

## STRATEGIC PLAN



### FISCAL YEARS

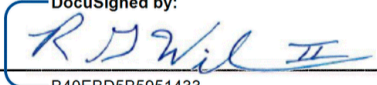
**2027-2031**

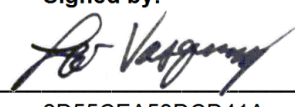
by

### THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

| Board Member               | Term                    | Hometown        |
|----------------------------|-------------------------|-----------------|
| Leo Vasquez, Chair         | 03/27/2024 – 01/31/2029 | Houston, TX     |
| Kenny Marchant, Vice Chair | 01/15/2026 – 01/31/2031 | Carrollton, TX  |
| Ajay Thomas                | 01/15/2026 – 01/31/2031 | Austin, TX      |
| Anna Maria Farias          | 03/21/2022 – 01/31/2027 | San Antonio, TX |
| Holland Harper             | 01/01/2023 – 01/31/2029 | Paris, TX       |
| Cindy Conroy               | 03/27/2024 – 01/31/2027 | El Paso, TX     |

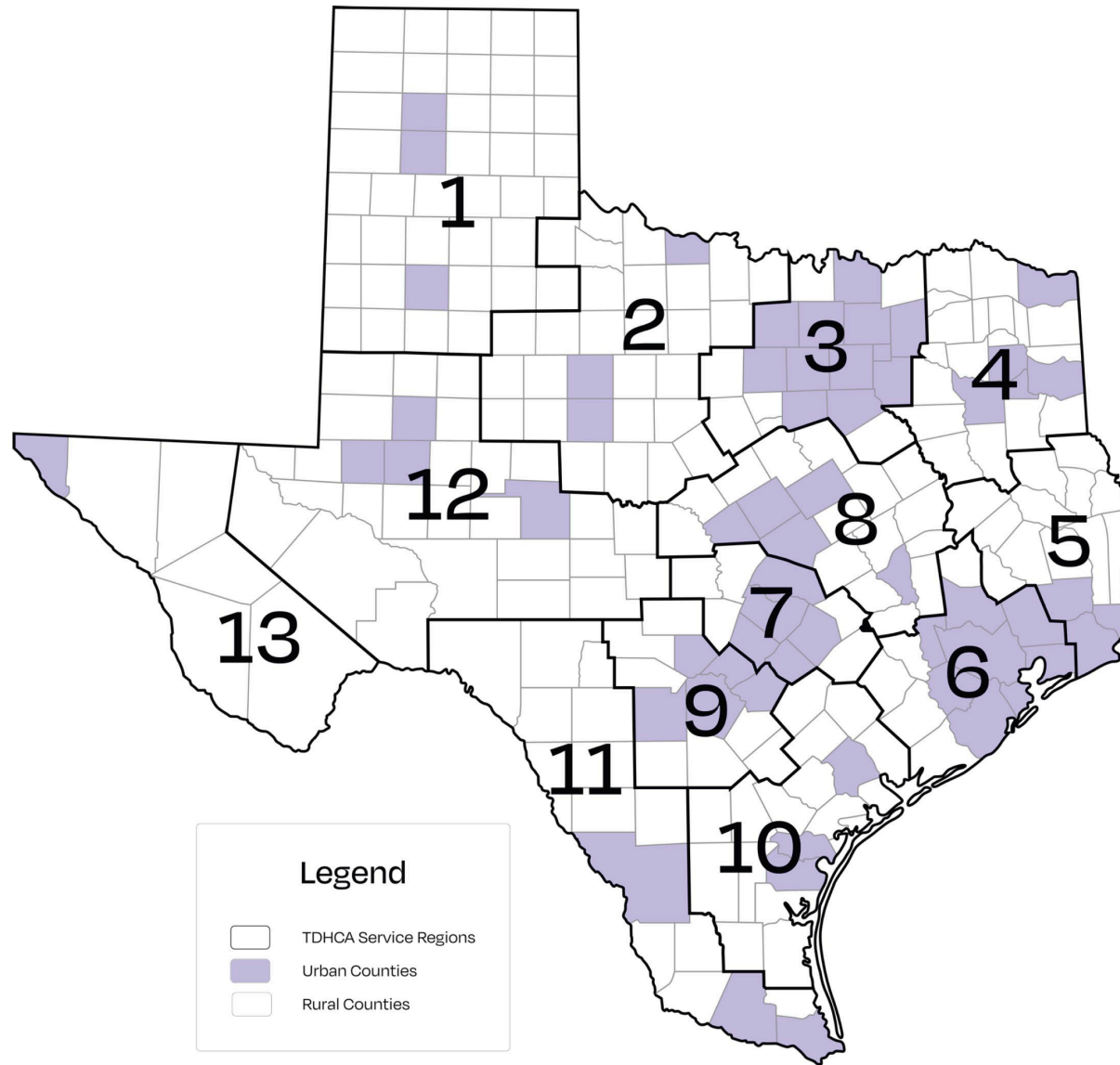
**June 1, 2026**

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Bobby Wilkinson, Executive Director

APPROVED:   
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Leo Vasquez, Board Chair

# The Texas Department of Housing and Community Affairs: Strategic Plan

## Uniform State Service Regions



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

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## TDHCA's Mission

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



## Agency Goals and Action Plan

TDHCA has established core operational goals toward which the agency will direct its efforts in 2027-2031. Operational goals are qualitative and quantifiable, but not quantified, and address issues by stating a policy intention. The following goals are ranked by priority and were designed to challenge the agency but remain realistic and achievable.

## Goal 1: Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

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**Action Item 1.1:** Annually revise the Qualified Allocation Plan and other Department rules to encourage the development of additional affordable units

**Action Item 1.2:** Expand existing efforts to preserve or develop affordable owner-occupied and rental housing stock through innovative single family programming and incentivizing the rehabilitation of existing properties into affordable multifamily housing

**Action Item 1.3:** Program all state and federal grant funds into activities that further the creation of affordable housing units or promote access to affordable housing

**Action Item 1.4:** Execute prudent financial strategies through the use of mortgage revenue bonds to provide ample resources for Texas homeownership programs and the development of affordable rental housing

### Goal 1 supports each statewide objective as follows:

**Accountability:** TDHCA works collaboratively with stakeholders and the general public to ensure that program administrative policies, rules, and procedures best meet the housing and housing-related needs of very low, low, and moderate income Texans.

**Efficiency:** TDHCA staff annually review program processes to identify areas that may benefit from additional efficiencies directed towards core functions. A rigorous annual operating budget process prompts each work unit within the agency to revisit and justify its FTE usage and budgetary expenses, and agency leadership to consider the highest and best use of resource allocations.

**Effectiveness:** Operations at TDHCA are continually assessed and improved, through the reevaluation of documented operating procedures and objective data analysis. Key to this has been the cultivation of highly skilled staff able to assist in the evaluation of existing and proposed policies.

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

**Transparency:** Information is disseminated to all TDHCA stakeholders through multiple platforms, including, but not limited to, the agency's website and Public Comment Center. The agency's website includes downloadable flyers for consumers and potential subrecipients as well as the Help for Texans resource that allows low-income households to identify local housing and housing-related resources funded by TDHCA. The Public Comment Center on the agency's website provides information to the general public and interested stakeholders on the various ways they may provide agency staff suggestions on how to enhance program administration.

### Other considerations relevant to TDHCA's goal:

Elevated construction costs, interest rates, and federal regulations are expected to increase the cost of building all forms of affordable housing and adversely impact the ability of developers and local nonprofits to efficiently and effectively utilize TDHCA resources. As a result, the production of fewer affordable housing units may offset efforts to maximize program efficiencies thereby limiting TDHCA's ability to be efficient and effective.

## Goal 2: Improve housing conditions for very low, low, and moderate income households by providing information and assistance.

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**Action Item 2.1:** Increase public awareness efforts to promote Help for Texans feature on the TDHCA website

**Action Item 2.2:** Improve the technology used to be responsive to and interactive with TDHCA's stakeholders and interested general public

### Goal 2 supports each statewide objective as follows:

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

**Efficiency:** The agency leverages multiple technologies that enable staff to be more responsive to stakeholder requests for assistance.

**Effectiveness:** Agency staff ensure the efficacy of the programs they administer through robust data management and reporting processes, including the provision of information and assistance to subrecipients, program participants, property managers, and the general public.

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

**Transparency:** The Housing Resource Center provides stakeholders and the general public access to information on TDHCA housing and housing-related programs that operate in communities across Texas, ensuring unparalleled transparency on the availability of assistance and the subrecipients that administer pass-through state and federal funding. Additionally, TDHCA hosts and participates in many interagency and public-facing workgroups and councils to ensure our information is shared.

### Goal 3: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income Texans.

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**Action Item 3.1:** Program TDHCA resources to ensure that organizations providing services and support to people experiencing homelessness or at-risk of homelessness have the resources they need to best serve the people in their communities

**Action Item 3.2:** Assist very low income households to meeting their immediate energy needs, reduce energy consumption, and improve home energy efficiency

**Action Item 3.3:** Maximize Colonia Self-Help Centers' utilization of existing program and fair housing promotional materials and outreach efforts

#### Goal 3 supports each statewide objective as follows:

**Accountability:** Within each program, planning and reporting requirements ensure that state and federal funds are utilized for their intended purpose. TDHCA improves accountability for Colonia Self-Help Center (CSHC) activity through routine performance reporting.

**Efficiency:** For all Community Affairs and Homelessness programs administered by TDHCA, clearly established parameters dictate the level of funding available for administrative purposes and the associated allowable uses. Local organizations that receive funding through TDHCA are regularly monitored for the misuse of funds.

**Effectiveness:** Agency staff ensure the effectiveness of its programs through continuous improvement activities that improve process and reporting protocol based on subrecipient and stakeholder feedback.

**Excellence in Customer Service:** Through frequent and regular communication with local service providers, TDHCA evaluates the quality of its program administration and the ease with which these service providers can assist those who qualify for services.

**Transparency:** Program rollouts for all new funding sources and enacted legislation include opportunities for stakeholders and the public to provide input. Program plans and rules are widely shared through the agency website and email distribution lists, so that the public can easily determine how agency resources are being allocated and the means by which they can provide feedback to agency staff.

## Goal 4: Ensure compliance with Department of Housing and Community Affairs federal and state program mandates

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**Action Item 4.1: Conduct onsite and remote reviews of TDHCA awardees to ensure adherence to program rules and regulations**

**Action Item 4.2: Maintain cohesive relationships with affordable rental housing stakeholders through underwriting, and construction, and the life of the property to ensure that they are trained on the latest program rules, regulations, and guidelines**

**Action Item 4.3: Provide technical assistance to all program awardees to support continued compliance with federal guidelines**

**Action Item 4.4: Regulate the manufactured housing industry in accordance with state and federal law**

**Action Item 4.5: Receive and review Housing Finance Corporation (HFC) and Public Facility Corporation (PFC) audit reports**

**Action Item 4.6: Ensure compliance with Migrant Labor Housing Facility licensure requirements**

### Goal 4 supports each statewide objective as follows:

**Accountability:** TDHCA's Real Estate Analysis team ensures that the agency complies with all state and federal underwriting rules and that no more assistance is provided to rental transactions than is needed. The Compliance and Asset Management teams monitor how awardees administer TDHCA funding, the financial health of the recipient organizations and subsidized properties, and the extent to which awardees are compliant with the applicable rules, regulations, and laws. The agency utilizes strong financial controls, loan servicing, and compliance monitoring to ensure that awardees utilize funds and other assistance in accordance with state and federal regulations and industry best practices.

**Efficiency:** Compliance staff annually monitors TDHCA awardees to confirm adherence to program guidelines, designed to direct the maximum level of funds to those in need, are executed according to efficiency standards. Asset Management staff ensure the financial health of multifamily transactions through the development process.

**Effectiveness:** The Compliance, Asset Management, and Real Estate Analysis functions enforce federal and state laws through established review schedules that include reporting deadlines, audits, and onsite reviews. Agency staff actively train program stakeholders on the applicable rules and regulations in effort to reduce the risk of adverse findings and contract violations, while establishing stakeholder relations predicated on trust and mutual regard.

**Excellence in Customer Service:** TDHCA's Asset Management, Loan Servicing, Real Estate Analysis, and Compliance areas actively engage stakeholders with outreach and education opportunities designed to support awardees through the funding lifecycle. TDHCA prioritizes two-way communication to ensure the agency is responsive to customer needs.

**Transparency:** Information is disseminated to all TDHCA stakeholders through multiple platforms, including, but not limited to, the agency's website and Public Comment Center. The agency's website includes downloadable flyers for consumers and potential subrecipients as well as the Help for Texans resource that allows low-income households to identify local housing and housing-related resources funded by TDHCA. The Public Comment Center on the agency's website provides stakeholders and the general public information on the various ways they may engage provide agency staff suggestions on how to enhance program administration.

## Redundancies & Impediments



## High Priority

### Statutory Cite

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) requires the Department allocate 95% of HOME Investment Partnership Program funds provided under the Cranston-Gonzalez National Affordable Housing Act to rural communities that do not directly receive HOME funding from the federal government. However, the scarcity of Community Housing Development Organizations (CHDOs) in rural Texas to administer HOME funds and strict federal regulations can delay the utilization of these federal funds and increase the likelihood that the state may fail to meet commitment deadlines. Consequently, the Department has been required to return certain funds to the federal government. Excluding the 15% federally mandated CHDO set-aside funds from the HOME expenditure requirements provided in Tex. Gov't Code §2306.111(c) would better allow the Department to fully leverage federal funding to serve low-income Texans.

### Statutory Cite

Tex. Gov't Code §2306.353

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

The Department is a conduit, statewide issuer of Private Activity Bonds for multifamily development. Tex. Gov't Code §2306.353 requires unrated bonds issued by the Department to have terms (e.g., the principal amount of the bonds, interest rate, and maturity date) that are set by the Department's Governing Board. Once approved, these terms cannot be changed to accommodate unexpected changes in the development plan without Board approval, per §2306.351(d), which may delay a transaction and adversely impact its financial feasibility. The Department's Board meets monthly, and the Bond Review Board meets bi-monthly. The Department maintains delegation authority for rated transactions under Tex. Gov't Code Chapters 1371 and 1201. As a conduit issuer, TDHCA assumes no additional liability via delegation of unrated bonds versus rated bonds should the borrower default on their tax-exempt financing, as repayment comes exclusively from the borrower.

#### **Provide Agency Recommendation for Modification or Elimination**

#### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending §2306.111(c) to 1) exclude CHDO funds from the 95/5 rule or otherwise provide flexibility to expressly allow the use of CHDO funds in Participating Jurisdictions without violating HOME expenditure requirement and 2) specify that HOME funds programmed for rural communities can be used statewide if unexpended within a certain period (6–9 months of programming).

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

The proposed changes will jointly allow the prompt use of federal HOME funds and decrease the risk of the Department having to return HOME funds to the federal government.

Staff recommends amending Tex. Gov't Code §2306.353 to allow for the use of delegation authority with unrated bonds as provided for rated transactions under Tex. Gov't Code Chapters 1371 and 1201. The Department will still determine the terms of the transaction but would delegate this authority to staff.

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

The proposed change would provide the Department greater flexibility in instances when dynamic market forces could adversely impact the financial feasibility of a transaction, result in a more prudent issuance, ensure efficiency in the use of Private Activity Bond volume cap, and help transactions close by the statutory deadline.

## Statutory Cite

Tex. Gov't Code §2306.6712(d)

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

Tex. Gov't Code §2306.6712 relates to amendments made to housing tax credit applications and defines the types of material amendments that require Board approval. However, the stipulations provided in §2306.6712(d) capture routine and expected real estate development changes, may cause developers significant delays in the development process, and require the Department to invest a disproportionate amount of agency resources and staff time to satisfy the statutory requirement to obtain Board approval for otherwise routine administrative processes.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends either:

Amending §2306.6712(d) from having an explicit list of factors that constitute material alterations to a development to stipulating that "the Department may define what constitutes a material alteration of a development by rule";

Repealing §2306.6712(d)(3), §2306.6712(d)(4), and §2306.6712(d)(6) that concern the threshold for changes in the scope of tenant services, reductions in the unit or common space square footage, and modifications to the residential density of the development, respectively; or

Repealing §2306.6712(d)(6) and amending the threshold for reductions in square footage of units or common areas as provided in §2306.6712(d)(4) from 3% to both spaces to 3% for units and 20% for common areas.

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

The proposed change will improve tax credit developers' ability to proceed through the development process efficiently and save significant staff time to obtain Board approval of routine circumstances.

## Statutory Cite

Tex. Gov't Code §2306.142-143

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

Tex. Gov't Code §2306.142 requires the Board to adopt a methodology for determining through a market study the home mortgage credit needs in underserved submarkets in Texas. However, the statutory parameters for the market study are outdated and irrelevant, and cannot be complied with, due to changes in the credit and sub-prime lending markets. The set-asides are economically unfeasible and could damage the economic condition of the Department. Additionally, Section §2306.143 requires the Department to develop a subprime lender list using the survey required under §2306.142 if the U.S. Department of Housing and Urban Development (HUD) does not release a subprime lender list. The staff time and cost required to generate a subprime lender list would strain Department resources.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.142 and §2306.143.

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

The proposed change will eliminate the need for staff to apply for the annual waiver, save Department the cost of the annual report in support of the waiver, compiled by its financial advisor, and ensure efficient use of staff time and resources. The proposed change will also reduce time and expense incurred by the Bond Review Board in the review and approval of the waiver.

## Medium Priority

### Statutory Cite

Tex. Gov't Code §2306.001

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

Tex. Gov't Code §2306.001 articulates the Department's purpose, but does not clearly designate the Department as a public housing authority (PHA). As this is sometimes questioned by the U.S. Department of Housing and Urban Development (HUD), it could impact the Department's ability to continue to serve approximately 850 households per year through its Section 8 Housing Choice Voucher (HCV) Program. The HCV Program provides housing vouchers to vulnerable populations including persons with disabilities and veterans. The absence of language that identifies the Department as a PHA could also limit the Department's access to limited time vouchers, such as the Emergency Housing Vouchers (EHV) received during the COVID-19 pandemic (approximately 700-800 vouchers).

### Statutory Cite

Tex. Gov't Code §2306.004(3) and (36)

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

Contracts for Deed (CFDs) are a mechanism for owner financing of real property that allow homebuyers to purchase a home through direct payments to the seller without involving a bank or traditional mortgage lender. Under Tex. Gov't Code §2306.004(3), the seller retains legal title until the buyer completes payment, at which time the seller transfers the title to the buyer. The seller's remedy for nonpayment is rescission or forfeiture or acceleration of any remaining payments rather than foreclosure. However, Chapter 5, Subchapter A, of the Tex. Property Code, as amended by HB311 (84R), considers a recorded executory contract, a designation that includes CFDs, equivalent to a vendor's lien wherein the purchaser has legal title and foreclosure is the seller's remedy for buyer default. This statutory discrepancy may cause confusion in administering programs serving households who originally purchased property through a contract for deed. Additionally, Tex. Gov't Code §2306.004(36) defines "Urban Area" in part through reference to definition (28-a)(C). However, (28-a) no longer includes subparagraph (C).

#### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends adding a numbered purpose clause to Tex. Gov't Code §2306.001 stating: "Serve as a public housing authority to ensure access to essential public services for residents of communities not served by a public housing authority associated with a unit of local government."

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

While the Department already operates as a PHA, the proposed change to Tex. Gov't Code §2306.001 would affirm this role and remove the risk that HUD could withdrawal the Department's PHA status.

#### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending Tex. Gov't Code §2306.004(3) to ensure that the definition for "Contract for Deed" conforms to HB 311 (84R) and makes clear that the interchangeability of the terms "contracts for deed" and "executory contracts." Staff also recommends amending §2306.004(36) to remove the statutory reference to §2306.004(28-a)(C), which no longer exists.

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

The proposed change to Tex. Gov't Code §2306.004(3) will improve clarity and support greater efficiency in efforts to serve Texans who may have purchased property using a contract for deed. The proposed change to §2306.004(36) will ensure statutory clarify and accuracy.

## Statutory Cite

Tex. Gov't Code §2306.057

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

Tex. Gov't Code §2306.057 requires the Department to complete a compliance assessment of a developer prior to Board approval of a project application submitted by the developer. Due to operational changes associated with improvements in the technology utilized by the Department to maintain and return compliance assessments, in conjunction with the volume of documentation the Board is required to review in association with each project application, Department staff provide a summary of the compliance assessment findings to the Board. Staff concerns associated with a developer's compliance history are included in the summary provided to the Board. The requirement that the entire compliance assessment report be provided to the Board is unnecessary and no longer applicable to the manner in which information related to a developer's compliance history is currently maintained.

## Statutory Cite

Tex. Gov't Code §2306.0723

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

Tex. Gov't Code §2306.0723 stipulates that the State Low Income Housing Plan (SLIHP) be considered a rule. However, as the SLIHP is neither a "state agency statement of general applicability that implements, interprets or prescribes law or policy" nor has the Department been compelled to enforce the report against anyone who may administer or benefit from its programs, it should not be a rule. Accordingly, Tex. Gov't Code §2306.0723 creates unnecessary rule-making work for Department staff.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.0723.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending Tex. Gov't Code §2306.057(b) to stipulate that the written report referenced in §2306.057(a)(2) may be a "summary of any concerns or conditions identified in the compliance assessment" be provided to the Board.

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

The proposed change to Tex. Gov't Code §2306.057(b) would streamline the presentation of the relevant project application materials to the Board and create efficiencies in the Department's use of staff time and resources.

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

The proposed change streamlines the SLIHP approval process and removes the improper designation of the SLIHP as a rule. Should the proposed change be codified into statute, Department staff would continue to present the SLIHP for public comment/roundtable discussion and Board approval.

## Statutory Cite

Tex. Gov't Code §2306.0985

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

Tex. Gov't Code §2306.0985 provides the Department the authority to require political entities with the authority to tax and place a lien on property to place a lien or assessment on property that benefits from infrastructure improvements made with state or federal money. However, §2306.0985 stipulates that any funds recovered under this section may be appropriated to the Department for use in administering a program articulated in §2306.098, a section of statute that no longer exists in the Texas Government Code.

## Statutory Cite

Tex. Gov't Code §2306.1071

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

Tex. Gov't Code §2306.1071 defines a "first-time homebuyer" as a person who 1) resides in Texas and 2) has not owned a home in the three years preceding the date on which the person is seeking first-time homebuyer assistance. However, the Internal Revenue Service, which governs the issuance of tax-exempt mortgage revenue bonds, authorized exceptions in Section 143(d)(2)(D) of the Internal Revenue Code that conflict with §2306.1071, including exceptions for veterans and borrowers that purchase homes in targeted areas. Additionally, the definition creates unnecessary burden for potential first-time homebuyers by preventing qualified persons from applying for needed assistance necessary to purchase a home in Texas prior to relocating.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.0985.

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

The proposed change removes the expectation that the Department undertake activity outside of the Department's jurisdiction.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending the definition for "First-time homebuyer" included in Tex. Gov't Code §2306.1071 as follows: "First-time homebuyer" means a person who: (A) resides in this state within 60 days of 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, subject to certain exceptions set forth in Section 143(d) of the Internal Revenue Code of 1986 (26 U.S.C. Section 143(d)).

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

The proposed change ensures that veterans and homebuyers purchasing homes in targeted areas, or other populations given exceptions in the future, as well as qualified low-income homebuyers moving to Texas may qualify for assistance through the Department's homeownership programs.

## Statutory Cite

Tex. Gov't Code §2306.1113

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

Tex. Gov't Code §2306.1113(a-2) restricts communication between Department Board Members and staff and persons associated with active applications for housing funds during the application period, including stipulating the location and times at which the communication must occur. However, to meet statutorily required deadlines associated with program administration, both Department staff and applicants regularly work at locations other than Department premises and outside of normal business hours. Statutory limitations on the location and/or times at which communication between Department Board Members and staff and applicants creates unnecessary inefficiencies in program administration and may cause delays in the provision of services and support that benefit low-income Texans.

## Statutory Cite

Tex. Gov't Code §2306.171(3)-(4)

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

Tex. Gov't Code §2306.171(3) directs the Department to encourage for profit and nonprofit corporations to match the division's funds in providing affordable housing. At the same time, §2306.171(4) directs the Department to provide matching funds to localities, public agencies, and housing sponsors who qualify. However, these provisions are inconsistent with agency practice, as the Department is generally unable to provide matching funds due to limitations on the allowable uses of federal funds. Further and consequently, the Department often passes down to subrecipients in part or full federal match requirements.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.171(3)-(4).

