style="list-style-type: none"> A. HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed) B. Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed) C. Housing Tax Credit Program, Multifamily Bond Program, or Multifamily Direct Loan Program D. Section 811Program E. Section 8 Housing Choice Voucher Program F. Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field 	<p>5. Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance of a license for one or more of the following? Check all that apply.</p> <ul style="list-style-type: none"> A. Manufactured Housing Manufacturer B. Manufactured Housing Retailer C. Manufactured Housing Installer D. Manufactured Housing Broker E. Manufactured Housing

		<p>Offices</p> <p>G. Neighborhood Stabilization Program</p> <p>H. First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program</p> <p>I. Emergency Solutions Grants Program or Homeless Housing and Services Program</p> <p>J. Community Services Block Grant Program</p> <p>K. Comprehensive Energy Assistance Program or Weatherization Assistance Program</p> <p>L. Other (please specify in the box below)</p> <p>[Proceed to “Quality of Service – Organization/Business” page]</p>	<p>Salesperson</p> <p>F. Other (please specify in the box below)</p> <p>[Proceed to “Quality of Service – Organization/Business” page]</p>
Quality of Service – Individual		Quality of Service – Organization/Business	
Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).		Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
6. TDHCA staff members are courteous.	6. TDHCA staff members are courteous.		
7. TDHCA staff members demonstrate a willingness to assist.	7. TDHCA staff members demonstrate a willingness to assist.		
8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.		
9. I am provided clear explanations about TDHCA services available to me.			
10. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	9. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.		
11. Communication is available in the appropriate language.	10. Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.		
12. The TDHCA public website contains the information I expect.	11. The TDHCA public website contains the information I expect.		
13. The TDHCA public website is easy to use and ADA-accessible.	12. The TDHCA public website is easy to use and ADA-accessible.		
14. The TDHCA public website contains accurate information on programs, services, and events.	13. The TDHCA public website contains accurate information on programs, services, and events.		
	14. TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.		

	15. TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
15. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	16. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
16. TDHCA written materials provide accurate information.	17. TDHCA written materials provide accurate information.
17. The location of TDHCA offices and facilities is convenient.	18. The location of TDHCA offices and facilities is convenient.
18. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	19. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
19. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	20. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
20. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	21. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
21. Overall, I am satisfied with my experiences with TDHCA.	22. Overall, I am satisfied with my experiences with TDHCA.
[Proceed to “Survey Type” page]	[Proceed to “Survey Type” page]
Survey Type	
22. <i>[INDIVIDUAL FLOW]</i> or 23. <i>[ORGANIZATION/BUSINESS FLOW]</i> Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select one.	
<ul style="list-style-type: none"> A. Social Media (Facebook, Twitter) B. An email from TDHCA C. The TDHCA public website D. A telephone conversation with TDHCA staff E. At a customer service center or other TDHCA office F. Other (please specify in the box below) 	
[Proceed to “Additional Comments” page]	
Additional Comments	
23. <i>[INDIVIDUAL FLOW]</i> or 24. <i>[ORGANIZATION/BUSINESS FLOW]</i> Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!	
[Proceed to “Thank you! (¡Gracias!)” page]	
Thank you! (¡Gracias!)	
Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey.	
¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.	

Survey Language – Spanish Flow

1. Please select the language you would like to take the survey in:

- A. English (Inglés)
- B. Spanish (Español)
- C. Other (Otro)

[If A, English version of survey; if B, Spanish version of survey, proceed to “Tipo de Cliente” page; if C, proceed to “Other Languages (Otros Idiomas)” page]

Other Languages (Otros Idiomas)

For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services.

Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios.

[If this flow is selected, survey ends here]

Tipo de Cliente

2. ¿Qué tipo de contacto tiene con el TDHCA? (Seleccione una opción.)

- A. Soy una persona que busca información o asistencia del TDHCA o que busca/recibe ayuda a través de una organización local financiada por el TDHCA. (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)
- B. Soy un solicitante directo, adjudicatario, administrador de contrato, beneficiario indirecto, licenciataria o empresa que trabaja con el TDHCA. (Por ejemplo, adjudicatario de HOME, desarrollador de crédito fiscal para viviendas, beneficiario indirecto de subsidio para soluciones de emergencia, beneficiario indirecto del programa integral de asistencia de energía, etc.)

[If A, left column below; if B, right column below]

Ubicación del Cliente – Individuo

3. ¿Dónde vive en Texas? Seleccione un condado en el menú desplegable.