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.1113(a-2)(2) concerning the locations at which communication between agency staff and applicants must occur, and that communication must occur during normal business hours.

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

The proposed change will provide Department Board Members and staff greater flexibility in their communication with program applicants and improve the timeliness of communication essential to effective and efficient program administration.

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

The proposed change will remove the statutory requirement that the Department undertake activities for which it is not allocated resources and that may conflict with federal law.

## Statutory Cite

Tex. Gov't Code §2306.186(k)

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

Tex. Gov't Code §2306.186 requires multifamily developers to annually deposit funds into a reserve account for necessary repairs to their developments. §2306.186(k) provides the Department the authority to assess administrative penalties on development owners that fail to make necessary repairs, referencing how administrative penalties are applied under §2306.6023. However, §2306.6023 relates to the requirement that the Department's Manufactured Housing Division adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making, a section of statute wholly unrelated to penalty assessment

## Statutory Cite

Tex. Gov't Code §2306.252(b)(4)

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

Tex. Gov't Code §2306.252(b)(4) requires the Department to provide 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, resources, and techniques. However, the State Energy Conservation Office (SECO) already publishes resources on the use of sustainable and energy efficient housing construction products with a specific section for residential consumers. Requiring the Department to produce a similar report is redundant and sidesteps another agency that may be more qualified to complete such activities.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending §2306.186(k) to reference the method for applying administrative penalties under Tex. Gov't Code §2306.041 rather than §2306.6023.

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

The proposed change corrects an incorrect statutory reference.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.252(b)(4).

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

The proposed change removes redundancy in state government and statute.

## Statutory Cite

Tex. Gov't Code §2306.253

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

Tex. Gov't Code §2306.253 requires the Department develop a statewide homebuyer education program, including stipulations concerning the partner organizations with whom the Department is to cooperate and how the activity can be funded. Unfortunately, the specificity contained within §2306.253 limits the way the Department fulfills the statutory requirement to the extent that it may adversely impact the Department's ability to reach homeowners.

## Statutory Cite

Tex. Gov't Code §2306.255

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

Tex. Gov't Code §2306.255 concerns the establishment of a program that converts contract for deeds to warranty deeds. However, the passage of House Bill 311 (84R) stipulates that transfers of title occur through the recordation of the contract for deed and, therefore, a conversion program is no longer necessary.

## Statutory Cite

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 concerns an affordable housing preservation program and §2306.805 pertains to a housing preservation incentive program. The Department is unable to implement either program due to insufficient staff and resources.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.2561 and §2306.805 as the programs are incompatible with the Department's current funding streams and associated regulations.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.253.

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

The proposed change will provide agency staff the flexibility required to provide timely and relevant homebuyer education.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.255.

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

The proposed change will eliminate an outdated and obsolete program codified in statute.

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

The proposed changes remove the requirement that the Department undertake activities inconsistent with current funding sources and associated requirements and supports greater economy in existing statute.

## Statutory Cite

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**

Tex. Gov't Code §2306.541 and §2306.542 were established in response to the significant disaster recovery efforts that were previously administered by the Department. The committee outlined in §2306.541 no longer exists. Similarly, the housing reconstruction pilot program articulated in §2306.542 has been discontinued. As the Department no longer oversees disaster recovery funds, §2306.541 and §2306.542 no longer apply to the Department.

## Statutory Cite

Tex. Gov't Code §2306.589 and §2306.590

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

Tex. Gov't Code §2306.589 and §2306.590 require the Department to establish a Colonia Set-aside Fund and Colonia Initiatives Advisory Committee, respectively. However, these sections are duplicative of well-established Department activities. The Department engages with colonias through the established Colonia Self-Help Centers and Colonia Resident Advisory Committee. The colonia set aside instituted through §2306.589 exists in conjunction with Community Development Block Grant (CDBG) and water/wastewater infrastructure project program requirements. The program prescribed by §2306.589 is an ineligible activity under any of the Department's current funding streams. Lastly, the Department no longer has jurisdiction over either the funding or operations intended to be overseen by the Colonia Initiatives Advisory Committee, as articulated in §2306.590.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.541 and §2306.542.

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

The proposed changes remove requirements related to activities over which the Department does not have jurisdiction.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.589 and §2306.590.

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

The proposed changes remove redundant language related to activity that the Department already conducts or over which the Department has no jurisdiction.

## Statutory Cite

Tex. Gov't Code §2306.6702(5)

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

Tex. Gov't Code §2306.6702(5) provides a definition for “at-risk development” as it pertains to the administration of the Low Income Housing Tax Credit (LIHTC) program. However, as federal agencies change regulations and the manner in which they oversee older housing portfolios, the established definition for at-risk developments limits the Department's ability to support the preservation of aging affordable housing stock.

### **Provide Agency Recommendation for Modification or Elimination**

## Statutory Cite

Tex. Gov't Code §2306.6717(4)

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

Tex. Gov't Code §2306.6717(4) requires the Department to post the director's recommendation for material Housing Tax Credit (HTC) amendment requests 15 days prior to the Board meeting at which the amendment will be discussed, much earlier than the date by which the Department is required to publicly post other materials that will be presented to the Board. Publicly posting the director's recommendation for material HTC amendment requests well in advance of other Board materials creates inefficiencies in its agency processes and staff workflows.

Staff recommends amending the definition for an At-risk Development provided in §2306.6702(5) to “as defined by rule by the Department.”

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

The proposed change provides the Department greater flexibility in how it responds to changes in federal programs, regulations, and trends relating to preserving affordable rental housing.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.6717(4).

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

The proposed change will streamline the process for publicly posting information related to notices of amendments to HTC applications and improve the timeliness within which the Department may respond to developers regarding the proposed amendments.

## Statutory Cite

Tex. Gov't Code §2306.6723

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

Tex. Gov't Code §2306.6723 requires the Department to jointly administer the rural Housing Tax Credit set-aside with the Texas Department of Agriculture (TDA), the rural development agency. The requirement indicates that TDA should assist in development of the threshold, scoring, and underwriting criteria applied to rural applications and that the criteria "must be approved by that agency." §2306.6723 also requires the Department and TDA to jointly host outreach, training, and capacity building to ensure the Department receives a sufficient number of applications for Department funds. This requirement was placed in statute when the state's "rural development agency" was the Office of Rural Community Affairs (ORCA). ORCA (existed 2001–2011) had staff with affordable housing knowledge and experience. TDA now focuses its priorities on other areas.

## Statutory Cite

Tex. Gov't Code §2306.6734

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

Tex. Gov't Code §2306.6734 requires the Department to require a person who receives housing tax credits to attempt to ensure at least 30% of the construction and management businesses contracted with in connection with the development are minority-owned businesses. Accompanying this directive is a reporting requirement that requires the person to report to the Department every 90 days the extent to which the person has contracted with businesses that qualify as minority-owned businesses. Unfortunately, this reporting requirement creates additional administrative burden for affordable housing developers and Department staff, to the extent that it creates inefficiencies in program administration.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.6723.

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

The proposed change would remove an obsolete requirement.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.6734.

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

The proposed change will create administrative efficiencies for HTC developers and Department staff.

## Statutory Cite

Tex. Gov't Code §2306.781-786 Subchapter GG

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

Tex. Gov't Code §2306.781 through §2306.786, Subchapter GG, establishes the Colonia Model Subdivision Program. This concept is duplicative of the HOME Community Housing Development Organization (CHDO) set aside program, creating redundancy in Department programs and increasing inefficiencies in program administration.

### **Provide Agency Recommendation for Modification or Elimination**

## Statutory Cite

Tex. Gov't Code, Chapter 2304

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

Tex. Gov't Code Chapter 2304 broadly promotes the rehabilitation of housing to prevent the deterioration of residential areas. The Department already programs federal and state funds for the purpose of single-family home rehabilitation. However, this chapter also requires the Department adopt housing, building, and fire codes for certain local areas, and adopt rules for this program; specifies that funds for this activity are in the state treasury; and provides parameters for local governments to create and establish rehabilitation plans for approval by the Department that are subsequently included in the program. It is unknown to Department staff if such funds were ever made available in the Treasury, but no funds have been provided and no program has existed for at least the last 20 years.

Staff recommends repealing Texas Government Code §2306.781 through §2306.786, Subchapter GG.

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

The proposed change will create efficiencies in program administration and eliminate eligibility criteria that may inadvertently discourage the development of single-family dwellings in communities along the Texas-Mexico border

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code Chapter 2304, Housing Rehabilitation.

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

The proposed change would remove outdated and obsolete statute.

## Statutory Cite

Tex. Utility Code §39.905(f).

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

Tex. Utility Code §39.905(f) requires the Department to participate in energy efficiency cost recovery factor proceedings to ensure that state weatherization programs are consistent with similar federal programs. However, Department staff do not have sufficient expertise with Transmission and Distribution Utility (TDU) programs to assess the consistency between state and federal weatherization programs. Further, the Public Utility Commission (PUC) has represented to the Department that it has sufficient expertise with the federal weatherization programs to determine if the TDU programs are consistent without the Department's assistance. However, because of the statutory language, Department and TDU staff must send minimum notices and file minimum pleadings to each other to notify the parties that the Department will not be participating in the proceedings.

## Statutory Cite

Tex. Local Gov't Code §394.027

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

Tex. Local Gov't Code §394.027 requires Housing Finance Corporations (HFCs) to annually submit to the Department a report containing data from originating lenders for each single-family home mortgage loan made by the HFC as well as geographic, demographic, and tenant household income, size, and project location for each person residing in a multifamily development supported by an HFC. However, the number of HFC's administering the types of housing programs required to report single-family home mortgage loans or multifamily financing is nominal, creating significant administrative burden for HFCs and the Department.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing the last sentence provided in Tex. Utility Code §39.905(f) directing the Department to participate in the energy efficiency cost recovery factor proceedings.

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

The proposed change removes unnecessary requirements that create inefficiencies in the allocation of agency and staff resources.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Local Gov't Code §394.027.

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

The proposed change will reduce the reporting and paperwork burden associated with oversight of HFC activity and improve Department efficiency in managing agency and staff resources. Further, the annual reporting requirement may create confusion among HFC Users considering the required reporting associated with the passage HB 21 (89R).

## Statutory Cite

Tex. Gov't Code §2306.374 and §2306.493

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

Tex. Gov't Code §2306.374 and §2306.493 require certain documents (i.e. resolution, bond coupon, etc.) relating to the Department's Private Activity Bond (PAB) issuances be signed by the presiding officer of the board or any other officer. Depending on the timing associated with the transaction, obtaining and having the original signature pages returned to staff in sufficient time for the required filings with the Office of the Attorney General, Comptroller of Public Accounts, or Bond Review Board, as applicable, may present challenges in the timely filings of certain documents relating to PAB issuances.

## Statutory Cite

Tex. Gov't Code §2306.1091-1098 (Subchapter NN)

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

Tex. Gov't Code §2306 Subchapter NN codifies the Housing and Health Services Coordination Council (HHSCC). Although the HHSCC continues to meet, the council achieved its intended purpose as set forth in statute. Further, the council has depleted the available funding for projects and reports, and there is significant overlap in council membership and subject matter focus with other interagency workgroups, including the Statewide Behavioral Health Coordinating Council (SBHCC) and the Behavioral Health Advisory Committee (BHAC). The Department sits on both the SBHCC and BHAC.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending Tex. Gov't Code §2306.374 and §2306.493 to permit a Board resolution that allows staff to be an authorized signor and, accordingly, extend to staff the authority to sign a bond resolution.

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

The proposed change would provide greater flexibility and improve Department efficiency by allowing authorized staff to sign certain documents related to the Private Activity Bond issuances.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.1091-1098 (Subchapter NN).

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

The proposed change will eliminate the administrative burden associated with the administration of the HHSCC and provide Department staff more time to work on issues related to behavioral health and housing/homelessness in conjunction with other interagency workgroup initiatives. The proposed change will annually save the Department approximately \$80,000 in salary, travel, and other administrative expense.

## Statutory Cite

Tex. Gov't Code §2306.0721(c)(13-a)

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

Tex. Gov't Code §2306.0721(c)(13-a) requires the inclusion of information on the foreclosure of affordable residential properties in the State Low-Income Housing Plan (SLIHP). This provision was added to statute in the wake of the 2008-2009 foreclosure crisis (SB109 (83R)). However, in the intervening years, the Texas economy, generally, and the housing market, specifically, have recovered and stabilized, greatly reducing the volume and value of the foreclosure information included in the SLIHP while requiring the Department to incur the expense associated with gathering, aggregating, and formatting the data for public consumption.

## Statutory Cite

Tex. Tax Code §11.182(e)(3)

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

Tex. Tax Code §11.182(e)(3) requires Community Housing Development Organizations (CHDOs) to annually submit audit documentation to the Department and the governing bodies of each taxing unit under which the CHDO receives a property tax exemption. The audit documentation in question must demonstrate that the CHDO spent at least 90% of a project's cash flow in the preceding year on social, educational, or economic development services, capital improvement projects, or rent reduction for eligible persons. Failure to submit the information may result in the revocation of the CHDO's property tax exemption. However, the Department does not have the authority to grant and/or revoke property tax exemptions, and the submission of this information to the Department places unnecessary administrative burden on CHDOs and Department staff.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends repealing Tex. Gov't Code §2306.0721(c)(13-a).

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

The proposed change would annually save the Department approximately \$4,000.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends amending Tex. Tax Code §11.182(e)(3) to remove the requirement that CHDO's submit certain audit documentation to the Department.

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

The proposed change will eliminate unnecessary regulations for CHDO's providing affordable housing to low-income Texans and reduce the administrative burden incurred by Department staff in accepting and storing CHDO audit documentation.

## Statutory Cite

Tex. Gov't Code §2105.053

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

Tex. Gov't Code §2105.053 requires state agencies to host public hearings in four different locations across the state related to the use of block grant funds, to inform the development of agency Legislative Appropriations Requests (LARs). However, attendance at these public hearings has been minimal in recent years, especially since the proliferation of and increasing community member comfort with virtual audio/video conferencing software. Requiring Department staff to travel across the state to host sparsely attended public hearings that may be more efficiently hosted on virtual audio/video conferencing software platforms places unnecessary burden on Department staff and requires the expenditure of funds that may be more effectively used to provide services and support to low-income Texans.

### **Provide Agency Recommendation for Modification or Elimination**

Staff recommends either:

1. Repealing Tex. Gov't Code §2105.053 in its entirety;
2. Amending §2105.053(a) to eliminate the requirement that agencies host public hearings in four different areas of the state;
3. Amending §2105.053(a) to permit agencies to host the requisite hearings virtually or in-person;
4. Amending §2105.053 to defer to public hearing requirements already provided in statute; or
5. Amending §2105.053(a) to reduce the number public hearings from four to two while permitting virtual hearings.

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

The proposed change will streamline the administration of public hearings related to the Department's use of block grant funds, improve attendance at these public hearings, and save the Department up to \$7,000 per biennium in travel-related expense.

## Schedule A. Budget Structure - Goals, Objectives, and Performance Measures



**A. Goal: Increase Availability of Safe/Decent/Affordable Housing:** To increase and preserve the availability of safe, decent, and affordable housing, including expanding access to homeownership, for very low, low, and moderate income persons and families.

**Objective 1: Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing:** Make loans, grants, and incentives available to fund all eligible housing activities, preserve/create single- and multifamily units, or promote homeownership, for very low, low and moderate income households.

#### Outcome Measures

- ▶ % VLI, LI, and MI HHs/Inds that Received Housing Assistance
- ▶ % Very Low Income HHs/Inds that Received Housing Assistance
- ▶ % Low Income HHs/Inds that Received Housing Assistance
- ▶ % Moderate Income HHs/Inds that Received Housing Assistance

**Strategy A.1.1 Mortgage Loans & MCCs through the SF MRB Program:** Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) and To-be-announced (TBA) Programs, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

#### Output Measures

- ▶ # HHs Asst through Bond Authority or Other Mortgage Financing Programs

#### Efficiency Measures

- ▶ Avg Loan Amount w/o Down Payment Assistance
- ▶ Avg Loan Amount w/ Down Payment Assistance

#### Explanatory Measures

- ▶ # HHs Received Mortgage Loans w/o Down Payment Assistance
- ▶ # HHs Received Mortgage Loans w/ Down Payment Assistance
- ▶ # HH Received an MCC w/o a Mortgage Loan
- ▶ # HHs Received MCC w/ Loan & w/ or w/ out Down Payment Assistance

**Strategy A.1.2. Provide Funding through the HOME Program for Affordable Housing: Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program for very low and low income families, focusing on the construction, development, or purchase of single family and multifamily housing through partnerships with the private sector.**

#### Output Measures

- ▶ # Completed Activities through HOME SF Homeownership Programs
- ▶ # Restricted Units through MF HOME, TCAP RF, N HTF, MF Direct Loans
- ▶ # Completed Activities through HOME SF TBRA

#### Efficiency Measures

- ▶ Avg Amt per Activity through HOME SF Acquisition w/ Construct Programs
- ▶ Avg Amt per Completed Activity for HOME SF Reconstruction Activities
- ▶ Avg Amt per Completed Activity of Home SF Rental Assistance
- ▶ Avg Amt per Unit Developed thru HOME MF, TCAP RF, NHT or Other Funds

#### Explanatory Measures

- ▶ # Activities through HOME SF Acquisition w/Construct Programs
- ▶ # Activities HOME Program HRA
- ▶ # Units Developed through HOME MF Activities
- ▶ # Units Developed through MF TCAP RF, NHTF, and Other Direct Loan

**Strategy A.1.3. Provide Loans through the Texas Bootstrap Program (TBP) – HTF: Provide Loans through the Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program.**

#### Output Measures

- ▶ # Completed Activities through the Texas Bootstrap Loan Program

#### Efficiency Measures

- ▶ Avg Amount per Completed Activity thru the Texas Bootstrap Loan Program

**Strategy A.1.4. Provide Funding through the Amy Young Barrier Removal (AYBR) – HTF: Provide Funding through the Housing Trust Fund for Affordable Housing through the Amy Young Barrier Removal Program.**

#### Output Measures

- ▶ # Completed Activities through the Amy Young Barrier Removal Program

#### Efficiency Measures

- ▶ Avg Amount per Completed Activity through Amy Young Barrier Removal

**Strategy A.1.5. Federal Rental Assistance through Section 8 Vouchers: Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.**

#### Output Measures

- ▶ # HHs Assisted through Voucher Programs
- ▶ # HHs Assisted through the Section 8 Project Access Program

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

#### Output Measures

- ▶ # HHs Assisted through Section 811 PRA Program

**Strategy A.1.7. Provide Federal Tax Credits to Develop Rental Housing for VLI and LI: Provide federal tax credits to develop rental housing for very low and low income households.**

#### Output Measures

- ▶ # Restricted Units Funded thru 4% and 9% Housing Tax Credit Programs

#### Efficiency Measures

- ▶ Avg Housing Tax Credits Amount per Restricted Unit of New Construction
- ▶ Avg Development Costs per Unit of HTC New Construction
- ▶ Avg Housing Tax Credits per Restricted Unit of Acquisition/Rehab
- ▶ Avg Development Costs per Unit of HTC Acquisition/Rehab

#### Explanatory Measures

- ▶ # Restricted Units of New Construction Funded through HTCs
- ▶ # Restricted Acquisition/Rehab Units Funded thru Housing Tax Credits

**Strategy A.1.8. Federal Mortgage Loans through the MF Mortgage Revenue Bond Program: Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.**

#### Output Measures

- ▶ # Restricted Units Funded through the Mortgage Revenue Bond Program

#### Efficiency Measures

- ▶ Avg MRB Proceeds per Restricted Unit of New Construction
- ▶ Avg Development Costs per Unit of MRB New Construction
- ▶ Avg MRB Bond Proceeds per Restricted Unit of Acquisition/Rehab
- ▶ Avg Development Costs per Unit of MRB Acquisition/Rehab

#### Explanatory Measures

- ▶ # Restricted New Construction Units Funded through MRBs
- ▶ # Restricted Acquisition/Rehab Units Funded through MRBs

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

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

**B. Goal: Provide Information and Assistance: Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.**

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**Objective 1: Provide Information and Assistance for Housing and Community Services: Provide information and assistance regarding affordable housing resources and community support services.**

**Strategy B.1.1. Housing Resource Center: Provide information and technical assistance to the public through the Housing Resource Center.**

**Output Measures**

- ▶ # Completed Information and Technical Assistance Requests

**C. Goal: Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.**

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**Objective 1: Ease Hardships for VLI Persons and address homelessness issues: To ease hardships of poverty and homelessness for very low income person.**

**Strategy C.1.1. Administer Poverty-related Funds through a Network of Agencies: Administer poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.**

**Output Measures**

- ▶ # HHs/Inds Assisted thru CSBG that Achieved Incomes Above Poverty
- ▶ # HHs/Inds Assisted through the CSBG Program
- ▶ # HHs/Inds Assisted through CSBG who Sought to Improve Incomes

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

#### Output Measures

# Homeless or At-risk Persons Assisted through the Emergency Solutions Grant Program

# Homeless or At-risk Persons Assisted through HHSP & EHF Programs

#### Efficiency Measures

Avg Subrecipient Cost per Person Assisted through the Emergency Solutions Grant Program

Avg Subrecipient Cost per Person Asst thru the HHSP and EHF Programs

**Objective 2: Reduce Cost of Home Energy for Very Low Income Households: To reduce cost of home energy for very low income households.**

**Strategy C.2.1. Administer State Energy Assistance Programs: Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.**

#### Output Measures

- ▶ # HHs/Inds Assisted through CEAP
- ▶ # Dwelling Units Assisted through WAP
- ▶ # HHs/Inds Asst through CEAP w/Energy Restoration after Disconnection

#### Explanatory Measures

- ▶ # Very Low Income Households Eligible for Utility Assistance

**Objective 3: Promote and Improve Homeownership Along the Texas-Mexico Border: Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.**

**Strategy C.3.1. Assist Colonias, Border Communities, and Nonprofits: Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.**

#### Output Measures

- ▶ # Colonia Residents Assisted through CSHC Programs

## **D. Goal: Ensure Compliance with Program Mandates: Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.**

**Objective 1: Monitor Developments & Subrecipient Contracts for Compliance: Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.**

### **Outcome Measures**

- ▶ % Contracts that Received Onsite Monitoring

**Strategy D.1.1. Monitor and Inspect for Federal & State Housing Program Requirements: Monitor and inspect for federal and state housing program requirements.**

### **Output Measures**

- ▶ # Completed MF Annual Owners Compliance Report (AOOCR) Reviews
- ▶ # Completed Multifamily Compliance File Reviews
- ▶ # Completed Multifamily Compliance Physical Inspections

### **Explanatory Measures**

- ▶ # Active MF Properties in the Compliance Monitoring Portfolio
- ▶ # Active Units in the Compliance Monitoring Portfolio

**Strategy D.1.2. Monitor Subrecipient Contracts: Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.**

### **Output Measures**

- ▶ # Completed Subrecipient Contract Monitoring Reviews
- ▶ # Completed Single Audit Reviews

### **Explanatory Measures**

- ▶ # Subrecipient Contracts Subject to Monitoring
- ▶ # Completed Previous Participation Reviews

**Strategy D.1.3. Review HFC/PFC Audit Reports: Receive and review Housing Finance Corporation (HFC) and Public Facility Corporation (PFC) audit reports.**

### **Output Measures**

- ▶ # Reviewed HFC/PFC Audits

**Strategy D.1.4. License Migrant Labor Housing Facilities: Ensure compliance with Migrant Labor Housing Facility licensure requirements.**

### **Output Measures**

- ▶ # Issued Migrant Labor Housing Facility Licenses

## **E. Goal: Regulate Manufactured Housing Industry: Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.**

**Objective 1: Operate a Regulatory System to Ensure Efficiency: Operate a regulatory system to ensure responsive handling of Statements of Ownership, license applications, inspection reports, and enforcement.**

### **Outcome Measures**

- ▶ % Applications Processed within Established Time Frames
- ▶ % Complaint Inspections Conducted within Established Time Frames
- ▶ % Complaints that Resulted in Disciplinary Action
- ▶ % Jurisdictional Complaints Resolved w/in Six Months
- ▶ % Violators Subj. to Mult. Disciplinary Actions w/in Designated Time

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

### **Output Measures**

- ▶ # Issued Manufactured Housing Statements of Ownership
- ▶ # Issued Manufactured Housing Licenses

### **Efficiency Measures**

- ▶ Avg Cost per Issued Manufactured Housing Statement of Ownership

### **Explanatory Measures**

- ▶ # Manufactured Homes of Record in Texas

**Strategy E.1.2. Conduct Inspections of Manufactured Homes in a Timely Manner: Conduct inspections of manufactured homes in a timely and efficient manner.**

### **Output Measures**

- ▶ # Completed Routine Installation Inspections
- ▶ # Completed Non-routine Inspections

### **Efficiency Measures**

- ▶ Avg Cost per Routine and Non-routine Inspection

### **Explanatory Measures**

- ▶ # Received Installation Reports
- ▶ # Routine Installation Inspections w/ Deviations

Strategy E.1.3. Process Complaints/Conduct Investigations/Take Administrative Actions: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

| Output Measures         | Efficiency Measures                    | Explanatory Measures                  |
|-------------------------|----------------------------------------|---------------------------------------|
| ▶ # Resolved Complaints | ▶ Avg Cost per Resolved Complaint      | ▶ # Received Jurisdictional Complaint |
|                         | ▶ Avg Time for Resolution of Complaint |                                       |

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

**F. Goal: Indirect Administration and Support Costs: Indirect administration and support costs.**

Objective 1: Indirect Administration and Support Costs: Indirect administration and support costs.