[DROPDOWN OF TX COUNTIES]

Ubicación del Cliente - Organización/Negocio

[MAP OF TDHCA STATE SERVICE REGIONS]

3. ¿En qué área atiende su organización o dónde tiene su sede central? Marque todo lo que corresponda. Un mapa del condado de Texas accesible a ADA con las regiones de servicio del TDHCA está disponible aquí:

<https://www.tdhca.state.tx.us/hft/single-family/docs/SvcRegionMap.pdf>.

- A. Región 1, Altas Llanuras (Amarillo, Lubbock)
- B. Región 2, Noroeste de Texas (Abilene, Wichita Falls)
- C. Región 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)
- D. Región 4, Noreste de Texas (Longview, Texarkana, Tyler)
- E. Región 5, Sureste de Texas (Beaumont, Port Arthur)
- F. Región 6, Costa del Golfo (Houston, The Woodlands, Sugar Land)
- G. Región 7, Capital (Austin, Round Rock)
- H. Región 8, Centro de Texas (College Station, Bryan, Killeen, Temple, Waco)

		<ul style="list-style-type: none"> I. Región 9, Alamo (San Antonio, New Braunfels) J. Región 10, Curva Costera (Corpus Christi, Victoria) K. Región 11, Frontera Sur de Texas (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission) L. Región 12, Oeste de Texas, (Midland, Odessa, San Angelo) M. Región 13, Alto Río Grande (El Paso) N. Todo Texas 	
<p>4. Mi principal interés en TDHCA es (seleccione una opción):</p> <ul style="list-style-type: none"> A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.) B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.) <p>[If A, left column below; if B, right column below]</p>		<p>4. Mi principal interés en TDHCA es (seleccione una opción):</p> <ul style="list-style-type: none"> A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.) B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.) <p>[If A, left column below; if B, right column below]</p>	
Tipo de Asistencia – TDHCA Individuo	Tipo de Asistencia - Viviendas Prefabricadas Individuo	Tipo de Asistencia – TDHCA Organización/Negocio	Tipo de Asistencia - Viviendas Prefabricadas Organización/Negocio
<p>5. ¿Qué tipo de asistencia recibió o solicitó? Marque todo lo que corresponde.</p> <ul style="list-style-type: none"> A. Asistencia para compradores de vivienda B. Ayuda para pagar la renta C. Ayuda para la reparación de viviendas D. Prevención y servicios para personas sin hogar E. Climatización F. Pagos de servicios públicos G. Servicios Comunitarios H. Otro (por favor 	<p>5. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> A. Declaración de Propiedad B. Registrar y liberar gravámenes fiscales o hipotecarios C. Inspecciones de instalación D. Queja de consumidor E. Otro (por favor especifíquelo en el cuadro a continuación): <p>[Proceed to “Quality of Service – Individual” page]</p>	<p>5. Indique los programas con los que trabaja. Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> A. Programa de Sociedades de Inversión HOME (por ejemplo, restauración de viviendas, ayuda compradores de vivienda, ayuda para inquilinos, contrato de escritura) B. Programa de Fondos Fiduciarios para la Vivienda (por ejemplo, Programa de Eliminación de Barreras Y Restauración Amy Young, contrato de escritura) C. Programa de Crédito Fiscal para la Vivienda, Programa de Bonos Multifamiliares o Programa de Préstamos Directos Multifamiliares D. Programa de la Sección 811 E. Programa de Vales para la Elección de 	<p>5. Indique su relación con la División de Viviendas Prefabricadas. ¿Recibió capacitación y/o una asignación de una licencia para una o más de las siguientes opciones? Marque todo lo que corresponda.</p> <ul style="list-style-type: none"> A. Fabricante de Viviendas Prefabricadas B. Minorista de Viviendas Prefabricadas C. Instalador de Viviendas Prefabricadas D. Agente de Viviendas Prefabricadas

<p>especifíquelo en el cuadro a continuación): [Proceed to “Quality of Service – Individual” page]</p>		<p>Vivienda de la Sección 8 F. Programa de Centros de Autoayuda de Colonia, Programa Bootstrap de Texas u oficinas locales de la frontera G. Programa de Estabilización de Vecindarios H. Programa para Compradores de Primera Vivienda, Programa de Certificado de Créditos Hipotecarios o Programa de Educación para Compradores de Vivienda del Estado de Texas I. Programa de Subsidios para Soluciones de Emergencia o Programa de Vivienda y Servicios para Personas sin Hogar J. Programa de Subsidios Globales de Servicios Comunitarios K. Programa Integral de Asistencia de Energía o Programa de Ayuda para la Climatización L. Otro (por favor especifíquelo en el cuadro a continuación): [Proceed to “Quality of Service – Organization/Business” page]</p>	<p>E. Vendedor de Viviendas Prefabricadas F. Otro (por favor especifíquelo en el cuadro a continuación): [Proceed to “Quality of Service – Organization/Business” page]</p>
Calidad del Servicio - Individuo		Quality of Service – Organization/Business	
<p>Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).</p>		<p>Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).</p>	
<p>6. Los miembros del personal del TDHCA son amables.</p>		<p>6. Los miembros del personal del TDHCA son amables.</p>	
<p>7. Los miembros del personal del TDHCA demuestran su voluntad de ayudar.</p>		<p>7. Los miembros del personal del TDHCA demuestran su voluntad de ayudar.</p>	
<p>8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.</p>		<p>8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.</p>	
<p>9. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.</p>			
<p>10. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.</p>		<p>9. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.</p>	
<p>11. La comunicación está disponible en el idioma apropiado.</p>		<p>10. La comunicación está disponible en el idioma apropiado para clientes o solicitantes de programas financiados por el TDHCA.</p>	

12. El sitio web público del TDHCA contiene la información que espero encontrar.	11. El sitio web público del TDHCA contiene la información que espero encontrar.
13. El sitio web público del TDHCA es fácil de usar y accesible para ADA.	12. El sitio web público del TDHCA es fácil de usar y accesible para ADA.
14. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.	13. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.
	14. Los sistemas del TDHCA que requieren que inicie sesión, como el contrato de la agencia y los sistemas de cumplimiento, son fáciles de usar.
	15. Los sistemas del TDHCA que requieren que inicie sesión proporcionan una manera efectiva de intercambiar información de programas con el TDHCA.
15. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.	16. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.
16. Los materiales escritos del TDHCA brindan información precisa.	17. Los materiales escritos del TDHCA brindan información precisa.
17. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.	18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.
18. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.	19. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.
19. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.	20. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.
20. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.	21. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.
21. En general, estoy satisfecho/a con mis experiencias con el TDHCA.	22. En general, estoy satisfecho/a con mis experiencias con el TDHCA.
[Proceed to "Survey Type" page]	[Proceed to "Survey Type" page]
Tipo de Encuesta	
22. [INDIVIDUAL FLOW] or 23. [ORGANIZATION/BUSINESS FLOW] ¿Cómo se enteró de la Encuesta de Servicio al Cliente del TDHCA? Seleccione una opción.	
<ul style="list-style-type: none"> A. Redes sociales (Facebook, Twitter) B. Un correo electrónico del TDHCA C. El sitio web público del TDHCA D. Una conversación telefónica con personal del TDHCA E. En un centro de servicio al cliente u otra oficina del TDHCA F. Otro (por favor especifíquelo en el cuadro a continuación): 	
[Proceed to "Additional Comments" page]	

Comentarios Adicionales

23. [INDIVIDUAL FLOW] or 24. [ORGANIZATION/BUSINESS FLOW] Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!

[Proceed to “Thank you! (¡Gracias!)” page]

Thank you! (¡Gracias!)

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey.

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

APPENDIX B

The following surveys were available as paper copies at the Manufactured Housing Office.

English Version:

Please contact info@tdhca.state.tx.us or 1-800-525-0657 with any questions about the survey.

Business with TDHCA Manufactured Housing					
1. Which Texas County do you live in? _____					
2. Please mark what contact you have had with the Manufactured Housing Division. Circle all that apply.					
A. Statement of Ownership					
B. Record and release tax or mortgage liens					
C. Installation inspections					
D. Consumer complaint					
E. Other (specify): _____					
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). Circle your choice.					
3. TDHCA staff members are courteous.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
4. TDHCA staff members demonstrate a willingness to assist.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
5. There is a reasonable wait time for a concern or question to be addressed by phone, in person, or by letter or fax.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
6. I am provided clear explanations about TDHCA services available to me.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
7. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
8. Communication is available in the appropriate language.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
9. The TDHCA public website contains the information I expect.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
10. The TDHCA public website is easy to use and ADA-accessible.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

11. The TDHCA public website contains accurate information on programs, services, and events.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
12. TDHCA written materials (forms, instructions, information on programs, services, and events, etc.) are easy to understand.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
13. TDHCA written materials provide accurate information.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
14. The location of TDHCA offices and facilities is convenient.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
15. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
16. If I filed a complaint with the TDHCA, I believe it would be addressed in a reasonable manner.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
17. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
18. Overall, I am satisfied with my experiences with TDHCA.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
Additional Comments					
19. Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!					