Strategy F.1.1. Central Administration: Central administration.

Strategy F.1.2. Information Resource Technologies: Information resource technologies.

Strategy F.1.3. Operations and Support Services: Operations and support services.

## Schedule B: Measure Definitions



**Goal:** To increase and preserve the availability of safe, decent, and affordable housing, including expanding access to homeownership, for very low, low, and moderate income persons and families.

**Objective:** Make loans, grants, and incentives available to fund all eligible housing activities, preserve/create single- and multifamily units, or promote homeownership for very low, low and moderate income households.

**Outcome Measure**

% VLI, LI, and MI HHs/Inds that Received Housing Assistance

**Definition:**

The percentage of very low (60% Area Median Family Income (AMFI) or below), low (61-80% AMFI), and moderate income (>81% AMFI) households/ individuals in need of and potentially eligible for affordable housing that subsequently received housing or housing related assistance.

**Purpose:**

This measure quantifies the extent to which the services provided by all housing programs meet the level of need for very low, low, and moderate income Texans. This measure is important because it provides state and agency leadership information needed to improve resource allocation decision-making.

**Data Source:**

The number of households/individuals served is maintained by each housing program (Housing Trust Fund (HTF), HOME, Section 8, Section 811, Housing Tax Credits (HTCs), Homebuyer, Multifamily Bond, the Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), and other housing funds) and reported quarterly. Data is entered by staff and maintained in the agency's computer system. Data on the prevalence of very low, low, and moderate income households/individuals who need affordable housing is collected by the U.S. Census Bureau via the American Community Survey (ACS) Comprehensive Housing Affordable Strategy (CHAS) and subsequently published by the U.S. Department of Housing and Urban Affairs.

**Outcome Measure**

% Very Low Income HHs/Inds that Received Housing Assistance

**Definition:**

The percentage of very low income households/individuals (60% Area Median Family Income (AMFI) or below) in need of and potentially eligible for affordable housing that subsequently received housing or housing-related assistance.

**Methodology:**

The percent of households/individuals assisted is calculated by dividing the count of households/individuals served or restricted rental units built through TDHCA's housing programs by the most recent ACS CHAS data of extremely low, very low, low, and moderate income households/individuals in Texas experiencing certain problems with their current housing accommodations. Restricted rental units funded by multiple programs are counted only once.

**Data Limitation:**

The timing and accuracy of the subrecipient reporting of households/individuals served may impact the reporting of the measure. ACS CHAS data is provided as a five-year average for calendar years that precede the year for which the associated subrecipient count of households/individuals served is included in this performance measure.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Purpose:**

This measure quantifies the extent to which the services provided by all housing programs meet the level of need for very low income Texans. This measure is important because it provides state and agency leadership information needed to improve resource allocation decision-making.

### Data Source:

The number of very low income households/individuals served is maintained by each housing program (Housing Trust Fund (HTF), HOME, Section 8, Section 811, Housing Tax Credits (HTCs), My First Texas Home, Multifamily Bond, Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), and other housing funds) and reported quarterly. Data is entered by staff and maintained in the agency's computer system. Data on the prevalence of very low income households/individuals who need affordable housing is collected by the U.S. Census Bureau via the American Community Survey (ACS) Comprehensive Housing Affordable Strategy (CHAS) and subsequently published by the U.S. Department of Housing and Urban Affairs.

### Methodology:

The percent of very low income households/individuals assisted is calculated by dividing the count of very low income households/individuals served or restricted rental units built through TDHCA housing programs by the most recent ACS/CHAS data of very low income households/individuals in Texas experiencing certain problems with their current housing accommodations. Restricted rental units funded by multiple programs are counted only once.

### Outcome Measure

% Low Income HHs/Inds that Received Housing Assistance

### Definition:

The percentage of low income (61-80% Area Median Family Income (AMFI)) households/individuals in need of and potentially eligible for affordable housing that subsequently received housing or housing-related assistance.

### Purpose:

The measure quantifies the extent to which services are provided by all housing programs meet the level of need for the low income Texans. This measure is important because it provides state and agency leadership information needed to improve resource allocation decision-making.

### Data Source:

The number of low income households/individuals served is maintained by each housing program (Housing Trust Fund (HTF), HOME, Section 8, Section 811, Housing Tax Credits (HTCs), My First Texas Home, Multifamily Bond, Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), and other housing funds) and reported quarterly. Data is entered by staff and maintained in the agency's computer system. Data on the prevalence of low income households/individuals who need affordable housing is collected by the U.S. Census Bureau via the American Community Survey (ACS) Comprehensive Housing Affordable Strategy (CHAS) and subsequently published by the U.S. Department of Housing and Urban Affairs.

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### Data Limitation:

The timing and accuracy of the subrecipient reporting of households/individuals may impact the reporting of the measure. ACS CHAS data is provided as a five-year average for calendar years that precede the year for which the associated subrecipient count of households/individuals served is included in this performance measure.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

### Methodology:

The percent of low income households/individuals assisted is calculated by the dividing the count of low income households/individuals served or restricted rental units built through TDHCA housing program by the most recent ACS/CHAS data of low income households/individuals in Texas experiencing certain problems with their current housing accommodations. Restricted rental units funded by multiple programs are counted only once.

### Data Limitation:

The timing and accuracy of subrecipient reporting of households/individuals served may impact the reporting of the measure. ACS CHAS data is provided as a five-year average for calendar years that precede the year for which the associated subrecipient count of households/individuals served is included in this performance measure.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

## Outcome Measure

% Moderate Income HHs/Inds that Received Housing Assistance

### Definition:

The percentage of moderate income (Over 80% Area Median Family Income (AMFI)) households/individuals in need of and potentially eligible for affordable housing that subsequently receiving housing or housing-related assistance. TDHCA programs that serve moderate income households/individuals is limited to the Single Family Bond program.

### Purpose:

The measure quantifies the extent to which services provided by the Single Family Bond program meet the level of need for moderate income Texans. This measure is important because it provides state and agency leadership information needed to improve resource allocation decision-making.

### Data Source:

The number of moderate income households/individuals 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. Data on the prevalence of moderate income households/individuals who need affordable housing is collected by the U.S. Census Bureau via the American Community Survey (ACS) Comprehensive Housing Affordable Strategy (CHAS) and subsequently published by the U.S. Department of Housing and Urban Affairs.

**Strategy:** Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) and To-be-announced (TBA) Programs, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

## Output Measure

# HHs Asst through Bond Authority or Other Mortgage Financing Programs

### Definition:

The number of households assisted with single family mortgage revenue bond funds or other mortgage financing, including mortgage loans with or without down payment assistance (DPA) and mortgage credit certificates (MCCs) with or without a mortgage loan.

### Purpose:

This measure tracks the total number of households assisted with single family mortgage revenue bond funds or other mortgage financing. This measure is important because it provides program and agency leadership important information that may inform resource allocation decision making.

### Methodology:

The percent of moderate income households/individuals assisted is calculated by dividing the count of moderate income households/individuals served through TDHCA housing program by the most recent ACS/CHAS data of moderate income households/individuals in Texas experiencing certain problems with their current housing accommodations.

### Data Limitation:

The Department contracts with a Master Servicer to maintain data of households served. The intake, eligibility review, and program service is provided by the participating lender. Reporting of households served is provided by the Master Servicer. ACS CHAS data is provided as a five year average for calendar years that precede the year for which the associated subrecipient count of households/individuals served is included in this performance measure.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

### Data Source:

The number of households assisted with single family mortgage revenue bond funds or other mortgage financing is maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the loan data for performance reporting.

### Methodology:

The number of households assisted is a count of the mortgage loans with or without down payment assistance and mortgage credit certificates with or without mortgage loans provided by TDHCA single family mortgage financing programs.

### **Data Limitation:**

Multiple factors beyond TDHCA's control affect the number of loans TDHCA provides, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than number of loans alone.

**Calculation Method:**

### **Efficiency Measure:**

Avg Loan Amount w/o Down Payment Assistance

#### **Definition:**

The average mortgage loan amount for mortgage loans provided by TDHCA that did not include down payment assistance (DPA).

#### **Purpose:**

This measure shows the average mortgage loan amount without DPA. This measure is important because it provides program and agency leadership critical information that may inform program policies and oversight.

#### **Data Source:**

The number and amounts of TDHCA loans are maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the loan data for performance reporting.

### **Efficiency Measure:**

Avg Loan Amount w/ Down Payment Assistance

#### **Definition:**

The average mortgage loan amount for mortgage loans provided by TDHCA that included down payment assistance (DPA).

#### **Purpose:**

This measure identifies the average mortgage loan amount with DPA. This measure is important because it provides program and agency leadership critical information that may inform program policy and oversight.

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

### **Methodology:**

The average mortgage loan without DPA is calculated by dividing the total dollar amount of all TDHCA mortgage loans that did not include DPA by the corresponding number of households that obtained TDHCA mortgage loans that did not include DPA.

### **Data Limitation:**

Multiple factors beyond TDHCA's control affect average loan size, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the size of the loan itself.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

### **Data Source:**

The number and amounts of TDHCA loans are maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the loan data for performance reporting.

### **Methodology:**

The average mortgage loan with DPA is calculated by dividing the total dollar amount of all TDHCA mortgage loans that included DPA by the corresponding number of households that obtained TDHCA mortgage loans that included DPA.

**Data Limitation:**

Multiple factors beyond TDHCA's control affect average loan size, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the size of the loan itself.

**Calculation Method:**

**Explanatory Measure**

# HHs Received Mortgage Loans w/o Down Payment Assistance

**Definition:**

The number of mortgage loans provided by TDHCA that did not include down payment assistance (DPA).

**Purpose:**

This measure provides data on the number of households that received loans without DPA. This measure is important because it provides critical information to program and agency leadership that may be used to inform program policy and oversight.

**Data Source:**

The number and amounts of TDHCA loans are maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the loan data for performance reporting.

**Methodology:**

The number of households assisted with mortgage loans that did not include DPA is a count of mortgage loans without DPA provided by TDHCA single family mortgage financing programs. This count excludes mortgage loans leveraged with a Mortgage Credit Certificate.

**Explanatory Measure:**

# HHs Received Mortgage Loans w/Down Payment Assistance

**Definition:**

The number of households that received mortgage loans provided by TDHCA that included down payment assistance (DPA).

**Purpose:**

This measure provides data on the number of households that received loans with DPA. This measure is important because it provides critical information to program and agency leadership that may be used to inform program policy and oversight.

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Data Limitation:**

Multiple factors beyond TDHCA's control affect the number of loans provided by TDHCA, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the number of loans itself.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Data Source:**

The number and amounts of TDHCA loans are maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the loan data for performance reporting.

**Methodology:**

The number of households assisted with mortgage loans with DPA is a count of mortgage loans with DPA provided by TDHCA single family mortgage financing programs. This count excludes mortgage loans leveraged with a Mortgage Credit Certificate.

**Data Limitation:**

Multiple factors beyond TDHCA's control affect the number of loans issued by TDHCA, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the number of loans itself.

**Calculation Method:**

**Explanatory Measure:**

# HH Received an MCC w/o a Mortgage Loan

**Definition:**

The number of "stand alone" Mortgage Credit Certificates (MCCs) issued by TDHCA that did not include a corresponding mortgage loan.

**Purpose:**

This measure provides data on the number of households that received a "stand alone" MCC without a Mortgage Loan. This measure is important because it provides critical information to program and agency leadership that may be used to support program policy and oversight.

**Data Source:**

The number of TDHCA issued MCCs without a Mortgage Loan is maintained within the program administrator lender portal. Agency staff receive data feeds from the program administrator and compile the data for performance reporting.

**Explanatory Measure:**

# HHS Received MCC w/ Loan & w/ or w/out Down Payment Assistance

**Definition:**

The number of Mortgage Credit Certificates (MCCs) issued by TDHCA in conjunction with mortgage loans ("combo" loans). The mortgage loans may or may not include down payment assistance (DPA) provided by TDHCA.

**Purpose:**

This measure provides data on households that received a MCC and a Mortgage Loan with or without DPA. This measure is important because it provides critical information to program and agency leadership that may be used to inform program policy and oversight.

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Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of households assisted with MCCs without a mortgage loan is a count of "stand alone" MCCs issued by TDHCA. This count excludes MCCs issued in conjunction with mortgage loans with or without down payment assistance.

**Data Limitation:**

Multiple factors beyond TDHCA's control affect the number of loans issued by TDHCA, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the number of loans itself.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Data Source:**

The number of TDHCA issued MCCs with mortgage loans is maintained within the program administrator lender portal. Agency staff receive data feeds from program administrator and compile the data for performance reporting.

**Methodology:**

The number of households assisted with an MCC and mortgage loans with or without DPA is a count of the "combo" MCCs issued by TDHCA with or without DPA.

### Data Limitation:

Multiple factors beyond TDHCA's control affect the number of loans issued by TDHCA, including but not limited to housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying environmental conditions that drive home prices and any potential public policy considerations and implications rather than the number of loans itself.

**Calculation Method:**

**Strategy:** Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program for very low and low income families, focusing on the construction, development, or purchase of single family and multifamily housing through partnerships with the private sector.

### Output Measure:

# Completed Activities through HOME SF Homeownership Programs

#### Definition:

The number of completed activities performed through HOME SF homeownership programs that benefit low-income homeowners and homebuyers. These activities include Homeowner Reconstruction Assistance (HRA), Contract for Deed (CFD), Homebuyer Assistance with New Construction (HANC), and Single Family Development (SFD). One Activity Equates to One Unit of Housing or One Household Assisted.

#### Purpose:

This measure shows the number of units of housing rebuilt or created that benefit low-income households utilizing federal HOME funds. This measure is important because it quantifies the Department's progress toward meeting the objective of increasing and preserving affordable housing stock for homeownership.

#### Data Source:

The number of completed activities for each HOME SF homeownership program are tracked by the Single Family and Homeless Programs Division. Each activity utilizing HOME Funds for homeownership activities represents assistance to a specific household. Activities and expenditures are recorded in the agency's Housing Contract System.

### Output Measure:

# Restricted Units through MF HOME, TCAP RF, N HTF, MF Direct Loans

#### Definition:

The number of income-restricted rental units developed with multifamily HOME, multifamily Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), or other multifamily direct loan funds.

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

### Methodology:

The number of completed activities provided through HOME SF homeownership programs is a count of the activities completed with HOME funds through the HRA, CFD, HANC, and SFD programs. TDHCA reports performance for the HRA, CFD, HANC, and SFD programs when the activity is complete and closed in the agency's Housing Contract System.

### Data Limitation:

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

### Purpose:

This measure shows the number of income restricted multifamily units developed utilizing HOME, TCAP RF, or other multifamily direct loan funds. This measure is important because it reflects the number of restricted units supported by Multifamily Direct Loan funds. Tracking this measure enables the program to evaluate whether funds are being allocated effectively and ensures that federally funded units under the direct loan program are meeting intended goals.

**Data Source:**

The number of income restricted units is tracked by the Multifamily Finance division. Staff extract the data from MF HOME contract documents, and enter and maintain the information in the agency's computer system.

**Methodology:**

The number of income restricted rental units developed with MF HOME funds is a count of all restricted units awarded MF HOME, MF Tax Credit Assistance Program Repayment Fund (TCAP RF), or other multifamily direct loan funds for rental development, including of units layered with tax credits. Direct loan funds may include multifamily NHTF or other Federal or State funds programmed for multifamily development activity. 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.

**Output Measure:**

# Completed Activities through HOME SF TBRA

**Definition:**

The number of completed activities provided through the HOME SF Tenant Based Rental Assistance (TBRA) program. TBRA provides a monthly rental subsidy to low-income renters based upon their income in proportion to the payment standard for the unit size needed for the household composition in the area in which the rental unit is located. Each activity utilizing HOME SF program funds for TBRA represents assistance to a specific household. Households may receive assistance through multiple HOME SF program activities during the same fiscal year.

**Purpose:**

This measure identifies the total number completed activities provided through the HOME TBRA program. HOME TBRA is designed to improve availability of affordable housing for renters by increasing the number of units affordable to tenants based on their income. This measure is important because it provides program and agency leadership important information on program utilization that can be used to improve efficiency and efficacy in agency resource allocation.

**Data Source:**

The number of completed activities provided through the HOME TBRA program is tracked by the Single Family and Homeless Programs Division. Each activity utilizing HOME Funds for TBRA represents assistance to a specific household. Activities and expenditures are recorded in agency's Housing Contract System.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of completed activities provided through the HOME SF TBRA program is a count of the completed activities provided through the TBRA program. In Q1, TDHCA reports the number of active activities as of the beginning of the fiscal year, as well as the number of new activities reported during the quarter. In subsequent quarters, TDHCA reports the number of new activities approved during the quarter. Each activity represents a household that received HOME Program TBRA.

**Data Limitation:**

An activity for a household may be approved for up to 24 months. After 24 months, a new activity may be created to assist the same household dependent on funding availability and the continued need of the household. If a household's 24-month term expires and they are eligible for additional assistance, a new activity must be created to continue provision of rental subsidy. This will create duplication in the number of households served through the TBRA program, but not a duplication in the activity itself as defined in the federal HOME Program regulations that set forth the 24-month term limit.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

## Efficiency Measure:

Avg Amt per Activity through HOME SF Acquisition w/ Construct Programs

### Definition:

The average amount per completed activity provided through the HOME single family (SF) Contract for Deed (CFD), Homebuyer Assistance with New Construction (HANC) and Single Family Development (SFD) programs. CFD, HANC, and SFD create units of affordable housing by funding the acquisition or refinance of real property paired with new construction of single family housing on the site. Each activity creates a new unit of affordable housing through acquisition or refinance of real property combined with the new construction of a unit of affordable housing.

### Purpose:

This measure shows the average cost per completed activity associated with the acquisition and construction of owner-occupied single family homes through the HOME SF CFD, HANC, and SFD programs. CFD, HANC, and SFD are designed to meet the objective of creation of affordable housing for homeowners. This measure is important because it provides program and agency leadership important information on program utilization that can be used to improve efficiency and efficacy in agency resource allocation.

### Data Source:

The number of completed activities and the funds expended through CFD, HANC, and SFD activities are tracked by the Single Family and Homeless Programs Division. Each activity utilizing HOME Funds for acquisition with new construction activities represents assistance to a specific low-income household. Activities and expenditures are recorded in agency's Housing Contract System.

### Methodology:

The average amount per completed activity provided through the HOME SF CFD, HANC, and SFD programs is calculated by dividing the total dollar value of HOME SF CFD, HANC, and SFD expenditures by the number of completed activities provided through the HOME SF CFD, HANC, and SFD programs. Each activity is reported upon completion and final expenditure.

### Data Limitation:

No limitations.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

Yes

## Efficiency Measure:

Avg Amt per Completed Activity for HOME SF Reconstruction Activities

### Definition:

The average amount of HOME single family (SF) funds expended per completed activity through the Homeowner Reconstruction Assistance (HRA) program, including new construction and reconstruction of owner-occupied homes.

### Purpose:

This measure identifies the average costs associated with the new construction or reconstruction of owner-occupied single family homes through the HOME SF HRA program. This measure is important because it provides program and agency leadership important information concerning program administration that may inform agency resource allocation decision making.

### Data Source:

The number of activities and expenditures for each completed activity are tracked by the Single Family and Homeless Programs Division. Each activity utilizing HOME Funds for homeownership activities represents assistance to a specific household. Activities and expenditures are recorded in agency's Housing Contract System.

### Methodology:

The average amount per completed activity provided through the HOME SF HRA program is calculated by dividing the total dollar value of HOME SF HRA expenditures by the number of completed activities provided through the HOME SF HRA program. Each activity is reported upon completion and final expenditure.

### Data Limitation:

No limitations.

#### Calculation Method:

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

### Efficiency Measure:

Avg Amt per Completed Activity of Home SF Rental Assistance

#### Definition:

The average amount per completed activity provided through the HOME single family (SF) Tenant Based Rental Assistance (TBRA) program.

#### Purpose:

This measure identifies the average annual subsidy per completed activity provided through the HOME SF TBRA program. HOME TBRA is designed to meet the objective of increased availability of affordable housing for renters by increasing the number of units affordable to tenants based on their income. This measure is important because it provides program and agency leadership important information concerning program administration that may inform agency resource allocation decision making.

#### Data Source:

The number of completed activities and funds expended through TBRA is tracked by the Single Family and Homeless Programs division. Each activity utilizing HOME SF funds for TBRA activities represents assistance to a specific household. Activities and expenditures are recorded in agency's Housing Contract System.

### Efficiency Measure:

Avg Amt per Unit Developed thru HOME MF, TCAP RF, NHT or Other Funds

#### Definition:

The average amount of loans and grants per income restricted rental unit developed through HOME Multifamily (MF), Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), or other multifamily direct loan funds.

#### Purpose:

This measure quantifies TDHCA's efficiency in utilizing HOME MF, TCAP RF, NHTF, or other multifamily direct loan funds. This measure helps track developments that have fully drawn down their funds. This measure is important because it allows Multifamily Direct Loan staff to monitor which developments have utilized all federal funds and to ensure timely deal closure in compliance with federal requirements.

#### Methodology:

The average amount expended per completed activity through the HOME SF TBRA program is calculated by dividing the total dollar value of HOME SF expenditures for TBRA by the number of completed activities provided through the TBRA program.

#### Data Limitation:

No limitations.

Calculation Method:

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

#### Data Source:

The number of rent restricted units and amounts of multifamily loans/grants are tracked by the Multifamily Finance division. Staff extract the data from HOME MF contract documents, and enter and maintain the information in the agency's computer system. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds.

#### Methodology:

The average amount per income restricted rental unit is calculated by dividing the amount of HOME MF, TCAP RF, or other multifamily direct loan funds by the number of restricted units developed through HOME MF funds. Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. Direct loans do not include loans funded through MF mortgage revenue bond proceeds, including private activity bonds. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Explanatory Measure:**

# Activities through HOME SF Acquisition w/Construct Programs

**Definition:**

The number of completed activities provided through the HOME single family (SF) Contract for Deed (CFD), Homebuyer Assistance with New Construction (HANC), and Single Family Development (SFD) programs. CFD, HANC, and SFD create units of affordable housing by funding the acquisition or refinance of real property alongside new construction of single family housing on the site.

**Purpose:**

This measure identifies the total number of completed CFD, HANC, and SFD activities under the HOME Program. Each activity creates a new unit of affordable housing through acquisition or refinance of real property combined with the new construction of a unit of affordable housing. CFD, HANC, and SFD are designed to meet the objective of creation of affordable housing for homeowners. This measure is important because it allows the Department to determine how to allocate HOME Program funds based on the priority of the objective.

**Data Source:**

The number of activities completed and funds expended through CFD, HANC, and SFD activities are tracked by the Single Family and Homeless Programs division. Each activity utilizing HOME Funds for acquisition with new construction activities represents assistance to a specific low-income household. Activities and expenditures are recorded in agency's Housing Contract System.