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on the TDHCA's website after June 1, 2018.

Spanish version:

Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Tipo de Asistencia					
1. ¿En que condado de Texas vives? _____					
2. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque con un círculo todo lo que corresponda.					
F. Declaración de propiedad					
G. Registrar y liberar gravámenes fiscales o hipotecarios					
H. Inspecciones de instalación					
I. Queja de consumidor					
J. Otro _____ (especifique):					
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación). Marque su elección con un círculo.					
3. Los miembros del personal del TDHCA son amables.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
4. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
5. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
6. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
7. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
8. La comunicación está disponible en el idioma apropiado.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
9. El sitio web público del TDHCA contiene la información que espero encontrar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	

10.	El sitio web público del TDHCA es fácil de usar y accesible para ADA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
11.	El sitio web público del TDHCA contiene información precisa sobre programas, servicios y eventos.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
12.	Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
13.	Los materiales escritos del TDHCA brindan información precisa.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
14.	La ubicación de las oficinas e instalaciones del TDHCA es conveniente.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
15.	Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
16.	Si presentara una queja con TDHCA, creo que será tratada de manera razonable.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
17.	Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
18.	En general, estoy satisfecho/a con mis experiencias con el TDHCA.					
	1	2	3	4	5	n/a
	(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
Comentarios adicionales						
19.	Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!					

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018.

The following surveys were available as paper copies at TDHCA's Self-Help Centers.

English Version:

Please contact info@tdhca.state.tx.us or 1-800-525-0657 with any questions about the survey.

Business with TDHCA					
20. Which Texas County do you live in? _____					
21. What type of assistance did you receive or request? Circle all that apply.					
K. Homebuyer Assistance					
L. Rental Assistance					
M. Home Repair Assistance					
N. Homelessness Prevention Assistance or Services					
O. Weatherization					
P. Utility Assistance					
Q. Community Services					
R. Other (specify): _____					
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). Circle your choice.					
22. TDHCA staff members are courteous.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
23. TDHCA staff members demonstrate a willingness to assist.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
24. There is a reasonable wait time for a concern or question to be addressed by phone, in person, or by letter or fax.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
25. I am provided clear explanations about TDHCA services available to me.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
26. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
27. Communication is available in the appropriate language.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
28. The TDHCA public website contains the information I expect.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	

29. The TDHCA public website is easy to use and ADA-accessible.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
30. The TDHCA public website contains accurate information on programs, services, and events.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
31. TDHCA written materials (forms, instructions, information on programs, services, and events, etc.) are easy to understand.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
32. TDHCA written materials provide accurate information.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
33. The location of TDHCA offices and facilities is convenient.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
34. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
35. If I filed a complaint with the TDHCA, I believe it would be addressed in a reasonable manner.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
36. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
37. Overall, I am satisfied with my experiences with TDHCA.					
1 (strongly disagree)	2 (disagree)	3 (neutral)	4 (agree)	5 (strongly agree)	n/a
Additional Comments					
38. Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated!					

Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on the TDHCA's website after June 1, 2018.

Spanish version:

Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Tipo de Asistencia					
39. ¿En que condado de Texas vives? _____					
40. ¿Qué tipo de asistencia recibió o solicitó? Marque con un círculo todo lo que corresponda.					
S. Ayuda para compradores de vivienda					
T. Ayuda para pagar la renta					
U. Ayuda para la reparación de viviendas					
V. Prevención y servicios para personas sin hogar					
W. Climatización					
X. Pagos de servicios públicos					
Y. Servicios comunitarios					
Z. Otro _____ (especifique):					
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación). Marque su elección con un círculo.					
41. Los miembros del personal del TDHCA son amables.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
42. Los miembros del personal del TDHCA demuestran su voluntad de ayudar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
43. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
44. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
45. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
46. La comunicación está disponible en el idioma apropiado.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
47. El sitio web público del TDHCA contiene la información que espero encontrar.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
48. El sitio web público del TDHCA es fácil de usar y accesible para ADA.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
49. El sitio web público del TDHCA contiene información precisa sobre programas, servicios y eventos.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	

50. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
51. Los materiales escritos del TDHCA brindan información precisa.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
52. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
53. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
54. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
55. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
56. En general, estoy satisfecho/a con mis experiencias con el TDHCA.					
1	2	3	4	5	n/a
(muy en desacuerdo)	(en desacuerdo)	(neutral)	(de acuerdo)	(muy de acuerdo)	
Comentarios adicionales					
57. Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante!					

¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018.