**Methodology:**

The number of activities completed through CFD, HANC, and SFD is the count of units of affordable housing created. The activity is reported upon completion and final expenditure.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

**Explanatory Measure:**

# Activities HOME Program HRA

**Definition:**

The number of completed activities provided through the HOME Homeowner Reconstruction Assistance (HRA) program, including construction or reconstruction of owner-occupied homes.

**Purpose:**

This measure identifies the total number of completed HRA activities. Each activity assists a low-income homeowner with replacement of their substandard housing unit. HRA is designed to meet the objective of preservation of affordable housing for homeowners. This measure is important because it may be used by program and agency leadership to inform resource allocation decision-making.

**Data Source:**

The number of completed HOME HRA activities is tracked by the Single Family and Homeless Programs division. Each activity utilizing HOME Funds for HRA activities represents assistance to a specific low-income household. Activities and expenditures are recorded in agency's Housing Contract System.

**Methodology:**

The number of completed HOME HRA activities is the count of completed HOME HRA activities. The activity is reported upon completion and final expenditure.

**Data Limitation:**

No limitations.

**Calculation Method:****Explanatory Measure:**

# Units Developed through HOME MF Activities

**Definition:**

The number of income restricted rental units developed through HOME Multifamily (MF) funds

**Purpose:**

This measure tracks the number of multifamily units developed with MF Home funds. This measure is important because it demonstrates how HOME funds are performing and reflects the program's success in allocating resources effectively.

**Data Source:**

The number of income restricted rental units developed through HOME MF is tracked by the Multifamily Finance division. Staff extract the data from MF HOME contract documents, and enter and maintain the information in the agency's computer system.

**Explanatory Measure:**

# Units Developed through MF TCAP RF, NHTF, and Other Direct Loan

**Definition:**

The number of income restricted rental units developed with Multifamily (MF) Tax Credit Assistance Program Repayment Fund (TCAP RF), National Housing Trust Fund (NHTF), and other multifamily direct loan funds. This measure does not include HOME MF direct loans.

**Purpose:**

This measure tracks the number of multifamily units assisted utilizing multifamily TCAP RF or other multifamily direct loan funds not funded through the HOME Program. This measure is important because it provides program and agency leadership important information concerning program administration that may inform agency resource allocation decision making.

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of income restricted rental units developed through HOME MF is a count of all restricted units that utilized HOME MF funds for rental development. Numbers may reflect units receiving both HOME funds and tax credits. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Data Source:**

The number of income restricted rental units developed through MF TCAP RF, NHTF, and other multifamily direct loan funds is tracked by the Multifamily Finance division. Staff extract the data from contract documents, and enter and maintain the information in the agency's computer system.

### Methodology:

The number of income restricted rental units developed through TCAP RF, NHTF, and other multifamily direct loan funds is a count of all restricted units awarded multifamily TCAP RF, NHTF, and other federal and state direct loan funds programmed for rental development. 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. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.

### Data Limitation:

No limitations.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

**Strategy:** Provide Loans through the Texas Housing Trust Fund (HTF) for Affordable Housing through the Texas Bootstrap Program.

### Output Measure:

# Completed Activities through the Texas Bootstrap Loan Program

#### Definition:

The number of completed activities provided through the Texas Bootstrap Loan Program that benefit low-income owner-builders. Bootstrap activities are funded through the Texas Housing Trust Fund (Texas HTF). One activity is one unit of housing or one household assisted with a repayable loan made to the owner-builder for their acquisition, refinance, and/or rehabilitation of housing for owner-occupancy.

#### Purpose:

This measure shows the number of completed activities provided through the Texas HTF Bootstrap program. This measure shows the Department's progress toward meeting the objective of making loans to fund or create housing. This measure is important because it provides program and agency leadership important information on the efficiency and efficacy of the program.

#### Data Source:

The number of completed activities is tracked by the Single Family and Homeless Programs Division. Each activity utilizing the Bootstrap Program represents assistance to a specific household. Staff record program activities in the agency's Housing Contract System.

### Efficiency Measure:

Avg Amount per Completed Activity thru the Texas Bootstrap Loan Program

### Methodology:

The number of completed activities provided through the Texas Bootstrap Loan Program is a count of the households assisted through Bootstrap. TDHCA reports performance when funds for an activity are expended as reported in the Agency's Housing Contract System.

### Data Limitation:

No limitations.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

#### Definition:

The average amount of funds expended per completed activity provided through the Texas Bootstrap Loan Program funded by the Texas Housing Trust Fund (Texas HTF), including subrecipient administrative funds. One activity is one unit of housing or one household assisted with a repayable loan made to the owner-builder for their acquisition, refinance, and/or rehabilitation of housing for owner-occupancy.

**Purpose:**

This measure identifies the average cost to complete an activity through the Texas HTF under the Bootstrap Program, including the loan amount and administrative funding. This measure is important because it provides program and agency leadership important information on the efficiency and efficacy of the program.

**Data Source:**

The number of completed activities and expenditures for each activity are tracked by the Single Family and Homeless Programs Division. Each activity utilizing the Bootstrap Program represents assistance to a specific household. Activities and expenditures are recorded in agency's Housing Contract System.

**Methodology:**

The average amount expended per completed activity is calculated by dividing the dollar value of all Bootstrap program expenditures, including sub-grantee administrative funds, by the number of completed activities provided through the Bootstrap Program. Performance is measured when funds are expended.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Strategy:** Provide Funding through the Texas Housing Trust Fund (HTF) for Affordable Housing through the Amy Young Barrier Removal Program.

**Output Measure:**

# Completed Activities through the Amy Young Barrier Removal Program

**Definition:**

The number of completed activities performed through the AYBR program to benefit low-income persons with disabilities who need accessibility modifications to their residence. AYBR activities are funded through the Texas Housing Trust Fund (Texas HTF). One activity is one unit of housing or one household assisted with home accessibility modifications.

**Purpose:**

This measure shows the Department's progress toward meeting the objective of providing safe, decent, and affordable housing, with specific focus on persons with disabilities. This measure is important because it provides program and agency leadership important information on the efficiency and efficacy of the program.

**Data Source:**

The number of activities provided through AYBR are tracked by the Single Family and Homeless Programs Division. Each activity utilizing the AYBR program for accessibility modifications represents assistance to a specific housing unit or household. Activities and expenditures are recorded in agency's Housing Contract System.

**Methodology:**

The number of completed activities provided through AYBR is a count of completed activities provided through the AYBR program. TDHCA reports performance when the funds for an activity are expended as reported in the Agency's Housing Contract System.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Efficiency Measure:**

Ang Amount per Completed Activity through Amy Young Barrier Removal

**Definition:**

The average amount expended per completed activity provided through the Amy Young Barrier Removal (AYBR) Program funded by the Texas Housing Trust Fund (Texas HTF), inclusive of subrecipient administrative funds. One activity is one unit of housing or one household assisted.

**Purpose:**

This measure identifies the average cost to the Texas HTF per completed activity provided through the AYBR Program, including the loan/grant amount and administrative funding. This measure is important because it provides program and agency leadership important information on the efficiency and efficacy of the program.

**Data Source:**

The number of completed activities and the expenditure associated with each completed activity under the AYBR program are tracked by the Single Family and Homeless Programs division. Activities and expenditures are recorded in agency's Housing Contract System.

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

**Output Measure:**

# HHs Assisted through Voucher Programs

**Definition:**

The number of very low income households that received rent assistance through the Section 8 Program. Assistance is provided in the form of Section 8 vouchers, including Housing Choice Vouchers (HCVs) utilized in TDHCA's designated Section 8 service area, Veterans Affairs Supportive Housing (VASH) vouchers utilized in areas for which HUD has granted TDHCA vouchers, and Fostering Youth to Independence (FYI), Near Elderly Disabled (NED), and Mainstream vouchers utilized statewide.

**Purpose:**

This measure shows TDHCA's progress toward meeting the goal of providing federal rental assistance through the Section 8 Program, as well as its use of its HUD-allocated vouchers for its Project Access program. Project Access sets aside a certain number of TDHCA's allocated vouchers for persons exiting institutional settings. This measure is important because it provides important information to program and agency leadership that may inform resource allocation decision making.

**Methodology:**

The average amount expended per completed activity provided through the AYBR program is calculated by dividing the dollar value of AYBR expenditures, including subrecipient administrative funds, by the number of completed AYBR activities. Performance is measured when funds are expended.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Data Source:**

The number of households assisted through the Section 8 Program is tracked by the Single Family and Homeless Programs Division. TDHCA distributes Section 8 tenant-based vouchers, including special purpose vouchers, directly to eligible beneficiaries. Section 8 project-based vouchers are provided to rental properties utilizing a portion of TDHCA's Section 8 Veterans Affairs Supportive Housing (VASH) vouchers. TDHCA staff reviews and maintains the data in the agency's computer system.

**Methodology:**

The number of households assisted under the Section 8 Program is a count of households with active Housing Assistance Payment (HAP) Contracts utilizing HCV, VASH, FYI, NED, Mainstream, and any other special purpose Section 8 vouchers that may be awarded to TDHCA by HUD. The count for the first quarter of the fiscal year includes the total number of households receiving assistance payments under HAP contracts as of September 1, plus new HAP contracts executed in the quarter. The counts for the second through fourth quarters of the fiscal year include new HAP contracts executed in the reporting period. The count will also include households issued vouchers that were absorbed by other PHAs prior to TDHCA executing a HAP contract.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative  
**Target Attainment:**

Higher than target  
**New Measure:**  
  
No

### Output Measure:

# HHs Assisted through the Section 8 Project Access Program

#### Definition:

The number of very low income persons with disabilities transitioning from institutions into community based housing that received rent assistance through the Section 8 Project Access Program. The Project Access Program utilizes a certain number of the Department's allocated Section 8 vouchers, including Housing Choice Vouchers (HCVs), Near Elderly Disabled (NED) Vouchers, and Mainstream Vouchers. Vouchers issued under this initiative may be utilized anywhere in the state. TDHCA distributes Project Access Housing Vouchers directly to eligible beneficiaries.

#### Purpose:

This measure demonstrates how the Department is using its existing vouchers for this initiative. This measure is important because it provides program and agency leadership information on the extent to which the Project Access Program is leveraged to serve a specialty population.

#### Data Source:

The number of households assisted through the Project Access Housing Voucher Program is tracked by the Single Family and Homeless Programs division. Program staff review and maintain program data in the agency's computer system.

#### Methodology:

The number of households assisted under the Project Access Program is a count of households with an active Housing Assistance Payment (HAP) Contract utilizing HCV, NED, or Mainstream Section 8 vouchers to transition into a community based setting from a facility or institution. The count for the first quarter of the fiscal year includes the total number of households receiving assistance payments under a HAP contract as of September 1, plus new HAP contracts executed in the quarter. The counts for the second through fourth quarters of the fiscal year are limited to new HAP contracts executed in the reporting period. The count will also include households issued vouchers that were absorbed by other PHAs prior to TDHCA executing a HAP contract.

#### Data Limitation:

No limitations.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

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

### Output Measure:

# HHs Assisted through Section 811 PRA Program

#### Definition:

The number of extremely low income persons with disabilities living in institutions, persons with serious mental illness, and youth with disabilities exiting the foster care system that received assistance through the Section 811 Project Rental Assistance (PRA) program. TDHCA distributes assistance directly to multifamily development owners that lease units to eligible persons.

**Purpose:**

This measure shows the number of households assisted through the Section 811 PRA program. This information is important because it helps program and agency leadership determine the extent to which the program is meeting its service goals, as well as to inform agency resource allocation decision-making.

**Data Source:**

Program staff track the number of households assisted through Section 811 PRA, and enter and maintain the data in the agency's Compliance Monitoring Tracking System.

**Methodology:**

The number of households assisted through the Section 811 PRA program is a count of the households that have received assistance or signed leases through the Section 811 PRA program. The count for the first quarter of the fiscal year includes the total number of households receiving Section 811 PRA as of September 1, plus new assistance or leases executed in first quarter. The counts for the second through fourth quarters are limited to new assistance or leases signed during the reporting period.

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

**Output Measure:**

# Restricted Units Funded thru 4% and 9% Housing Tax Credit Programs

**Definition:**

The number of income restricted rental units funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs.

**Purpose:**

This measure shows the extent to which the non-competitive 4% and competitive 9% HTC programs support the production on income restricted rental units to meet the needs for the target population. This measure is important because it provides agency and program leadership information needed to improve resource allocation decision-making.

**Data Source:**

The number of income restricted rental units is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of income restricted rental units funded through the 4% and 9% HTC programs is a count of all restricted units newly constructed or acquired and/or rehabilitated. This calculation includes income restricted units at the time of cost-certification as reported by the project owners. Income restricted units may be supported by other TDHCA Multifamily programs and households may receive assistance from other programs that directly serve low income households.

**Data Limitation:**

The number of income restricted units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by development owners to the Department.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

## Efficiency Measure:

Avg Housing Tax Credits Amount per Restricted Unit of New Construction

### Definition:

The average amount of annual housing tax credits awarded per income restricted rental unit of newly constructed low income units funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs.

### Purpose:

This measure shows the average tax subsidy provided to each unit funded through the HTC programs. This measure is important because it provides agency and program leadership information on the economic viability of affordable housing development and the extent to which environmental factors may impact the cost of development.

### Data Source:

The number of income restricted rental units and the amount of housing tax credits for new construction is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The average amount of housing tax credits per newly constructed income-restricted rental unit funded through the 4% and 9% HTC programs is calculated by dividing the total annual amount of tax credits awarded to new constructions projects by the number of newly constructed income restricted rental units funded with tax credits. This calculation will include income restricted units at the time of cost certification as reported by project owners.

### Data Limitation:

Federal regulations establish the amount and value of tax credits available. Average amount per unit is based on reported figures initially submitted by property owners during cost-certification. The figure does not reflect the final cost determination by TDHCA. The number of income restricted units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

No

## Efficiency Measure:

Avg Development Costs per Unit of HTC New Construction

### Definition:

The average total development costs per rental unit of new construction properties funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs. This measure includes both rent restricted and market rate units.

### Purpose:

This measure identifies the average total development costs per rental unit associated with newly constructed affordable housing units. Although this measure may be impacted by environmental factors outside the Department's control, this measure is important because it provides a basis for comparison in the cost of development between agency subsidized multifamily developments versus unsubsidized multifamily developments.

### Data Source:

The number of rental units and total development costs for new construction is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The average total development cost per rental unit of new construction funded through the 4% and 9% HTC programs is calculated by dividing the total development costs of all new construction projects funded through the 4% and 9% HTC programs by the number of newly constructed rental units in new construction projects funded with tax credits. This calculation includes income restricted and market rate units as reported by project owners at the time of cost certification.

### Data Limitation:

Average total development cost per unit of new construction is based on figures reported by property owners during cost-certification. The figure does not reflect final cost determination by TDHCA. The number of units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

Calculation Method:

### Efficiency Measure:

Avg Housing Tax Credits per Restricted Unit of Acquisition/Rehab

#### Definition:

The average amount of annual housing tax credits awarded per income restricted rental unit for acquisition and/or rehabilitation projects funded through the non-competitive 4% and competitive 9% Housing Tax Credit programs.

#### Purpose:

This measure shows the average tax subsidy provided to each unit funded through the HTC programs. This measure is important because it provides agency and program leadership information on the economic viability of affordable housing development and the extent to which environmental factors may impact the cost of development.

#### Data Source:

The number of income restricted rental units and the amount of housing tax credits for development acquisition and rehabilitation is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Efficiency Measure:

Avg Development Costs per Unit of HTC Acquisition/Rehab

#### Definition:

The average total development costs per rental unit of acquisition/rehabilitation funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs. This measure includes both rent restricted and market rate units.

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

### Methodology:

The average amount of housing tax credits per acquired/rehabilitated income restricted rental unit funded through the 4% and 9% HTC programs is calculated by dividing the total annual amount of tax credits for acquisition/rehabilitation developments by the number of income restricted acquisition/rehabilitation units funded with tax credits. This calculation will include income restricted units at the time of cost certification as reported by project owners.

### Data Limitation:

Federal regulations establish the amount and value of tax credits available. Average amount per restricted unit is based on reported figures initially submitted by property owners during cost certification. The measure does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission. The number of income restricted units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documentation by development owners to TDHCA.

Calculation Method:

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

### Purpose:

This measure identifies the average total development costs associated with acquiring and rehabilitating affordable housing. Although this measure may be impacted by environmental factors outside of the Department's control, this measure is important because it provides a basis for comparison in the cost of development between agency subsidized multifamily developments versus unsubsidized multifamily developments.

### Data Source:

The number of rental units and total development costs for acquisition and/or rehabilitation projects is tracked by the Asset Management division. TDHCA staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The average total development cost per rental unit of acquisition and/or rehabilitation funded through the 4% and 9% HTC programs is calculated by dividing the total development costs of all acquisition and/or rehabilitation projects funded through the 4% and 9% HTC programs by the number of units in acquisition and/or rehabilitation projects funded with tax credits. This calculation includes income restricted and market rate units as reported by project owners at the time of cost certification.

### Explanatory Measure:

# Restricted Units of New Construction Funded through HTCs

### Definition:

The number of income restricted rental units of new construction funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs.

### Purpose:

This measure shows the extent to which the agency effectively supports the development of new income restricted rental housing. This measure is important because it helps program and agency leadership make resource allocation decisions to ensure program and staff success.

### Data Source:

The number of income restricted rental units funded through the 4% and 9% HTC programs is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Explanatory Measure:

# Restricted Acquisition/Rehab Units Funded thru Housing Tax Credits

### Data Limitation:

Average total development cost per unit is based on figures reported by property owners during cost certification. The figure does not reflect final cost determination by TDHCA. The number of units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

Calculation Method:

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

### Methodology:

The number of newly constructed income restricted rental units funded through the 4% and 9% HTC programs is a count of all newly constructed rent-restricted units funded through the 4% and 9% HTC programs. This calculation includes income restricted units at the time of cost certification. Income restricted units may be supported by other TDHCA Multifamily programs, and households may receive assistance from other programs that directly serve low income households.

### Data Limitation:

The number of income restricted units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

Calculation Method:

Non-cumulative

Target Attainment:

Higher than target

New Measure:

No

### Definition:

The number of income restricted rental units of acquisition/rehabilitation projects funded through the non-competitive 4% and competitive 9% Housing Tax Credit (HTC) programs.

### Purpose:

This measure shows the extent to which the agency effectively supports the development of acquired and/or rehabilitated income restricted rental housing. This measure is important because it helps program and agency leadership make resource allocation decisions to ensure program and staff success.

### Data Source:

The number of income restricted rental units funded through the 4% and 9% HTC programs is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The number of acquired and/or rehabilitated income restricted rental units funded through the 4% and 9% HTC programs is a count of all acquired and/or rehabilitated income restricted rental units funded through the 4% and 9% HTC programs. This calculation includes income restricted units at the time of cost-certification. Income restricted units may be supported by other TDHCA Multifamily programs and households may receive assistance from other programs that directly serve low income households.

**Strategy:** Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction, and preservation of multifamily rental units for very low, low, and moderate income families.

### Output Measure:

# Restricted Units Funded through the Mortgage Revenue Bond Program

### Definition:

The number of income restricted rental units financed through multifamily mortgage revenue bond funds. The MRB Program is coupled with the Non-competitive 4% Housing Tax Credit program when the bonds finance at least 50% of the development.

### Purpose:

This measure shows the extent to which the MRB program supports the production on income restricted rental units to meet the needs for the target population. This measure is important because it provides agency and program leadership information needed to improve resource allocation decision-making.

### Data Source:

The number of income restricted rental units is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Data Limitation:

The number of income restricted units funded through the 4% and 9% HTC programs may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

### Methodology:

The number of income restricted rental units funded through the MRB program is a count of all income restricted rental units newly constructed or acquired and/or rehabilitated. This calculation will include income restricted units at the time of cost certification, as reported by the project owners. Income restricted units may be supported by other TDHCA Multifamily programs and households may receive assistance from other programs that directly serve low income households.

### Data Limitation:

The number of income restricted rental units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA. Information is based on figures reported by property owners during cost certification.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

## Efficiency Measure:

Avg MRB Proceeds per Restricted Unit of New Construction

### Definition:

The average amount of bond proceeds per income restricted rental unit of newly constructed rent restricted units funded through the Mortgage Revenue Bond (MRB) program.

### Purpose:

This measure shows the average bond proceeds for each unit funded through the MRB program. This measure is important because it provides agency and program leadership information on the economic viability of affordable housing development and the extent to which environmental factors may impact the cost of development.

### Data Source:

The number of income restricted rental units and the amount of bonds for new construction is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

## Efficiency Measure:

Avg Development Costs per Unit of MRB New Construction

### Definition:

The average total development costs per rental unit of new construction funded through the Mortgage Revenue Bonds (MRB) program. This measure includes both rent restricted and market rate units.

### Purpose:

This measure identifies the average total development costs per rental unit associated with newly constructed affordable housing units. Although environmental factors that impact this measure may be outside of the Department's control, this measure is important because it provides a basis for comparison in the cost of development between agency subsidized multifamily developments versus unsubsidized multifamily developments.

### Data Source:

The number of rental units and total development costs for new construction projects are tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

## Methodology:

The average amount of mortgage revenue bond proceeds per income restricted rental unit of new construction funded through the MRB program is calculated by dividing the total value of MRBs used to support the development of newly constructed affordable housing by the number of newly constructed income restricted rental units funded with MRBs. This calculation will include income restricted units at the time of cost certification as reported by project owners.

### Data Limitation:

The number of income restricted units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA. Information is based on figures submitted by property owners during cost certification.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

No

## Methodology:

The average total development cost per rental unit of new construction funded through the MRB program is calculated by dividing the total development costs of all newly constructed projects funded through the MRB program by the number of newly constructed units in projects funded through the MRB program. This calculation includes units at the time of cost certification as reported by project owners.

### Data Limitation:

Average total development cost per unit is based on figures submitted by property owner during cost certification. The figure does not reflect final cost determination by TDHCA. The number of units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

No

## Efficiency Measure:

Avg MRB Bond Proceeds per Restricted Unit of Acquisition/Rehab

### Definition:

The average amount of bond proceeds per income restricted rental unit for acquisition and/or rehabilitation projects funded through the Mortgage Revenue Bond (MRB) program.

### Purpose:

This measure shows the average bond proceeds for each unit funded through the MRB program. This measure is important because it provides agency and program leadership information on the economic viability of affordable housing development and the extent to which environmental factors may impact the cost of development.

### Data Source:

The number of income restricted units and the amount of bond proceeds for acquisition and/or rehabilitation projects is tracked by the Asset Management division. TDHCA staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The average amount of mortgage revenue bond proceeds per acquired/rehabilitated income restricted rental unit funded through the MRB program is calculated by dividing the total value of MRBs for acquisition/rehabilitation developments by the number of income restricted acquisition/rehabilitation units funded with MRBs. This calculation will include income restricted units at the time of cost certification as reported by project owners.

### Data Limitation:

The number of income restricted units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA. Information is based on figures submitted by property owners during cost certification.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

No

## Efficiency Measure:

Avg Development Costs per Unit of MRB Acquisition/Rehab

### Definition:

The average total development costs per unit of acquisition and/or rehabilitation funded through the multifamily Mortgage Revenue Bond (MRB) program. This measure includes both rent restricted and market rate units.

### Purpose:

This measure identifies the average total development costs per rental unit associated with acquired and/or rehabilitated affordable housing units. Although environmental factors that impact this measure may be outside of the Department's control, this measure is important because it provides a basis for comparison in the cost of development between agency subsidized multifamily developments versus unsubsidized multifamily developments.

### Data Source:

The number of rental units and total development costs for acquisition and/or rehabilitation projects are tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The average total development cost per rental unit of acquisition and/or rehabilitation funded through the MRB program is calculated by dividing the total development costs of all acquisition and/or rehabilitation projects funded through the MRB program by the number of acquisition and/or rehabilitation units at the time of cost certification as reported by project owners.

### Data Limitation:

Average total development cost per unit is based on figures submitted by property owners during cost certification. The figure does not reflect final cost determination by TDHCA. The number of units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

Calculation Method:

### Explanatory Measure:

# Restricted New Construction Units Funded through MRBs

### Definition:

The number of income restricted rental units of new construction funded through the multifamily Mortgage Revenue Bond (MRB) program.

### Purpose:

This measure shows us the extent to which the agency effectively supports the development of new income restricted rental housing. This measure is important because it provides program and agency leadership important information that may be used to make resource allocation decisions.

### Data Source:

The number of income restricted rental units is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Explanatory Measure:

# Restricted Acquisition/Rehab Units Funded through MRBs

### Definition:

The number of income restricted rental units of acquisition/rehabilitation funded through the multifamily Mortgage Revenue Bond (MRB) program.

### Purpose:

This measure shows us the extent to which the agency effectively supports the development of acquired and/or rehabilitated income restricted rental housing. This measure is important because it provides program and agency leadership important information that may be used to make resource allocation decisions.

Non-cumulative

Target Attainment:

Lower than target

New Measure:

No

### Methodology:

The number of newly constructed income restricted units funded through the MRB program is a count of all newly constructed income restricted units funded through the MRB program. This calculation will include income restricted units at the time of cost certification. Income restricted units may be supported by other TDHCA multifamily programs that directly serve low income households.

### Data Limitation:

The number of income restricted units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

Calculation Method:

Non-cumulative

Target Attainment:

Higher than target

New Measure:

No

### Data Source:

The number of income restricted rental units is tracked by the Asset Management division. Program staff extract the data from cost certification data reported by the project owners at the conclusion of the development process, and enter and maintain the data in the agency's computer system.

### Methodology:

The number of acquired and/or rehabilitated income restricted units funded through the MRB program is a count of all acquired and/or rehabilitated income restricted units funded through the MRB program. This calculation will include income restricted units at the time of cost certification. Income restricted units may be supported by other TDHCA multifamily programs that directly serve low income households.

**Data Limitation:**

The number of income restricted units funded through the MRB program may be reported in a reporting period after the reporting period in which the units were completed and occupied due to the delayed submission of cost certification documents by the development owners to TDHCA.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

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

---

**Objective:**

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

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

**Output Measure:**

# Completed Information and Technical Assistance Requests

**Definition:**

The number of consumer information and technical assistance requests completed by Housing Resource Center (HRC) staff.

**Purpose:**

This measure provides a snapshot of the need for housing and housing-related assistance in Texas. This measure is important because it can inform programmatic and policy decisions made by program and agency leadership as they relate to improving program efficiency and efficacy.

**Data Source:**

The HRC division receives requests via the Department's general email address, phone line, and complaint system. Consumer information and technical assistance requests are tracked by the Housing Resource Center. Program staff enter and maintain the data in the agency's computer system.

**Methodology:**

The number of completed consumer information and technical assistance requests is a count of the requests received and completed by program staff.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

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

---

**Objective:**

To ease hardships of poverty and homelessness for very low income persons.

**Strategy:**Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.

### Output Measure:

# HHs/Inds Assisted thru CSBG that Achieved Incomes Above Poverty

#### Definition:

The number of households and individuals assisted through the Community Services Block Grant Program (CSBG) who achieved incomes above 125% of poverty level for a minimum of 90 days (TOPS-Transitioned out of Poverty).

#### Purpose:

This measure identifies the number of persons the CSBG program has helped to achieve incomes above the poverty level. This measure shows agency and subrecipient efficiency in program administration by quantifying subrecipient achievement of a key program goal—to assist program participants to move out of poverty. This information is important to ensure efficient and effective utilization of federal funding and agency resources.

#### Data Source:

Subrecipients track and maintain data on the number of persons served by CSBG programs they administer, as well as data on the number of persons served who achieve and maintain income above a certain level and submit this information to TDHCA monthly. Subrecipients enter their data in the Community Affairs contract system. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

### Output Measure:

# HHs/Inds Assisted through the CSBG Program

#### Definition:

The number of persons enrolled in the Community Services Block Grant (CSBG) Program.

#### Purpose:

This measure allows TDHCA to assess the impact of the subrecipients administering CSBG programs. This measure is important to ensure that TDHCA-funded programs are efficient and effective in serving the target population.

#### Data Source:

Subrecipients track and maintain data on the number of persons served by CSBG programs they administer and submit this information to TDHCA monthly. Subrecipient staff enter their data in the Department's Contract System. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

#### Methodology:

The number of households/individuals served through a CSBG program who achieve and maintain incomes above 125% of poverty is a count of the number of households/individuals served through a CSBG program who achieve and maintain incomes above 125% of poverty. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

#### Data Limitation:

This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

#### Methodology:

**The number of households/individuals assisted through a CSBG program is a count of the number of households/individuals served through a CSBG program. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.**

#### Data Limitation:

This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

New Measure:

### Output Measure:

# HHS/Inds Assisted through CSBG who Sought to Improve Incomes

#### Definition:

The number of households and individuals assisted through the Community Services Block Grant Program (CSBG) who sought to achieve incomes above 125% of poverty level for a minimum of 90 days (TOPS-Transitioned out of Poverty) through the receipt of specialized employment, education, health, and other support services.

#### Purpose:

This measure identifies the number of households/individuals who participated in a subrecipient CSBG program with the goal of achieving incomes above the poverty level. This information is important because it provides essential contextual information on program efficacy, which may inform agency resource allocation decisions related to the allocation of federal funding.

#### Data Source:

Subrecipients track and maintain data on the number of households/individuals served by the CSBG programs they administer, as well as data on the number of households/individuals served who sought to achieve and maintain income above a certain level. Subrecipients submit this information to TDHCA monthly through the Community Affairs contract system. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

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

### Output Measure:

# Homeless or At-risk Persons Assisted through the Emergency Solutions Grant Program

#### Definition:

The number of persons who are homeless or at-risk of homelessness assisted through the Emergency Solutions Grant Program.

#### Purpose:

This measure is used to gauge the extent to which the Emergency Solutions Grant program served individuals who are homeless or at-risk of homelessness. This measure is important because it provides program and agency leadership important information on program efficiency and efficacy that may inform agency resource allocation decision-making.

No

#### Methodology:

The number of households/individuals served through a CSBG program who sought to achieve and maintain incomes above 125% of poverty is a count of the number of households/individuals served through a CSBG program who enrolled in subrecipient services with the goal of achieving and maintaining incomes above 125% of poverty. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.

#### Data Limitation:

This measure is reliant on the timely submission of reports by the subrecipient network. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

Yes

#### Data Source:

Subrecipients track and maintain data on the number of persons served by the Emergency Solutions Grant programs they administer and submit this information to TDHCA monthly. Program staff review and maintain subrecipient data in the agency's computer system.

#### Methodology:

The number of individuals served through an Emergency Solutions Grant program is a count of the number of individuals served through an Emergency Solutions Grant program.

### Data Limitation:

This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter but is captured at the end of the fiscal year.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

### Output Measure:

# Homeless or At-risk Persons Assisted through HHSP & EHF Programs

#### Definition:

The number of persons who are homeless or at-risk of homelessness assisted through the Homeless Housing and Services Program (HHSP) and Ending Homelessness Fund (EHF).

#### Purpose:

This measure is used to gauge the extent to which the HHSP and EHF programs serve persons who are homeless or at-risk of homelessness. This measure is important because it provides program and agency leadership important information on program efficiency and efficacy that may inform agency resource allocation decision-making.

#### Data Source:

Subrecipients track and maintain data on the number of individuals served by the HHSP and EHF programs they administer and submit this information to TDHCA monthly. Program staff review and maintain subrecipient data in the agency's computer system.

### Methodology:

The number of persons served through the HHSP and EHF programs is a count of the number of persons served through the HHSP and EHF programs.

### Data Limitation:

This measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter but is captured at the end of the fiscal year.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

### Efficiency Measure:

Avg Subrecipient Cost per Person Assisted through the Emergency Solutions Grant Program

#### Definition:

The average subrecipient cost per person assisted through the Emergency Solutions Grant program. This figure excludes any funds set aside for TDHCA administrative expense.

#### Purpose:

This measure shows subrecipient efficiency in administering the Emergency Solutions Grant program. This measure is important because it provides program and agency leadership important information that may inform agency resource allocation decision-making.

#### Data Source:

Subrecipients track and maintain data on the number of persons served by Emergency Solutions Grant programs they administer, and the expenditure associated with administering these programs, and submit this information to TDHCA monthly. Program staff review and maintain subrecipient data in the agency's computer system.

### Methodology:

The average subrecipient cost per person served through the Emergency Solutions Grant program is calculated by dividing the total Emergency Solutions Grant subrecipient expenditure by the total number of persons assisted through the Emergency Solutions Grant program.

### Data Limitation:

This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter but is captured at the end of the fiscal year.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

## Efficiency Measure:

Avg Subrecipient Cost per Person Asst thru the HHSP and EHF Programs

### Definition:

The average subrecipient cost per person assisted through the Homeless Housing and Services Program (HHSP) and Ending Homelessness Fund (EHF) programs. This measure excludes any funds set aside for TDHCA administrative expense.

### Purpose:

This measure shows subrecipient efficiency in administering HHSP and EHF programs. This measure is important because it provides program and agency leadership important information that may inform agency resource allocation decision-making.

### Data Source:

Subrecipients track and maintain data on the number of individuals served by the HHSP and EHF programs they administer, and the expenditure associated with administering these programs, and submit this information to TDHCA monthly. Program staff review and maintain subrecipient data in the agency's computer system.

### Objective:

To reduce cost of home energy for very low income households.

**Strategy:** Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

## Output Measure:

# HHs/Inds Assisted through CEAP

### Definition:

The number of households/individuals assisted through the Comprehensive Energy Assistance Program (CEAP). The number of households/individuals assisted represents unduplicated households/individuals that received services. A household/individual may receive assistance through more than one program component depending on the household's/individual's needs.

### Purpose:

This measure shows the extent to which the CEAP program serves the target population. This measure is important because it allows agency staff to determine if subrecipients are efficiently and effectively utilizing federal funds administered by TDHCA.

### Methodology:

The average subrecipient cost per person assisted through the HHSP and EHF programs they administer is calculated by dividing the total HHSP and EHF subrecipient expenditure by the total number of persons served by the subrecipient through the HHSP and EHF programs.

### Data Limitation:

This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and but is captured at the end of the fiscal year.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Lower than target

#### New Measure:

No

### Data Source:

Subrecipient staff enter their data in the agency's Contract System and submit this information to TDHCA monthly. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

### Methodology:

The number of households/individuals served through CEAP is a count of the number of households/individuals served through CEAP.

**Data Limitation:**

Factors outside of TDHCA's control may impact program performance, including fluctuations in federal funding levels and energy markets. This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter.

**Calculation Method:**

**Output Measure:**

# Dwelling Units Assisted through WAP

**Definition:**

The number of dwelling units assisted with weatherization through the Weatherization Assistance Program (WAP), as funded by the U.S. Department of Energy (DOE) and the U.S. Department of Health and Human Services Low Income Home Energy Assistance Program (LIHEAP).

**Purpose:**

This measure shows the extent to which the WAP program serves the target population. This measure is important because it allows agency staff to determine if subrecipients are efficiently and effectively utilizing federal funds administered by TDHCA.

**Data Source:**

Subrecipients track and maintain data on the number of persons served through the DOE and LIHEAP programs they administer and submit this information to TDHCA monthly. Subrecipient staff enter their data in the agency's Contract System. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

**Output Measure:**

# HHS/Inds Asst. through CEAP w/Energy Restoration after Disconnection

**Definition:**

The number of households/individuals assisted through the Comprehensive Energy Assistance Program (CEAP) whose energy service was restored after service disconnection. The number of households/individuals served represents unduplicated households/individuals receiving energy assistance services after service disconnection. The household/individual may be assisted by more than one program component depending on the household's/individual's needs.

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of dwelling units weatherized through WAP is a count of the number of units weatherized through WAP.

**Data Limitation:**

Factors outside of TDHCA's control may impact program performance, including fluctuations in federal funding levels. This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter. Units receiving both DOE and LIHEAP funding may be double counted.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Purpose:**

The measure is used by program leadership and staff to assess the extent to which the CEAP program is serving the target population and achieving program goals. This measure is important because it provides program and agency leadership actionable information that may inform resource allocation decisions.

**Data Source:**

Subrecipients track and maintain data on the number of persons served by CEAP program they administer and submit this information to TDHCA monthly through the agency's Contract System. Program staff extract and review subrecipient data to ensure accuracy of performance reporting.

**Methodology:**

The number of households/individuals served through CEAP whose energy was restored is a count of the number of households/individuals served through CEAP whose energy services were disconnected and subsequently restored.

**Data Limitation:**

Factors outside of TDHCA's control may impact program performance, including fluctuations in federal funding levels and energy markets. This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance.

**Calculation Method:**

**Explanatory Measure:**

# Very Low Income Households Eligible for Utility Assistance

**Definition:**

The number of very low income (VLI) households/individuals income-eligible for utility assistance through the Comprehensive Energy Assistance Program (CEAP) based on the most recent decennial Census or Census Bureau estimates. Household/individual incomes up to 150% of the Federal Poverty Level (FPL) are CEAP eligible.

**Purpose:**

This measure identifies the population eligible to participate in the CEAP program. This measure is important because it helps quantify the level of need for energy assistance in the state and provides program and agency leadership important information that may impact resource allocation decision-making.

**Data Source:**

Program staff obtain the number of income eligible households who may participate in the CEAP program from the most recent decennial Census or Census Bureau estimates.

**Objective:**

Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.

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

**Output Measure:**

# Colonia Residents Assisted through CSHC Programs

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

**Methodology:**

The number of income-eligible households/individuals that may participate in the CEAP program is a count of the number of households/individuals with incomes up to 150% FPL who are eligible to participate in the CEAP program.

**Data Limitation:**

The income eligible population is based on the most recent census data available, including estimates. A census is conducted every ten years; updated poverty population estimates are also made available periodically.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than Target

**New Measure:**

No

**Definition:**

The number of colonia residents that received direct assistance through the Colonia Self-Help Centers (CSHC) Program. Assistance provided by the CSHC program may include housing rehabilitation, new construction, surveying and platting, construction skills training, tool lending library, technology centers, title related services, housing finance, credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other direct assistance activities. CSHC services are available in select communities along the Texas-Mexico border. Service to colonia residents is limited to those that reside in the colonias identified in the CSHC Program contract.

**Purpose:**

This measure is used by TDHCA to assess program effectiveness in serving the target population. This measure is important because it helps agency staff ensure that subrecipients are effectively and efficiently using the federal Community Development Block Grant (CDBG) dollars appropriated to serve colonia residents within the identified colonias.

**Data Source:**

Subrecipients track and maintain data on the number of persons served by the CSHC program they administer and submit this information to TDHCA quarterly. Program staff enter and maintain subrecipient data in the agency's computer system.

**Methodology:**

The number of individuals served through the CSHC program is a count of the number of individuals served through the CSHC program. The number of individuals served through a CSHC program is based on the number of individuals in each household served and excludes area-wide Public Service activities.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

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

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**Objective:**

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

**Outcome Measure:**

% Contracts that Received Onsite Monitoring

**Definition:**

The percentage of Community Action (CA) Network (Community Services Block Grant (CSBG), Comprehensive Energy Assistance Program (CEAP), and Weatherization Assistance Program (WAP)), Homeless Housing and Services Program (HHSP), and Single Family (Single Family HOME (Tenant-Based Rental Assistance (TBRA) and temporarily funded HOME programs (Emergency Rental Assistance (ERA)), Community Development Block Grant (CDBG), and HOME American Rescue Plan (ARP)), Community Services Block Grant (CSBG)—Discretionary, Housing Trust Fund (HTF) (Texas Bootstrap and Amy Young Barrier Removal (AYBR)), and Emergency Solutions Grant) subrecipient, Multifamily Direct Loan (MFDL) contracts that received onsite monitoring from the Department.

**Purpose:**

This measure identifies the extent to which TDCHA provides on-site monitoring of subrecipient contracts that leverage state/federal dollars to deliver services and support to low-income Texans. This measure is important because it provides agency leadership information on the extent of TDHCA oversight of subrecipient contracts, to ensure that providers of services are assessed for their compliant delivery of contract services.

**Data Source:**

Compliance staff monitor the Housing Contract System and CA Contract System data bases for subrecipient contracts subject to agency oversight. Compliance staff enter and maintain the data in the agency's computer system.

**Methodology:**

The percentage of subrecipient contracts that receive onsite monitoring is calculated by dividing the count of subrecipient contracts that received onsite monitoring by the total number of subrecipient contracts. Each subrecipient contract is counted in this measure, including instances in which subrecipients have two or more CA, HHSP, and SF contracts.

**Data Limitation:**

No limitations.

**Calculation Method:**

**Strategy:**

Monitor and inspect for federal and state housing program requirements.

**Output Measure:**

# Completed MF Annual Owners Compliance Report (AOCR) Reviews

**Definition:**

The number of completed affordable multifamily housing development Annual Owners Compliance Report (AOCR) Part A reviews.

**Purpose:**

This measure shows the volume of AOCR reviews program staff annually complete. This information is important because AOCR reviews require considerable staff resources, and the ability to quantify the work required to fulfill the Departments federal obligation to timely review AOCRs provides program and agency leadership the ability to make more informed resource allocation decisions.

**Data Source:**

Program staff track the number of AOCRs submitted by affordable multifamily housing development owners/operators, and enter and maintain the data in the agency's Compliance Monitoring and Tracking System (CMTS).

**Output Measure:**

# Completed Multifamily Compliance File Reviews

**Definition:**

The number of affordable multifamily housing development file reviews completed to confirm compliance with state and federal regulations and the Land Use Restriction Agreements (LURAs) that stipulate the requirements to which affordable multifamily housing developments must adhere in exchange for a Department subsidy. File reviews are conducted through desk review and/or onsite review.

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

**Methodology:**

The number of completed AOCR reviews is a count of the AOCR reviews completed by agency staff.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Purpose:**

This measure shows the volume of file reviews program staff annually complete. This information is important because file reviews require considerable staff resources, and the ability to quantify the work required to fulfill the Departments statutory obligations provide program and agency leadership the ability to make more informed resource allocation decisions.

**Data Source:**

Program staff track the number of completed affordable multifamily housing development compliance reviews in the agency's compliance portfolio, and enter and maintain the data in the agency's Compliance Monitoring and Tracking System (CMTS).

**Methodology:**

The number of completed affordable multifamily housing development compliance file reviews is a count of the compliance file reviews completed by agency staff.

**Output Measure:**

# Completed Multifamily Compliance Physical Inspections

**Definition:**

The number of physical inspections of affordable multifamily housing developments subject to TDHCA oversight completed by the Compliance division. Physical inspection requirements are defined by the National Standards for the Physical Inspection of Real Estate (NSPIRE).

**Purpose:**

This measure shows the volume of physical inspections program staff annually complete. This information is important because physical inspections require considerable staff resources, and the ability to quantify the work required to fulfill the Departments statutory obligations provide program and agency leadership the ability to make more informed resource allocation decisions.

**Data Source:**

Program staff track the number of completed compliance reviews of affordable multifamily housing developments in the agency's compliance portfolio, and enter and maintain the data in the agency's Compliance Monitoring and Tracking System (CMTS).

**Explanatory Measure:**

# Active MF Properties in the Compliance Monitoring Portfolio

**Definition:**

The number of affordable multifamily rental housing developments in the TDHCA compliance monitoring portfolio subject to active deed restriction/Land Use Restriction Agreements (LURA). Affordable multifamily housing development properties in the compliance monitoring portfolio are subject to on-site file review, desk review, a combination of onsite and desk reviews, physical inspections, or other compliance activities depending on program requirements.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of completed affordable multifamily housing development compliance physical inspections is a count of the number of affordable multifamily housing development compliance physical inspections completed by agency staff.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Purpose:**

This measure shows the total number of affordable multifamily housing development properties in the compliance monitoring portfolio as of the end of a fiscal year. This information is important because it provides a basis for understanding changes in the size of the agency's affordable multifamily housing compliance portfolio and the extent to which the agency timely monitors affordable multifamily housing developments subject to the agency's oversight.

**Data Source:**

Program staff track the number of properties in the affordable multifamily housing development compliance portfolio, and enter and maintain the data in the agency's Compliance Monitoring and Tracking System (CMTS).

**Methodology:**

The number of active affordable multifamily housing development properties in the agency's compliance portfolio is a count of the active affordable multifamily housing development properties in the agency's compliance portfolio.

**Explanatory Measure:**

# Active Units in the Compliance Monitoring Portfolio

**Definition:**

The number of housing units in the multi and single family rental developments in the TDHCA compliance monitoring portfolio subject to active deed restriction/ Land Use Restriction Agreements (LURA). The total number includes all income restricted units, including units associated with recent awards but not yet placed into service, occupied units, and units available for lease.

**Purpose:**

The measure shows the total number of income restricted housing development rental units monitored by the Department. This information is important because it provides a basis for understanding changes in the size of the agency's affordable multifamily housing compliance portfolio and the extent to which the agency timely monitors affordable multifamily housing developments subject to the agency's oversight.

**Data Source:**

Program staff track the number of units in the TDHCA compliance portfolio, and enter and maintain the data in the agency's Compliance Monitoring and Tracking System (CMTS).

**Strategy:** Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

**Output Measure:**

# Completed Subrecipient Contract Monitoring Reviews

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of active single- and multifamily housing units in the agency's compliance portfolio is a count of the active single- and multifamily housing development units in the agency's compliance portfolio.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Definition:**

The number of completed monitoring reviews for Community Affairs (CA) Network (Community Services Block Grant (CSBG), Comprehensive Energy Assistance Program (CEAP), and Weatherization Assistance Program (WAP)), Homeless Housing and Services Program (HHSP), and Single Family (SF) program (Single Family HOME (Tenant-Based Rental Assistance (TBRA) and temporarily funded HOME programs (Emergency Rental Assistance (ERA), Community Development Block Grant (CDBG), and HOME American Rescue Plan (ARP))), Community Services Block Grant (CSBG)—Discretionary, Housing Trust Fund (HTF)(Texas Bootstrap and Amy Young Barrier Removal (AYBR)), and Emergency Solutions Grant) subrecipient contracts. This measure also includes the Multifamily Direct Loan Program (MFDL) program and National Housing Trust Fund (NHTF) program during the construction phase of a project.

**Purpose:**

This measure identifies the extent to which TDCHA provides oversight of subrecipient contracts. This measure is important because it provides agency leadership information on the extent of TDHCA oversight of subrecipient contracts, to ensure that compliance monitoring services are efficiently and effectively delivered.

**Output Measure:**

# Completed Single Audit Reviews

**Definition:**

The number of completed single audit reviews of Federal and State grant subrecipients participating in the Low-Income Home Energy Assistance Program (LIHEAP), Comprehensive Energy Assistance Program (CEAP), Community Services Block Grant (CSBG), Department of Energy Weatherization Assistance Program (DOE WAP), Community Development Block Grant (CDBG), Emergency Solutions Grant, Housing Stability Services (HSS), Housing Trust Fund (HTF), Homeless Housing and Services Program (HHSP), National Housing Trust Fund (NHTF), all HOME programs, and other temporary or one-time programs administered by TDHCA. Single Audits are required annually if the subrecipient exceeds the federally mandated expenditure threshold, as defined by Uniform Grant Management Standards or 2 CFR Part 200. 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.

**Data Source:**

Program staff monitor the Housing Contract System and CA Contract System databases for subrecipient contracts subject to agency oversight, and enter and maintain the data in the agency's computer system.

**Methodology:**

The number of completed subrecipient contract monitoring reviews is a count of the subrecipient contract monitoring reviews completed by agency staff. Each subrecipient contract is counted in this measure, including instances in which subrecipients have two or more CA, HHSP, MFDL, and SF contracts.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

Yes

**Purpose:**

This measure identifies the extent to which TDCHA provides subrecipient oversight through single audit reviews. This measure is important because it provides agency leadership information on the extent of TDHCA oversight for certain subrecipients, to ensure that compliance monitoring services are efficiently and effectively delivered.

**Data Source:**

Program staff monitor the Housing Contract System and CA Contract System data bases for subrecipient contracts subject to agency oversight, and enter and maintain the data in the agency's computer system.

**Methodology:**

The number of completed single audit reviews is a count of the single audit reviews of subrecipient contracts completed by agency staff.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative  
Target Attainment:

Higher than target  
New Measure:  
  
No

### Explanatory Measure:

# Subrecipient Contracts Subject to Monitoring

#### Definition:

The number of CA Network (Community Services Block Grant (CSBG), Comprehensive Energy Assistance Program (CEAP), and Weatherization Assistance Program (WAP)), HHSP, and Single Family (Single Family HOME (Tenant-Based Rental Assistance (TBRA) and temporarily funded HOME programs (Emergency Rental Assistance (ERA), Community Development Block Grant (CDBG), and HOME American Rescue Plan (ARP)), Community Services Block Grant (CSBG)—Discretionary, Housing Trust Fund (HTF)(Texas Bootstrap and Amy Young Barrier Removal (AYBR)), HOME and National Housing Trust Fund (NHTF) funded Multifamily Direct Loans (MFDL), and Emergency Solutions Grant) subrecipient contracts.

#### Purpose:

The measure shows the total number of active subrecipient contracts administered by TDHCA. This information is important because it provides a basis for understanding changes in the size of the agency's Community Affairs and Single Family compliance portfolio, and the extent to which the agency timely monitors subrecipients subject to agency oversight.

### Explanatory Measure:

# Completed Previous Participation Reviews

#### Definition:

The number of completed previous participation reviews of Community Affairs (CA) Network (Comprehensive Energy Assistance Program (CEAP), Weatherization Assistance Program (WAP), and Community Services Block Grant (CSBG)), Community Development Block Grant (CDBG), Housing Trust Fund (HTF), National Housing Trust Fund (NHTF), HOME, Colonia Self-Help Center (CSHC), Ending Homelessness Fund (EHF), Emergency Solutions Grant, and Homeless Housing and Services Program (HHSP) subrecipients.

#### Purpose:

This measure shows the volume of previous participation reviews of affordable multifamily housing developers and CA Network program participants program staff annually complete. This information is important because previous participation reviews consume considerable staff resources, and the ability to quantify the work required to fulfill the Departments statutory obligations provides program and agency leadership the ability to make more informed resource allocation decisions.

#### Data Source:

Program staff monitor the Housing Contract System and CA Contract System databases for subrecipient contracts subject to agency oversight, and enter and maintain the data in the agency's computer system.

#### Methodology:

The number of subrecipient contracts in the agency's compliance portfolio is a count of the subrecipient contracts in the agency's compliance portfolio.

#### Data Limitation:

No limitations.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

Yes

#### Data Source:

Program staff track the number of completed previous participation reviews of affordable multifamily housing developers and CA Network program participants, and enter and maintain the data in the agency's computer system.

#### Methodology:

The number of completed previous participation reviews is a count of the number of previous participation reviews completed by agency staff.

#### Data Limitation:

No limitations.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

New Measure:

No

**Strategy:** Receive and review Housing Finance Corporation (HFC) and Public Facility Corporation (PFC) audit reports.

### Output Measure:

# Reviewed HFC/PFC Audits

#### Definition:

The number of reviewed Housing Finance Corporation (HFC) and Public Facility Corporation (PFC) audits. HFCs and PFCs submit audits to the Department in adherence to HB21 (89R) and HB2071 (88R), respectively, to ensure that the housing developments are providing the affordable housing requisite to receive a property tax exemption.

#### Purpose:

This measure shows the number of HFC and PFC audits reviewed by Department staff to ensure compliance with the affordability requirements associated with a property tax exemption. This information is important because it provides a basis for better understanding the scope of HFC/PFC housing development in Texas, and helps to inform program and agency resource allocation decision-making.

#### Data Source:

Program staff track the number of reviewed HFC and PFC audits, and enter and maintain the data in the agency's computer system.

**Strategy:** Ensure compliance with Migrant Labor Housing Facility licensure requirements.

### Output Measure:

# Issued Migrant Labor Housing Facility (MLHF) Licenses

#### Definition:

The number of issued Migrant Labor Housing Facilities (MLHF) licenses.

#### Purpose:

This measure shows the volume of MLHF licenses annually issued program staff. This information is important because the issuance of MLHF licenses requires considerable staff resources, and the ability to quantify the work required to fulfill the Departments statutory obligations provides program and agency leadership the ability to make more informed resource allocation decisions.

#### Data Source:

Program staff track the number of issued MLHF licenses, and enter and maintain the data in the agency's MLHF database. Reports are produced annually.

#### Methodology:

The number of reviewed HFC and PFC audits is a count of the number of reviewed HFC and PFC audits. Reports are produced annually.

#### Data Limitation:

Data is currently maintained in Excel spreadsheets. The Department anticipates completing the development of an HFC/PFC audit database in 2027.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

Yes

#### Methodology:

The number of issued MLHF licenses is a count of the number of issued MLHF licenses.

#### Data Limitation:

No limitations.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

Yes

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

### Objective:

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

### Outcome Measure:

% Applications Processed within Established Time Frames

#### Definition:

The percentage of Statement of Ownership and License applications processed within established time frames. The time frame for Statement of Ownership application processing is 15 business days from completed application receipt. The time frame for licensing application processing is 7 business days from completed application receipt.

#### Purpose:

This measure identifies the extent to which the agency processes applications in a timely manner. This measure is important because it provides actionable information on the allocation of agency resources to best serve the people impacted by the agency's work.

#### Data Source:

Program staff extract application receipt date data from statement of ownership and licensing applications submitted to TDHCA. Program staff extract application processing date data from the Manufactured Housing Division's computer system.

#### Methodology:

The percentage of applications processed within required timeframes is calculated by dividing the number of applications that are processed within the required time frame in the applicable period by the total number of applications reviewed in the applicable period. Program staff enter and maintain application submission and review/approval information in the Manufactured Housing Division's computer system.

#### Data Limitation:

Due to the volume of statement of ownership applications TDHCA receives each month that are returned to the applicant for additional information, the computer system currently lacks the ability to accurately provide processing time. Program staff randomly select 25 statement of ownership applications as a representative sample of all applications received.

#### Calculation Method:

Non-cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

### Outcome Measure:

% Complaint Inspections Conducted within Established Time Frames

#### Definition:

The percentage of consumer complaint inspections conducted within the established time frames. The time frame for consumer complaint inspections is 30 calendar days from the request. Consumers and license holders can submit a request for complaint inspections.

#### Purpose:

This measure identifies the extent to which the agency completes complaint inspections in a timely manner, as required by state statute. This measure is important because prompt inspections provide for a quicker resolution to resolve defects licensees are responsible to repair. This measure reflects how efficiently the department operates.

#### Data Source:

Program staff extract complaint submission data from complaints submitted to TDHCA by consumers or license holders. Program staff extract complaint inspection completion date data from the Manufactured Housing Division's computer system.

#### Methodology:

The percentage of consumer complaint inspections completed within the required timeframe is calculated by dividing the number of consumer complaint inspections conducted within the reporting period in 30 calendar days or less of complaint receipt by the total number of complaint inspections conducted within the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Outcome Measure:**

% Complaints that Resulted in Disciplinary Action

**Definition:**

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

**Purpose:**

Efforts are made to informally resolve complaints. Violations of manufactured housing standards that cannot be resolved result in disciplinary actions. It is important that the consumers and the manufactured housing industry have an expectation that the agency will ensure fair and effective enforcement of the Act. This measure identifies the extent to which TDHCA is unable to informally resolve complaints received by consumers and license holders, and those opened internally by the department.

**Data Source:**

**Program staff extract complaint outcome data from the Manufactured Housing Division's computer system.**

**Methodology:**

The percentage of complaints that resulted in disciplinary action is calculated by dividing the number of complaints with a disciplinary action closed within the reporting period by the total number of jurisdictional complaints closed, with or without a disciplinary action, within the reporting period.

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Data Limitation:**

No limitations.

**Calculation Method:**

**Outcome Measure:**

% Jurisdictional Complaints Resolved w/in Six Months

**Definition:**

The percentage of documented jurisdictional complaints resolved within 6 months (180 days) of receipt. Non-jurisdictional complaints closed as Dismissal for Lack of Jurisdiction (DISJ) are not included in this measure.

**Purpose:**

This measure shows the extent to which the Department is able to timely resolve jurisdictional complaints. This measure is important because it provides useful information for management to validate the efficiency of the program.

**Data Source:**

Program staff extract complaint resolution data from the Manufactured Housing Division's Database.

**Methodology:**

The percent of jurisdictional complaints resolved within six months is calculated by dividing the number of jurisdictional complaints resolved within six months (180 days) of receipt divided by the total number of jurisdictional complaints resolved in the fiscal year.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Outcome Measure:**

% Violators Subj. to Mult. Disciplinary Actions w/in Designated Time

**Definition:**

The percentage of license holders or individuals subject to multiple disciplinary actions taken by the Executive Director or the Manufactured Housing Board in the current fiscal year and the preceding two fiscal years. Disciplinary actions include agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or penalties.

**Purpose:**

This measure shows the efficacy of the agency's enforcement of regulatory requirements and prohibitions. This measure is important because it provides insight on the extent to which the agency may need to improve its enforcement efforts to ensure that consumers are protected from license holders that fail to meet the statutory and/or regulatory requirements that govern the manufactured housing industry.

**Data Source:**

**Program staff extract complaint outcome data from the Manufactured Housing Division's computer system.**

**Methodology:**

The percentage of license holders or individuals subject to multiple disciplinary actions within a period of three fiscal year is calculated by dividing the number of individuals or license holders against whom two or more disciplinary actions were taken by the Executive Director or the Manufactured Housing Board within the current and preceding two fiscal years by the total number of individuals or license holders against whom at least one disciplinary action was taken by the Executive Director or Manufactured Housing Board within the current and preceding two fiscal years.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

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

**Output Measure:**

# Issued Manufactured Housing Statement of Ownership

**Definition:**

The number of manufactured housing Statements of Ownership issued for which a fee is charged, including Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use. This measure includes all Statements of Ownership that were issued during the period, timely or otherwise.

**Purpose:**

This measure provides a method for measuring the workload associated with issuing Statements of Ownership. This measure is important because it provides actionable information to agency leadership to inform decisions on the efficient and effective use of agency resources.

**Data Source:**

Program staff extract data related to the volume of Statements of Ownership issued in a reporting period from the Manufactured Housing Division's Database and accounting receipts.

**Methodology:**

The number of Statements of Ownership issued in a reporting period is a count of the Statements of Ownership issued during the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

**Output Measure:**

# Issued Manufactured Housing Licenses

**Definition:**

The total number of manufactured housing licenses issued to qualifying applicants, including brokers, installers, manufacturers, retailers, retailer/brokers, retailer/broker/installers, broker/installers, and salespersons. The number includes all licenses that were issued during the period, timely or otherwise, and updates to existing licenses, and excludes duplicate licenses that are reprinted or reissuance due to correction of a departmental error.

**Purpose:**

This measure provides a method for measuring the workload associated with issuing licenses. This measure is important because it provides actionable information to agency leadership to inform decisions on the efficient and effective use of agency resources.

**Data Source:**

Program staff extract data related to the volume of licenses issued in a reporting period from the Manufactured Housing Division's Database.

**Efficiency Measure:**

Avg Cost per Issued Manufactured Housing Statement of Ownership

**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. Costs include department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to the issuance of Statements of Ownership, including document review, handling, proofing, and notification.

**Purpose:**

This measure shows agency efficiency in the issuance a Statement of Ownership. This measure is important to identify the financial impact that may assist in minimizing operational expenses and optimize resource allocation.

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of licenses issued in a reporting period is a count of the licenses issued during the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Data Source:**

Program staff extract data related to the volume of Statements of Ownership issued in a reporting period from the Manufactured Housing Division's Database. Program staff extract data on the cost of issuing Statements of Ownership from the Department's Financial Administration Division or the Uniform Statewide Accounting System (USAS).

**Methodology:**

The average cost per issued manufactured housing Statements of Ownership is calculated by dividing the total cost associated with the issuance of Statements of Ownership in a reporting period by the total number of Statements of Ownership issued in the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Explanatory Measure:**

# Manufactured Homes of Record in Texas

**Definition:**

The number of manufactured homes of record in Texas with an existing Statement of Ownership in the official manufactured housing database that is maintained by the department. An ownership record is added to the database upon receipt of a completed application for a Statement of Ownership for a new manufactured home and the database removes a record upon receipt of a completed application for recording as salvaged. Used homes transferred to another owner does not change the count in the database. This measure does not represent the total number of manufactured homes in Texas because there are many manufactured homes without an ownership record due to the Department never receiving an application for issuance.

**Purpose:**

This measure shows the total number of manufactured homes in Texas for which the Department has issued an ownership record. This measure is important because it is used for identifying the financial impact, taxing entities to accurately assess property taxes, mortgage lenders to record and release mortgage liens, organizations use it for sales tracking, and analyzing market growth and industry trends.

**Data Source:**

Program staff extract data related to the number of manufactured homes of record in Texas for a reporting period from the Manufactured Housing Division's Database.

**Strategy:**

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

**Output Measure:**

# Completed Routine Installation Inspections

**Methodology:**

The number of manufactured homes of record in Texas for a reporting period is a count of the manufactured homes of record in Texas for the reporting period.

**Data Limitation:**

The Department relies on receiving applications for transfer of ownership for the issuance to be recorded in our database; the exact number of manufactured homes in Texas cannot be accurately determined. In addition, the Department's database may include older manufactured homes no longer in existence due to being destroyed by a natural disaster, torn down due to the condition, or became uninhabitable, where the Department never received an application to record the manufactured home as salvage to remove it from the count.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Definition:**

The number of completed routine inspections conducted to inspect the anchoring and support systems of manufactured homes. The inspection 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 are excluded from the number reported, including instances when the home is identified as skirted, not accessible, or unlocatable, as well as when there is no unit at the location.

**Purpose:**

This measure provides a method for measuring the workload associated with routine installation inspections. This measure is important because it helps to ensure that the Department meets the statutory requirement to inspect at least 75 percent of manufactured home installations and provides actionable information to agency and state leadership on the agency's productivity.

**Data Source:**

Program staff extract data related to the number of routine installation inspections for a reporting period from the Manufactured Housing Division's Database.

**Output Measure:**

# Completed Non-routine Inspections

**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 may be initiated in response to concerns related to consumer complaints, used home habitability, SAA (State Administrative Agency for HUD) request, and retailer/installer monitoring.

**Purpose:**

This measure identifies the number of inspections that result from unusual or special circumstances. This information is important because non-routine inspections may identify defects or violations that are a safety concern that require immediate action to remedy or require licensees to provide further information to the Department to satisfy requirements under the statute and department rules.

**Data Source:**

Program staff extract data related to the number of non-routine inspections for a reporting period from the Inspector's Travel Voucher Database.

**Efficiency Measure**

Avg Cost per Routine and Non-routine Inspection

**Methodology:**

The number of routine installation inspections for a reporting period is a count of the routine installation inspections for the reporting period.

**Data Limitation:**

Texas statute requires TDHCA-MH to inspect at least 75% of manufactured home installations. This measure does not reflect the total number of manufactured home installations for a reporting period because the attempted inspections are not included.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Methodology:**

The number of completed non-routine inspections for a reporting period is a count of the completed non-routine inspections for the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Definition:**

The average cost to the Department to conduct or attempt inspections, including both routine and non-routine inspections, based on the total funds expended and encumbered during the reporting period. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to the operation of the inspection function.

**Purpose:**

This measure shows agency efficiency in the performance or attempted performance of an inspection. This measure is important to identify the financial impact that may assist in minimizing operational expenses and optimizing resource allocation.

**Data Source:**

Program staff extract data related to the volume of routine and non-routine inspections completed or attempted in a reporting period from the Manufactured Housing Division's database and the Inspector Travel Voucher database, respectively. Program staff extract data on the cost of completing or attempting inspections from the Department's Financial Division or Uniform Statewide Accounting System (USAS).

**Methodology:**

The average cost per routine and non-routine inspection is calculated by dividing the total costs associated with conducting or attempting routine and non-routine inspections by the total number of routine and non-routine inspections completed or attempted in the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Explanatory Measure:**

# Received Installation Reports

**Definition:**

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

**Purpose:**

This measure shows the total number of installation reports received by the Department, which may require a routine installation inspection. This measure is important because it helps the Department make resource allocation decisions associated with the requisite routine installation inspections, as well as provides agency leadership actionable insight on changes in the manufactured housing landscape in Texas.

**Data Source:**

Program staff extract data related to the number of installation reports received for a reporting period from the Manufactured Housing Division's Database.

**Methodology:**

The number of received installation reports for a reporting period is a count of the received installation reports for the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Higher than target

**New Measure:**

No

**Explanatory Measure:**

# Routine Installation Inspections w/ Deviations

**Definition:**

The number of installation inspections with documented deviations, including deviations found in the installation of stabilizing devices and anchoring and support systems. Inspections with multiple deviations count as one reported inspection with deviations.

**Purpose:**

This measure shows the extent to which manufactured homes subject to inspection are correctly installed. This measure is important in that it provides state and agency leadership actionable information on ways to ensure that manufactured homes are installed in a manner that prevents injury to consumers and the general public.

**Data Source:**

Program staff extract data related to the number of routine installation inspections with deviations for a reporting period from the Manufactured Housing Division's Database.

**Methodology:**

The number of routine installation inspections with deviations for a reporting period is a count of the routine installation reports with deviations for the reporting period.

**Data Limitation:**

Texas statute requires TDHCA-MH to inspect at least 75% of manufactured home installations. This measure does not reflect the total number of manufactured home installations with deviations for a reporting period, as not all installations are subject to inspection.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

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

### Output Measure:

# Resolved Complaints

#### Definition:

The number of complaints formally or informally resolved through disciplinary action by the Manufactured Housing Board, Executive Director, or the Department. Formal methods for compliant resolution include agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or other penalties on which the Manufactured Housing Board or Executive Director have acted. Informal complaints are those that are resolved without the need to pursue through a disciplinary action. Non-jurisdictional complaints closed as Dismissal for Lack of Jurisdiction (DISJ) are not included in this measure.

#### Purpose:

The measure shows the extent to which the Department is able to formally or informally resolve complaints and the workload associated with resolving these complaints. The measure is important because it provides actionable information to agency and state leadership concerning resource allocation decisions that best support the resolution of complaints.

#### Data Source:

**Program staff extract complaint outcome data from the Manufactured Housing Division's Database.**

#### Methodology:

The number of complaints formally or informally resolved in a reporting period is a count of the consumer complaints formally or informally resolved in the same reporting period.

#### Data Limitation:

No limitations.

#### Calculation Method:

Cumulative

#### Target Attainment:

Higher than target

#### New Measure:

No

### Efficiency Measure:

Avg Cost per Resolved Complaint

#### Definition:

The average cost to the Department to process, investigate, and resolve complaints based on the total funds expended and encumbered during the reporting period. Costs include department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function. Non-jurisdictional complaints closed as Dismissal for Lack of Jurisdiction (DISJ) are excluded from this measure.

**Purpose:**

The measure shows agency efficiency in resolving complaints. This measure is important to identify the financial impact that may assist in minimizing operational expenses and optimize resource allocation.

**Data Source:**

Program staff extract data related to the number of resolved complaints in a reporting period from the Manufactured Housing Division's database. Program staff extract data on the cost of resolving complaints from the Department's Financial Division or Uniform Statewide Accounting System (USAS).

**Methodology:**

The average cost per resolved complaint is calculated by dividing the total costs associated with resolving complaints by the total number of resolved complaints. Non-jurisdictional complaints closed as Dismissal for Lack of Jurisdiction (DISJ) are not included in this measure.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Efficiency Measure:**

Avg Time for Resolution of Complaint

**Definition:**

The average number of days to process, investigate, and resolve jurisdictional complaints. Non-jurisdictional complaints closed as Dismissal for Lack of Jurisdiction (DISJ) are not included in this measure.

**Purpose:**

This measure shows agency efficiency in processing, investigating, and resolving complaints. This measure is important because ensuring prompt complaint resolution helps to correct structural, installation, or warranty issues before they lead to further damage.

**Data Source:**

Program staff extract data related to the time to complaint resolution in a reporting period from the Manufactured Housing Division's Database.

**Methodology:**

The average number of calendar days to resolve jurisdictional complaints is calculated by dividing the sum of the number of days from complaint receipt to resolution for all resolved complaints by the number of resolved complaints.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

**Explanatory Measure:**

# Received Jurisdictional Complaints

**Definition:**

The number of complaints received in a reporting period that were within the agency's jurisdiction of statutory responsibility. Non-jurisdictional complaints (DISJ) are not included in this measure.

**Purpose:**

The measure provides a method for measuring the workload associated with processing, investigating, and resolving jurisdictional complaints. This measure is important because it helps the Department make resource allocation decisions associated with complaint resolution, as well as provides agency leadership actionable insight on changes in the manufactured housing landscape in Texas.

**Data Source:**

Program staff extract data related to the number of received complaints for a reporting period from the Manufactured Housing Division's Database.

**Methodology:**

The number of complaints received for a reporting period is a count of the complaints received for the reporting period.

**Data Limitation:**

No limitations.

**Calculation Method:**

Non-cumulative

**Target Attainment:**

Lower than target

**New Measure:**

No

## TDHCA Historically Underutilized Business Plan



## Mission

**TDHCA strives to include Historically Underutilized Businesses in all procurements. Opportunities are thoroughly reviewed to enable HUBs to participate in the Department acquisition of goods and services. TDHCA has specific Policies and Procedures for the Historically Underutilized Business Program as referenced in Texas Administrative Code, Title 10, Part 1, Chapter 1, Subchapter A, Rule §1.6. TDHCA also has a designated HUB Coordinator in accordance with Section 2161.062, Government Code.**

**State HUB participation goals have been achieved consistently by the Department, with a focus toward maintaining high goals in future acquisitions.**

## Agency Efforts

TDHCA continues to increase the use of HUBs by educating staff on procurement policy rules and procedures; through aggressively recruiting and educating prospective HUB businesses; assisting HUBs with the state HUB Certification program; and participation in Economic Opportunity Forums with other state entities, local and federal entities and elected officials. Through participation in these Forums, TDHCA has developed new vendor relationships and continues to pursue new avenues for HUB participation. TDHCA continually works to improve HUB participation goals and strives to exceed the previous year's goals for HUB and subcontracting of HUB vendors.

## Strategy

The following programs have been developed and are part of TDHCA's good faith effort to achieve these goals:

- ▶ HUB Orientation/Assistance Package
- ▶ Actively participate in EOFs enhancing the vendor knowledge of procurement opportunities at the Department.
- ▶ Utilization of the Electronic State Business Daily website provides opportunity to all HUBs and HUB subcontractors to acquire and participate in the Department's bid opportunities.
- ▶ Multiple Awards of single requisitions to enhance HUB vendor participation.
- ▶ Specifications, delivery dates, and guidelines are reasonable and concise.
- ▶ Ensuring that specifications and terms and conditions reflect the actual needs.
- ▶ Inclusion of possible NIGP Class/Items for vendors to explore for subcontracting opportunities.
- ▶ Ensuring subcontracting plans are appropriately and accurately included in services and commodities contracts of which the value exceeds \$100,000. Evaluating contractor compliance with subcontracting plans as applicable in contracts of \$100,000 or greater.

Output Measures

Agency Charge

The Texas Department of Housing & Community Affairs will continue its current efforts to obtain and utilize HUB vendors. We will participate and attend HUB Forums, as well as assist vendors in becoming familiar with the HUB Program and becoming certified. We will educate in-house staff in knowing the values and assets obtained by using HUB Certified vendors for our various Department requirements. We will also continue to cross-train procurement staff in HUB Reporting and have them attend Forums to enable them to meet directly with Certified HUBs. The Department is dedicated to providing as many opportunities to HUB Vendors as possible, and will continue to expand on our successes for Fiscal Year 2026 and 2027.

TABLE 1: HUB GOALS AND TDHCA PERFORMANCE

| Category                        | TDHCA Performance 2024 | TDHCA Performance 2025 | TDHCA Goals for 2026 |
|---------------------------------|------------------------|------------------------|----------------------|
| Heavy Construction              | N/A                    | N/A                    | 0                    |
| Building Construction           | N/A                    | N/A                    | 0                    |
| Special Trades Contracts        | N/A                    | N/A                    | 0.0%                 |
| Professional Services Contracts | N/A                    | N/A                    | 0                    |
| Other Services Contracts        | 49.82%                 | 32.73%                 | 26.00%               |
| Commodities Contracts           | 56.31%                 | 69.73%                 | 21.10%               |
| Grant Total HUB Participation   | 50.22%                 | 34.71%                 |                      |

TABLE 2: TDHCA PERFORMANCE - FISCAL YEAR 2024

| Category                        | TDHCA Performance Total Dollar Amount Spent | TDHCA Performance Total Dollar Amount Spent With HUBs | Percentage Spent with HUBs | TDHCA Goals for 2024 |
|---------------------------------|---------------------------------------------|-------------------------------------------------------|----------------------------|----------------------|
| Heavy Construction              | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Building Construction           | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Special Trades Contracts        | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Professional Services Contracts | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Other Services Contracts        | \$3,785,032                                 | \$1,885,555                                           | 49.82%                     | 26.00%               |
| Commodities Contracts           | \$249,921                                   | \$140,731.00                                          | 56.31%                     | 21.10%               |
| Grant Total HUB Participation   | \$4,034,953.00                              | \$2,026,286.00                                        | 50.22%                     |                      |

TABLE 3: TDHCA PERFORMANCE - FISCAL YEAR 2025

| Category                        | TDHCA Performance Total Dollar Amount Spent | TDHCA Performance Total Dollar Amount Spent With HUBs | Percentage Spent with HUBs | TDHCA Goals for 2025 |
|---------------------------------|---------------------------------------------|-------------------------------------------------------|----------------------------|----------------------|
| Heavy Construction              | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Building Construction           | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Special Trades Contracts        | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Professional Services Contracts | N/A                                         | N/A                                                   | N/A                        | 0                    |
| Other Services Contracts        | \$ 4072604                                  | \$1,333,092.00                                        | 32.73%                     | 26.00%               |
| Commodities Contracts           | \$306,802.00                                | \$186,945.00                                          | 60.93%                     | 21.10%               |
| Grant Total HUB Participation   | \$4,379,406.00                              | \$1,520,037.00                                        | 34.71%                     |                      |

## Schedule F: Workforce Plan



# TDHCA Workforce Plan

## Size and Composition of Workforce (Supply Analysis)

As of April 30, 2026, TDHCA had a total headcount of 348 employees, including 25 temporary federally funded Article IX employees. Tables 1–4 profile the Department's workforce. Key findings include:

- ▶ Approximately 37% of the Department's workforce is male and 62% female.
- ▶ Over 52% of the Department's workforce is over 50 years of age with 36% of the workforce having 16 or more years of state service.
- ▶ 63% of the workforce 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.
- ▶ 21% of TDHCA's workforce has 11–20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert.
- ▶ Employees with 21 years or more of tenure comprise 16% of the workforce and maintain an extensive institutional business knowledge base.

TDHCA's succession planning strategies include the transfer of institutional business knowledge and professional expertise to prevent or reduce disparities in knowledge and experience among staff and mitigate future program operational challenges.

## Workforce Breakdown

**Table 1: TDHCA Workforce Gender Profile**

|        | Number of Employees | Percent of Employees |
|--------|---------------------|----------------------|
| Male   | 131                 | 37.6%                |
| Female | 217                 | 62.4%                |

Source: Centralized Accounting and Payroll/Personnel System

**Table 2: TDHCA Workforce Age Profile**

|             | Number of Employees | Percent of Employees |
|-------------|---------------------|----------------------|
| Under 30    | 18                  | 5.2%                 |
| 30–39       | 46                  | 13.2%                |
| 40–49       | 101                 | 29.0%                |
| 50 – 59     | 109                 | 31.3%                |
| 60 and over | 74                  | 21.3%                |

Source: Centralized Accounting and Payroll/Personnel System

**Table 3: TDHCA Workforce Agency Tenure Profile**

|               | Number of Employees | Percent of Employees |
|---------------|---------------------|----------------------|
| 0–5 years     | 147                 | 42.2%                |
| 6–10 years    | 73                  | 21.0%                |
| 11–15 years   | 33                  | 9.5%                 |
| 16–20 years   | 40                  | 11.5%                |
| 21–25 years   | 26                  | 7.5%                 |
| Over 25 years | 29                  | 8.3%                 |

Source: Centralized Accounting and Payroll/Personnel System

**Table 4: TDHCA Workforce State Tenure Profile**

|               | Number of Employees | Percent of Employees |
|---------------|---------------------|----------------------|
| 0-5 years     | 111                 | 32.0%                |
| 6-10 years    | 77                  | 22.1%                |
| 11-15 years   | 36                  | 10.3%                |
| 16-20 years   | 44                  | 12.6%                |
| 21-25 years   | 33                  | 9.5%                 |
| Over 25 years | 47                  | 13.5%                |

Source: Centralized Accounting and Payroll/Personnel System

## TDHCA and Statewide Civilian Workforce

Table 5 compares the percentage of African American, Hispanic, and female employees at TDHCA as of April 30, 2026, to the statewide civilian workforce as reported by the Texas Workforce Commission's Civil Rights Division.

For most job categories, the proportion of the Department's workforce that identify as African American, Hispanic, and/or female is comparable to or greater than the statewide workforce statistic. However, African Americans and Hispanics are underrepresented in the Official/Administrator job category and Hispanics and females are underrepresented in the Technician category.

TDHCA is dedicated to building a qualified workforce and specifically targets recruitment resources such as community organizations and colleges that operate in or serve under-represented Equal Employment Opportunity (EEO) categories.

**Table 5: TDHCA and Statewide Employment Statistics**

| Job Category              | African American TDHCA | African American State | Hispanic American TDHCA | Hispanic American State | Females TDHCA | Females State |
|---------------------------|------------------------|------------------------|-------------------------|-------------------------|---------------|---------------|
| Officials/ Administrators | 6.3%                   | 9.1%                   | 21.9%                   | 26.5%                   | 43.8%         | 41.3%         |
| Professionals             | 15.4%                  | 11.7%                  | 37.3%                   | 23.3%                   | 68.1%         | 53.8%         |
| Technicians               | 29.7%                  | 15.3%                  | 24.3%                   | 36.7%                   | 29.7%         | 62.8%         |
| Para- Professionals       | 22.2%                  | N/A                    | 33.3%                   | N/A                     | 77.8%         | N/A           |
| Administrative Support    | 30.0%                  | 15.2%                  | 60.0%                   | 39.3%                   | 80.0%         | 73.7%         |
| Professionals             | 15.4%                  | 11.7%                  | 37.3%                   | 23.3%                   | 68.1%         | 53.8%         |
| Technicians               | 29.7%                  | 15.3%                  | 24.3%                   | 36.7%                   | 29.7%         | 62.8%         |
| Para- Professionals       | 22.2%                  | N/A                    | 33.3%                   | N/A                     | 77.8%         | N/A           |
| Administrative Support    | 30.0%                  | 15.2%                  | 60.0%                   | 39.3%                   | 80.0%         | 73.7%         |

Source: Centralized Accounting and Payroll/Personnel System and Texas Workforce Commission (TWC). TWC statistics extracted from "Civilian Workforce Composition Report, Fiscal Year 2024."

The January 2015 TWC EEO and Minority Hiring Practices Report stated 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 2025, the statewide turnover rate for full-time and part-time classified employees at state agencies was 15.4% excluding interagency transfers.

As shown in Table 6, TDHCA turnover rates have generally remained below the statewide average in recent years. In fiscal year 2025, the turnover rate increased to 12.1%, reflecting a 2.7% increase from the prior fiscal year, but still below the statewide rate of 15.4%.

While some fluctuation in turnover is expected, elevated turnover can result in increased costs associated with recruitment, onboarding, training, and diminished productivity during job vacancies and training periods. Although turnover may present some cost savings when higher-salaried employees are replaced with entry-level staff, the loss of experienced employees can impact operations through reductions in institutional knowledge and expertise.

**Table 6: TDHCA and State Agency Turnover Rates**

| Fiscal Year | TDHCA | State |
|-------------|-------|-------|
| 2025        | 12.1% | 15.4% |
| 2024        | 9.4%  | 16.5% |
| 2023        | 9.6%  | 18.7% |
| 2022        | 14.0% | 22.7% |
| 2021        | 8.6%  | 21.5% |

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2025

Turnover rates exclude interagency transfers

**Table 7: TDHCA 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 |
|------|---------|-------------------|--------------|--------------|----------------|----------------|---------------|
| 2025 | 44      | 9                 | 20           | 3            | 2              | 3              | 7             |
| 2024 | 35      | 13                | 11           | 4            | 3              | 2              | 2             |
| 2023 | 36      | 18                | 5            | 3            | 0              | 4              | 6             |
| 2022 | 49      | 21                | 10           | 3            | 2              | 5              | 8             |
| 2021 | 27      | 8                 | 2            | 1            | 4              | 1              | 11            |

Source: SAO E-Class. Data excludes interagency transfers

**Table 8: TDHCA Turnover by Age**

| FY   | # Terms | 20-29 Years | 30-39 Years | 40-49 Years | 50-59 Years | 60 and older |
|------|---------|-------------|-------------|-------------|-------------|--------------|
| 2025 | 44      | 6           | 9           | 2           | 12          | 13           |
| 2024 | 35      | 9           | 12          | 6           | 10          | 3            |
| 2023 | 36      | 2           | 7           | 8           | 9           | 6            |
| 2022 | 49      | 1           | 6           | 13          | 12          | 9            |
| 2021 | 27      | 3           | 3           | 8           | 7           | 7            |

Source: SAO E-Class. Data excludes interagency transfers

## Retirement Eligibility

Data obtained from the Centralized Accounting & Payroll/Personnel System (CAPPS) identifies projected retirement eligibility at TDHCA over the next five fiscal years.

Retirement eligibility among experienced staff represents an ongoing workforce consideration for the agency. A notable portion of the workforce will be eligible to retire within the next five years. The potential loss of institutional knowledge and technical expertise—particularly in key management and senior-level professional roles—combined with normal attrition underscores the importance of proactive workforce planning. TDHCA is focused on ensuring continuity of operations by preserving critical knowledge and preparing the next generation of leaders.

**Management continues to implement strategies to mitigate the impact of retirements and support knowledge transfer, including:**

- ▶ Employee development
- ▶ On-the-job training
- ▶ Leadership development
- ▶ Succession planning
- ▶ Cross-divisional training
- ▶ Mentoring

**Table 9: Projected TDHCA Retirements**

| Fiscal Year     | Projected Retirements | Percent of Total Agency Employees (FTE Budget of 332*) |
|-----------------|-----------------------|--------------------------------------------------------|
| 2026            | 56                    | 17.39%                                                 |
| 2027            | 9                     | 2.79%                                                  |
| 2028            | 12                    | 3.73%                                                  |
| 2029            | 10                    | 3.11%                                                  |
| 2030            | 8                     | 2.48%                                                  |
| Total Projected | 95                    | 29.50%                                                 |

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

\*Does not include Temporary federally funded Article IX employees

## Workforce Skills Critical to the Mission and Goals of the Agency

### Core Functions

TDHCA's ability to fulfill its mission depends on a workforce with specialized expertise across program operations, financial management, compliance, and technical disciplines. The following core functions represent the critical skill areas necessary to support agency programs and strategic objectives:

- ▶ Asset management and portfolio compliance
- ▶ Building inspection and weatherization
- ▶ Capital markets and bond financing
- ▶ Community services and program delivery
- ▶ Construction management and oversight
- ▶ Contract management and procurement oversight
- ▶ Data analysis and reporting
- ▶ Emergency response and disaster program management
- ▶ Environmental science
- ▶ Governmental accounting and financial reporting
- ▶ Information Systems, cybersecurity, and web administration
- ▶ Knowledge of federal regulations, including OMB requirements
- ▶ Loan closing, titling, and servicing
- ▶ Real estate transactions
- ▶ Legislative and governmental relations
- ▶ Program planning and administration
- ▶ Underwriting

## Critical Workforce Skills

While the agency has a highly skilled and capable workforce, certain core competencies are essential to effectively carry out its business functions and deliver a high level of customer service, including:

- ▶ Analytical, research, planning, and problem-solving skills
- ▶ Auditing
- ▶ Communication (verbal and written)
- ▶ Computer and technical skills, ranging from data entry to advanced information systems programming and database administration
- ▶ Customer service
- ▶ Financial management, financial analysis, and accounting
- ▶ Knowledge of the housing industry
- ▶ Information security analysis
- ▶ Inspection
- ▶ Investigation
- ▶ Leadership and management
- ▶ Legal analysis
- ▶ Legislative relations and bill tracking
- ▶ Knowledge of manufactured housing rules and regulations
- ▶ Marketing and public outreach
- ▶ Multilingual communication
- ▶ 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 utilize consultants and contract workers in areas where specialized expertise provides the most efficient and effective use of state resources. Divisions that anticipate the greatest ongoing use of consultants include Information Systems and Bond Finance.

### Information Systems

The Information Systems Division makes limited, targeted use of consultants to support approved capital budget projects and specialized software development efforts. In the current biennium, the Department utilizes eight contract developers and project managers to supplement internal resources.

These contracted resources support several key initiatives, including:

- ▶ Peoplesoft Financial development, maintenance, and support (1 contractor)
- ▶ Microsoft Access Consolidation project (3 contractors:  
2 developers and 1 project manager)
- ▶ Community Affairs software platform development (2 contractors)
- ▶ House Bill 21 (89R) software application development (1 contractor)
- ▶ Multifamily and Real Estate Analysis capital project management (1 contractor)

## Bond Finance

The Bond Finance Division utilizes a range of specialized consultants to support the issuance and management of mortgage revenue bonds and related financial activities. These consultants provide expertise in legal, financial, compliance, and market functions essential to the Department's single-family programs.

Types of consultants used include:

- ▶ **Bond Counsel:** Law firm(s) experienced in the issuance of mortgage revenue bonds and mortgage credit certificates
- ▶ **Disclosure Counsel:** Law firm experienced in securities law, particularly in disclosure requirements for securities issuers in private markets
- ▶ **Financial or Municipal Advisor:** Typically, an investment banking firm with expertise in mortgage revenue bond issuance, indenture analytics, and mortgage-backed securities
- ▶ **Interest Rate Swap Advisor:** Monitors interest rate swaps used to hedge single family mortgage revenue bonds
- ▶ **Investment Bankers:** Firms specializing in the underwriting, issuance, and sale of mortgage revenue bonds, and providing advice on financial structure and cash flows
- ▶ **Master Servicer:** Financial institution experienced in loan servicing for tax-exempt and taxable single family programs
- ▶ **Program Administrator:** Entity experienced in programmatic and tax compliance review for tax-exempt and taxable single family programs
- ▶ **Rating Agencies:** National rating agencies that analyze bond issues and assign ratings to indicate investment quality
- ▶ **TBA Provider:** Investment banking firm experienced in pooling and hedging mortgage-backed securities in the To-be-announced (TBA) market

## Future Workforce Profile (Demand Analysis)

In addition to the skills described in the "Workforce Skills Critical to the Mission and Goals of the Agency" section, the Department anticipates the need for the following:

- ▶ The Bond Finance Division may require additional in-house expertise over time to perform functions currently supported by consultants, which may necessitate new positions and specialized skill sets.
- ▶ The Legal Services Division continues to experience increasing demand for complex transactional work and rule development driven by evolving federal requirements and programmatic changes, including a need for advanced real estate expertise, deep knowledge of state and federal law, and strong drafting skills, as well as capabilities in contested case proceedings, loan restructurings, and bankruptcy matters.
- ▶ Program areas may require additional workforce flexibility and skill development to respond to Legislative changes that may impact the administration and delivery of agency programs, as well as require advanced data management and reporting capabilities.
- ▶ The Human Resources Division anticipates a need to strengthen core HR competencies, including professional certification, compensation analysis, recruitment strategies, program administration, and change management.
- ▶ Agencywide, additional emphasis may need to be placed on team building and the ability to adapt to evolving workplace and program demands.

## Anticipated Increase or Decrease in the Number of Employees Needed to Do the Work

### Anticipated Increases:

- ▶ Maintain current staffing levels to support ongoing operations
- ▶ Reallocate staff internally to address shifts in program funding and workload demands
- ▶ Continue to evaluate processes and implement efficiencies where possible
- ▶ Invest in training and succession planning to support workforce continuity
- ▶ Respond to potential increases in workload resulting from federal or state funding and legislative changes
- ▶ Anticipate a need for additional staff to support an expanding pipeline of multifamily transactions

## Gap Analysis

### Anticipated Surplus or Shortage of Employees/ Skills

Overall, the Department's workforce possesses the skills necessary to perform current business functions. However, over the next five years, the Department may experience skill gaps at the management and senior-level professional levels due to anticipated retirements and routine attrition.

Potential shortages have been identified in the following areas:

- ▶ The Bond Finance Division may experience gaps in specialized dataanalysis expertise and related skill sets.
- ▶ The Legal Services Division anticipates a shortage of qualified real estate professionals, particularly those with experience in HUD and LIHTC programs.
- ▶ The Information Systems Division continues to have a need for employees with expertise in Java (including a framework used at TDHCA), Oracle, APPX, PeopleSoft, Mitas, and technical support.
- ▶ The Department may experience gaps in executive leadership capacity due to potential retirements and turnover in key leadership roles, highlighting the need for continued focus on succession planning and leadership development.

## Strategy Development

TDHCA continues to prioritize employee training and development as a critical component of maintaining a high-performing workforce capable of carrying out the Department's mission and goals.

The workforce includes employees across multiple generations, each bringing different perspectives, communication styles, and expectations. As workforce demographics continue to evolve, TDHCA recognizes that a one-size-fits-all approach is not effective. The Department will continue to adapt its management, communication, and development strategies to support an age-diverse workforce and promote effective knowledge transfer and succession planning.

Compensation remains an important factor in recruitment and retention. While state agencies may face challenges competing with private-sector compensation, TDHCA continues to focus on offering a total employment value that includes meaningful work, work-life balance, professional development opportunities, and a supportive work environment. The Department will continue to evaluate compensation strategies and other incentives to attract and retain a qualified workforce.

## Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been identified:

**Gap:** Retain and Attract the Right Employees for the Job.

**Goal:** Attract and retain a competent workforce.

**Rationale:** Recruiting and retaining employees with the knowledge, skills, and abilities needed to perform effectively is essential to maintaining a high-performing workforce. In a competitive labor market, the Department must not only attract qualified candidates, but also recognize performance and provide meaningful development opportunities.

The Department will continue to develop employees who demonstrate the ability and interest to expand their skills and assume leadership roles, while also recruiting external candidates with specialized expertise as needed.

### Action Steps:

- ▶ Identify positions and job classifications with high turnover and implement targeted retention strategies
- ▶ Assess risk related to potential loss of institutional knowledge, particularly due to retirements in key positions
- ▶ Identify positions for succession planning, define required competencies, and develop internal staff while strengthening external recruitment efforts
- ▶ Provide training to develop critical workforce skills
- ▶ Expand cross-training and rotational opportunities across divisions
- ▶ Develop individual training and development plans to prepare employees for advancement
- ▶ Strengthen recruitment efforts through targeted outreach to the housing industry, colleges, universities, and professional organizations
- ▶ Support flexible work arrangements, including alternative work schedules and telework, where operationally feasible
- ▶ Provide opportunities for employees to participate in special projects and developmental assignments
- ▶ Adjust salaries within established pay ranges for critical or high-turnover positions, as appropriate
- ▶ Promote non-monetary recognition programs for exceptional performance
- ▶ Support employee wellness initiatives

**Gap:** Information Systems Staff with Advanced Technical Skills.

**Goal:** Strengthen technology capabilities to improve operational efficiency and service delivery

**Rationale:** Ongoing advancements in technology require continuous development of staff skills. Increasing demand for system enhancements to support program delivery and customer service requires a workforce with up-to-date technical expertise.

**Action Steps:**

- ▶ Provide ongoing training and development for Information Systems (IS) staff
- ▶ Anticipate system changes and align training with emerging technologies
- ▶ Expand cross-functional training within the IS Division
- ▶ Develop plans to support future enhancements to web-based programs

**Gap:** Develop a Competent, Well-Trained Workforce

**Goal:** Maintain a workforce equipped to effectively serve the Department's programs and stakeholders.

**Rationale:** Approximately 29% of the Department's workforce is projected to be eligible for retirement within the next five years. The potential loss of institutional knowledge and expertise underscores the importance of workforce development and succession planning.

Additionally, the Department's workforce continues to evolve, with employees bringing a range of backgrounds, experiences, and perspectives. Employees must be equipped to effectively collaborate and adapt to changing program and workplace demands.

**Action Steps:**

- ▶ Identify critical skills and competencies across divisions
- ▶ Provide management with tools and training to effectively lead a multi-generational workforce and support effective team performance
- ▶ Promote participation in the Department's tuition reimbursement program
- ▶ Identify employees with leadership potential and provide access to leadership development opportunities
- ▶ Expand access to online training resources and encourage utilization
- ▶ Encourage employees to pursue professional certifications relevant to their roles
- ▶ Regularly review workforce demographics to identify and address EEO gaps
- ▶ Incorporate job shadowing and knowledge transfer opportunities into employee development

## 2026 Report on Customer Service





## 2026 REPORT ON CUSTOMER SERVICE

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Prepared by the:

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May 2026

## 1.0 INVENTORY OF EXTERNAL CUSTOMERS

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For the purposes of the Report on Customer Service, external customers are identified as either Households or Organizations. These two groups are further described in Sections 1.1 and 1.2 of this report.

### 1.1 Households

Most TDHCA programs fund local organizations or developers that, in turn, serve individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household. In addition, a Household can contact TDHCA to file a complaint against an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the Manufactured Housing Division (MHD) has contact with these owners for title transfers, among other processes.

### 1.2 Organizations

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities.

## 2.0 2026 TDHCA CUSTOMER SERVICE SURVEY

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From April to May 2026, the Department conducted the TDHCA Customer Service Survey (the Survey). TDHCA used web-based survey software called Microsoft Forms to develop a survey that specifically asked respondents about the seven customer service areas listed in the Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2027 to 2031: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information, and overall satisfaction with the agency.

### 2.1 Survey Timeline

On April 10, 2026, TDHCA publicized the release of the survey through social media, email, the Department website, and Listservs. The survey was available for completion until May 10, 2026, at 5:00 p.m.

### 2.2 Survey Questions

The Survey contained demographic questions; 20 statements for Households and 18 statements for Organizations asking the respondent to rate TDHCA on each statement using a Likert scale; and one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey.

The Survey included demographic questions at the beginning to determine if it would be conducted in English or Spanish, the location of the respondent, the Customer Type, and the type of business conducted with TDHCA. The "Customer Type" statements divide respondents into two categories of customers: Households and Organizations. Respondents were directed to the appropriate Customer Type flow; for example, if they selected Household, they did not see the questions intended for organizations. The "Customer Location" and "Type of Assistance" questions allow for analysis of opinions of customers who have contact with certain TDHCA staff and what TDHCA region they are located. The "Housing or Community Affairs" and "Manufactured Housing" choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent agency 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 "Language Access" 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 from TDHCA and/or the property where I live.                                                       | Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.                                                |
| Web Site                  | The TDHCA public website contains the information I expect.                                                                                               | The TDHCA public website contains the information I expect.                                                                                               |
|                           | The TDHCA public website is easy to use.                                                                                                                  | The TDHCA public website is easy to use.                                                                                                                  |
|                           | The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).                                     | The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).                                     |
|                           | The TDHCA public website contains accurate information on programs, services, and events.                                                                 | The TDHCA public website 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.                                                                                                   |

2.3 Survey Marketing and Customers Surveyed

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

2.4 Response Rates

For the four weeks between April 10, 2026, and May 10, 2026, a link to the survey was visible on all pages of the TDCHA website that received a combined 188,261 unique visitors. A total of 44 survey respondents indicated that they heard about the survey through the TDHCA website.

3,741 followers of TDHCA's X (formerly known as Twitter) account and 8,300 followers of TDHCA's Facebook page potentially saw the survey announcement.

TDHCA emailed the survey announcement directly to 36,653 active email addresses on the TDHCA email list and to 1,880 active email addresses on its Manufactured Housing email list, for a total of 40,561 direct email recipients.

3.0 SURVEY RESULTS AND ANALYSIS OF FINDINGS

The Department received 186 responses to the survey electronically and an additional 13 were collected via paper surveys ("responses" defined as the number of respondents that answered all survey questions they were asked). 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; and
- 4. Advocates or other individuals/organizations interested in TDHCA programs that do not receive funds from TDHCA.

Table 2.4a: Survey Invitation Distribution

| Distribution Method                      | Number of Potentially Unique Survey Invitation Recipients | Percent of Total |
|------------------------------------------|-----------------------------------------------------------|------------------|
| Combined Visitors to TDHCA Website Pages | 188,261                                                   | 78.16%           |
| Social Media Followers                   | 12,041                                                    | 4.99%            |
| Direct Email Recipients                  | 40,561                                                    | 16.83%           |
| Total                                    | 240,863                                                   | 100.0%           |

3.1 SURVEY RESPONDENT DEMOGRAPHICS

Customer Type and Interest with TDHCA

TDHCA designated three customer types for the survey: (1) Individuals, (2) Organizations, and (3) Advocates or other individual interested in TDHCA programs that do not receive funds from TDHCA. Individuals include non-affiliated respondents who have had contact with TDHCA. Organizations include those businesses, government entities, and nonprofits that have had contact with TDHCA. Of all 199 responses, 105 (52.76%) respondents identified themselves as individuals for the purposes of this report while 59 (29.64%) respondents identified themselves as being affiliated with an organization. Lastly, 35 (17.58%) respondents identified themselves as being interested in TDHCA policies and programs or as advocates.

## Method of Outreach

At the end of the survey, respondents were asked how they heard about the TDHCA Customer Satisfaction Survey. All 199 respondents answered this question. Results of that question are in Figure 3.1a.

**Figure 3.1a: TDHCA All Customer Satisfaction Survey outreach question responses**

| Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select One. |           |     |
|-----------------------------------------------------------------------------------------|-----------|-----|
| Answer Choices                                                                          | Responses |     |
| Social Media (Facebook, Twitter)                                                        | 7.54%     | 15  |
| An Email from TDHCA                                                                     | 52.26%    | 104 |
| The TDHCA public website                                                                | 22.11%    | 44  |
| A telephone conversation with TDHCA staff                                               | 4.02%     | 8   |
| Other (please specify in the box below)                                                 | 14.07%    | 28  |
| Total Respondents                                                                       | -         | 199 |

## 3.2 INDIVIDUALS

The TDHCA Customer Satisfaction Survey offers different, but closely related questions, to both individuals and organizations. The following section analyzes responses given by individuals.

**Figure 3.2a Household/Individual Customer Type of Assistance Requested by Individuals from Housing and Community Affairs**

What type of Assistance did you receive or request? Check all that apply.

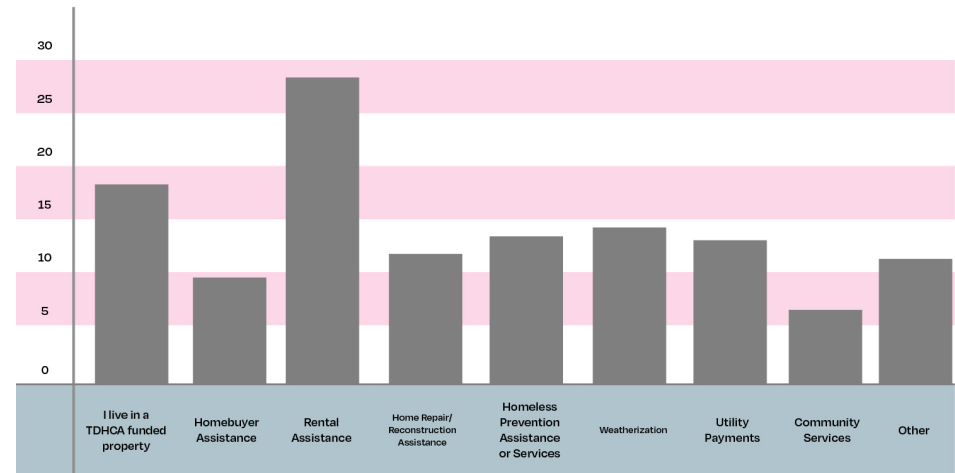


**Figure 3.2b Household/Individual Customer Type of Assistance Requested by Individuals from Manufactured Housing**

What contact have you had with the Manufactured Housing Division

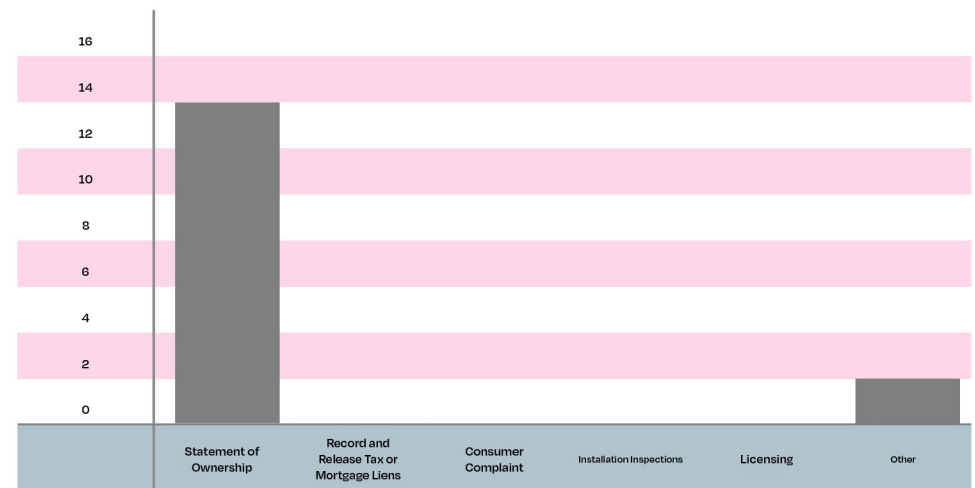


**Fig 3.2c Household/Individual Customer Satisfaction with TDHCA Direct Customer Service (Excluding Manufactured Housing Respondents)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)

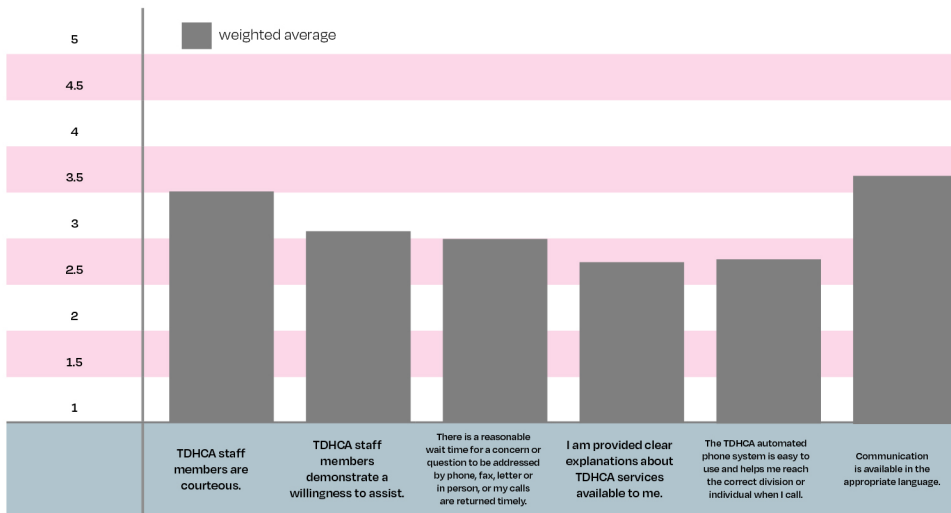


**Fig 3.2d Household/Individual Customer Satisfaction with TDHCA Direct Customer Service (Manufactured Housing Respondents Only)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)

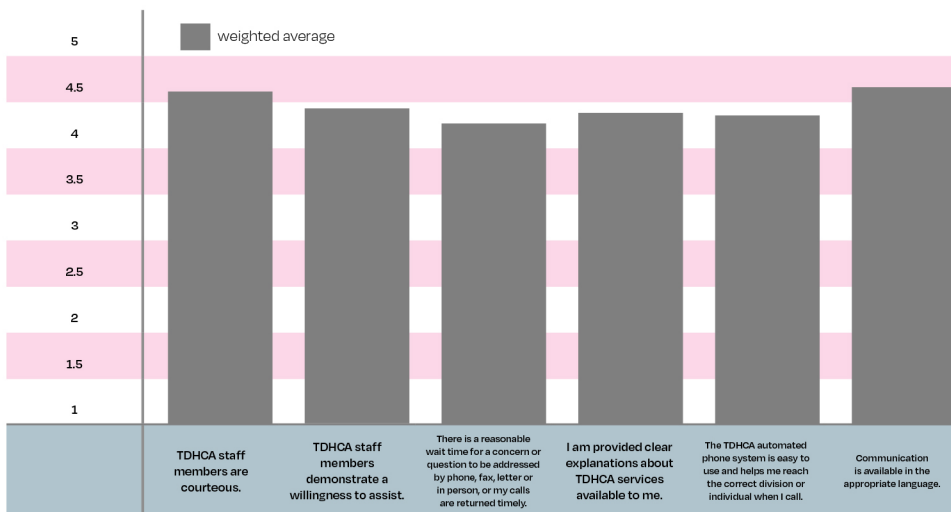


**Fig 3.2e Household/Individual Customer Satisfaction with TDHCA's Website and Informational Materials (Excluding Manufactured Housing Respondents)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)

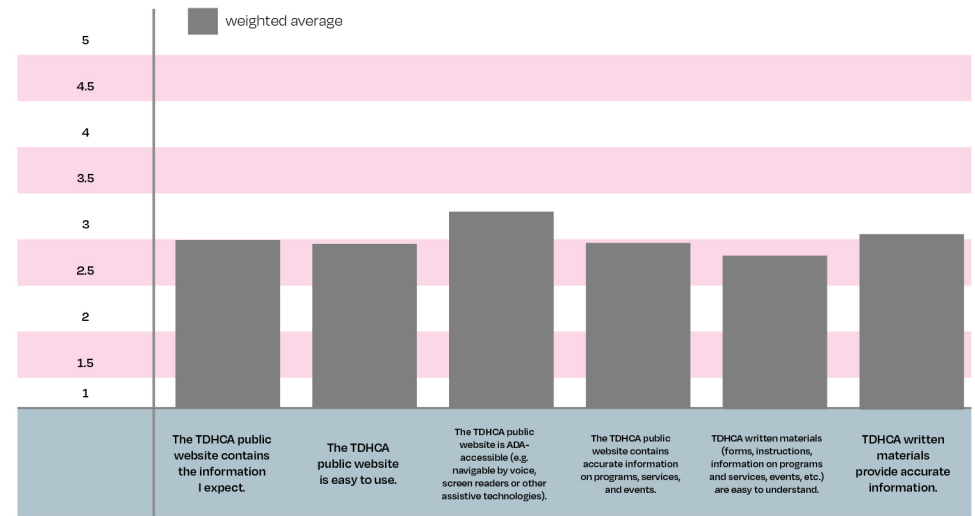


**Fig 3.2f Household/Individual Customer Satisfaction with TDHCA's Website and Informational Materials (Manufactured Housing Respondents Only)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)

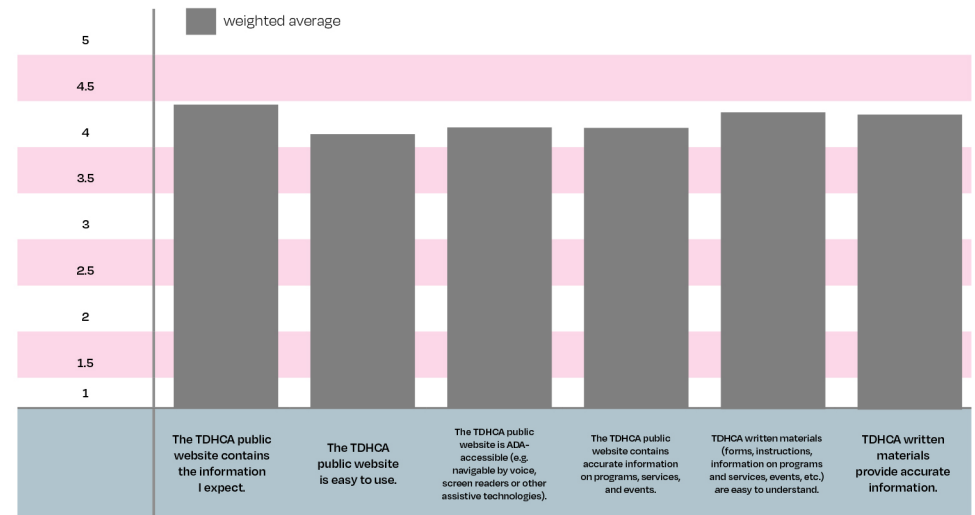


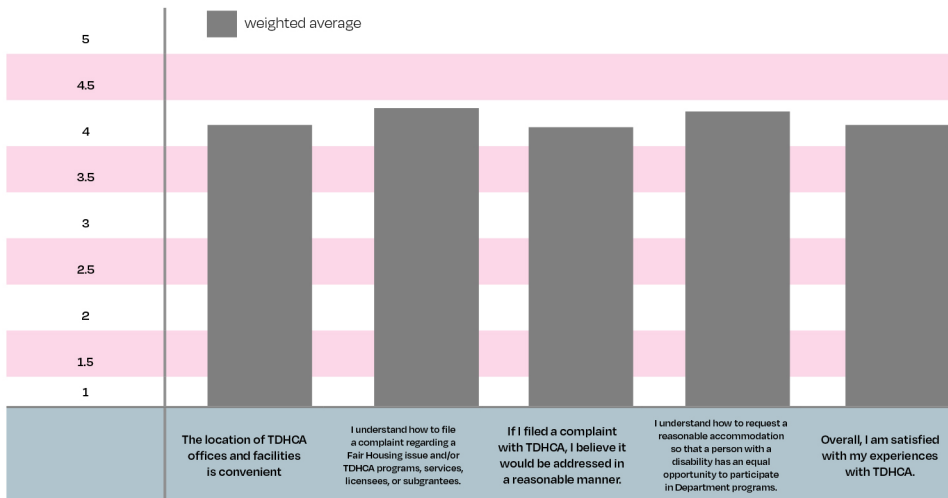
**Fig. 3.2g Household/Individual Customer Satisfaction with Miscellaneous Service Activities (Excluding Manufactured Housing Respondents)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)



**Fig. 3.2h Household/Individual Customer Satisfaction with Miscellaneous Service Activities (Manufactured Housing Respondents Only)**

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement)



Individuals generally reported a neutral view of TDHCA and a favorable view of the Manufactured Housing Division (MHD). Most questions received a weighted average around 3 (neutral) for TDHCA and 4 (Agree) for MHD. On average, respondents reported that they were overall just under neutral with their experiences with TDHCA. Among individuals, TDHCA scored higher than 3.0 for all but two questions about their direct customer service. TDHCA scored the highest for being courteous (3.4), and for communication being available in the appropriate language (3.6). Among individuals, the lowest weighted average was the their overall satisfaction with their experiences with TDHCA (2.7).

### 3.3 ORGANIZATIONS

In addition to individuals, TDHCA also serves local government, non-profit, and faith-based organizations across the state of Texas. If respondents selected that they were contacting TDHCA based on their affiliation with an organization, then they received a set of different, albeit related questions to the ones presented in section 3.2 Individuals.

#### Primary Interest with TDHCA

Respondents that were organizations or direct applicants were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance and B) Manufactured Housing Assistance. Of respondents, 183 (91.9%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 16 (8.04%) of respondents indicated that they were primarily interested in Manufactured Housing.

#### Type of Assistance Requested

Individual respondents were then placed into two groups depending on their primary interest in TDHCA: Housing and Community Affairs or Manufactured Housing. Each group was then asked to identify which programs or services at TDHCA that they work with.

**Fig 3.3a Most Frequently Worked with Housing and Community Affairs Programs**

| Please indicate the programs with which you work. Check all that apply.                                                                                     |           |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|
| Answer Choices                                                                                                                                              | Responses |        |
| Single Family HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed) | 12        | 20.34% |
| Amy Young Barrier Removal and Rehabilitation Program                                                                                                        | 3         | 5.08%  |
| Housing Tax Credit Program, Multifamily Bond Program, or Multifamily Direct Loan Program                                                                    | 23        | 38.98% |
| Section 811 Program                                                                                                                                         | 9         | 15.25% |
| Section 8 Housing Choice Voucher Program                                                                                                                    | 14        | 23.73% |
| Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field Offices                                                                     | 2         | 3.39%  |
| First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program                                           | 1         | 1.69%  |
| Emergency Solutions Grants Program or Homeless Housing and Services Program                                                                                 | 10        | 16.95% |
| Community Services Block Grant Program                                                                                                                      | 13        | 22.03% |
| Comprehensive Energy Assistance Program or Weatherization Assistance Program                                                                                | 12        | 20.34% |
| Other                                                                                                                                                       | 4         | 6.78%  |

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

**Fig 3.3b Most Frequently Contacted Manufactured Housing Services**

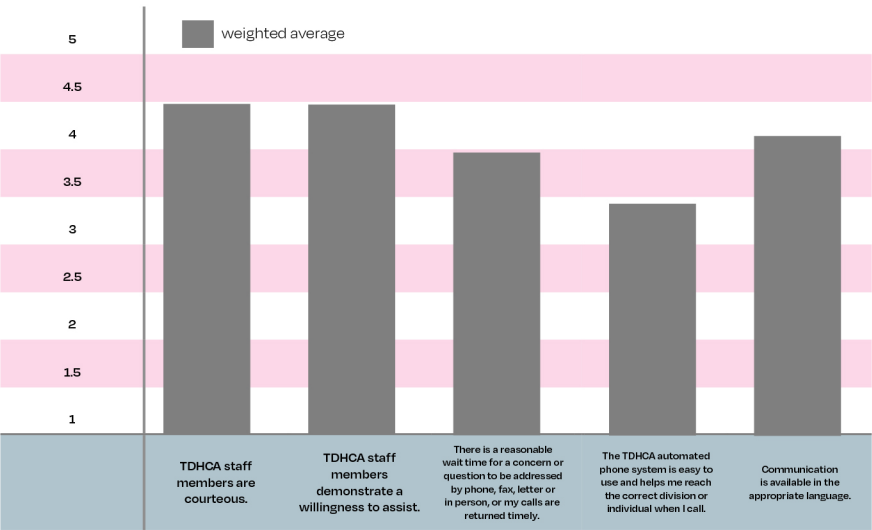
| Please indicate your business with the Manufactured Housing Division. Did you Receive training and/or an issuance of a license for one or more of the following? |           |        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|
| Answer Choices                                                                                                                                                   | Responses |        |
| Manufactured Housing Manufacturer                                                                                                                                | 0         | 0.00%  |
| Manufactured Housing Retailer                                                                                                                                    | 1         | 20.00% |
| Manufactured Housing Installer                                                                                                                                   | 1         | 20.00% |
| Manufactured Housing Broker                                                                                                                                      | 0         | 0.00%  |
| Manufactured Housing Salesperson                                                                                                                                 | 0         | 0.00%  |
| Other                                                                                                                                                            | 2         | 40.00% |

Customer Satisfaction

Organizational respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a Likert scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent.

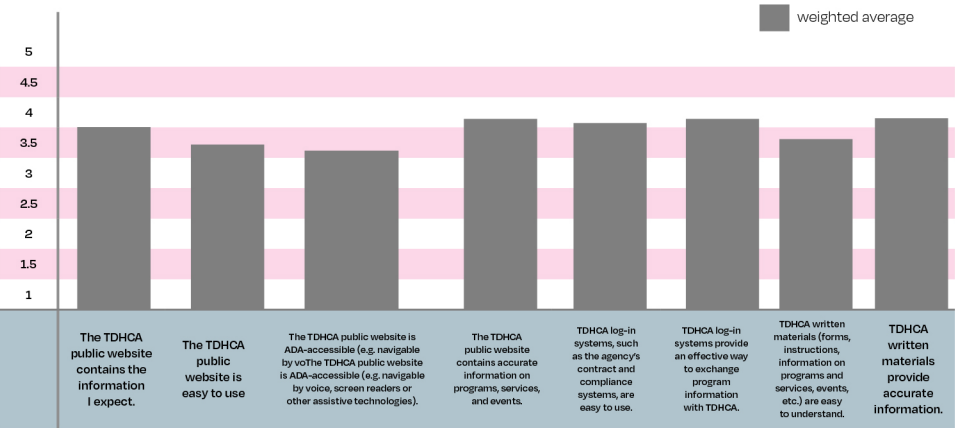
Fig. 3.3c Organizational Customer Satisfaction with TDHCA Direct Customer Service

Please rate the following statements on a scale from 1 (strongly disagree) to 5 (strongly agree).



3.3d Organizational Customer Satisfaction with TDHCA's Website and Informational Materials

Please rate the following statements on a scale from 1 (strongly disagree) to 5 (strongly agree).



### 3.3e Organizational Customer Satisfaction with Miscellaneous Service Activities

Please rate the following statements on a scale from 1 (strongly disagree) to 5 (strongly agree).



Organizations generally reported a favorable view of TDHCA. Most questions received a weighted average above 4 (Agree). On average, respondents reported that they were overall satisfied with their experiences with TDHCA (4.27). Among organizations, TDHCA scored higher than 4.0 for all but one question about their direct customer service and informational materials. TDHCA scored the highest for being courteous (4.47), for willingness to assist (4.46), and for the public website having accurate information about its programs (4.17). Among organizations, the lowest weighted average was the convenience of the location of TDHCA's office (3.44) followed by the automated phone distribution system (3.37).

### 3.4 Survey Changes

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey.

The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2027 to 2031 was included in the survey, along with other elements, which will be used internally. The main change TDHCA would make to the survey is to reach a more randomly-sampled population and a broader population, particularly with Manufactured Housing Division customers. Of the 199 respondents that fully filled out the survey, only 16 (8.04%) had contact with Manufactured Housing.

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 2028, TDHCA plans to continue electronic outreach via email, Web site, and social media. Increasing outreach to TDHCA-funded and monitored multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

TDHCA will use the results found in the 2026 Survey to determine where existing processes, procedures, and policies can be improved to increase customer satisfaction when interacting with TDHCA.

4.0 CUSTOMER SERVICE PERFORMANCE MEASURES

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the Report on Customer Service.

4.1 PERFORMANCE MEASURES

The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2025 performance and state fiscal year 2026 targets are included.

**GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and assistance.**

Strategy 2.1

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

Table 4.1a: Strategy 2.1

| Strategy Measure                                                  | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|-------------------------------------------------------------------|-------------|-------------|-----------|-------------|
| Number of information and technical assistance requests completed | 7,100       | 9,521       | 134.10%   | 7,750       |

**Explanation of Variance:** The Department received an elevated number of phone calls and emails due to increased inquiries about rental and utility assistance and continuing inquiries about temporary funding sources that are no longer operational.

**GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.**

Strategy 5.1

Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Table 4.1c: Strategy 5.1

| Strategy Measure                                                           | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|----------------------------------------------------------------------------|-------------|-------------|-----------|-------------|
| Number of manufactured housing statements of ownership and location issued | 58,000      | 56,254      | 96.99%    | 58,000      |

**Explanation of Variance:** This measure is within 5% of the targeted projection. No explanation of variance needed

Strategy 5.2

Conduct inspection of manufactured homes in a timely manner.

Table 4.1d: Strategy 5.2

| Strategy Measure                        | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|-----------------------------------------|-------------|-------------|-----------|-------------|
| Number of installation reports received | 15,000      | 16,544      | 110.29%   | 15,000      |

**Explanation of Variance:** This measure is over the targeted projection, which may be a result of an increase in home sales resulting in receiving more installation reports requiring an inspection attempt and enhanced enforcement procedures.

Strategy 5.3

To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 4.1e: Number of Complaints Resolved

| Strategy Measure #1           | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|-------------------------------|-------------|-------------|-----------|-------------|
| Number of complaints resolved | 650         | 745         | 114.62%   | 650         |

**Explanation of Variance:** There were more internal complaints opened which resulted in more closures because the Enforcement Section increased their effect to pursue licensees not submitting required Notices of Installation, Applications for Statements of Ownership, and not submitting required fees. These complaint files were resolved and closed as soon as fees and documentation were received with a follow up of administrative action as appropriate.

Table 4.1f: Average Time for Complaint Resolution

| Strategy Measure #2                   | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|---------------------------------------|-------------|-------------|-----------|-------------|
| Average time for complaint resolution | 180         | 54.28       | 30.16%    | 180         |

**Explanation of Variance:** The average time is under the targeted projection, which is desirable. The majority of complaints resolved are less complex cases, which keeps the resolution time low.

Table 4.1g: Number of Jurisdictional Complaints Received

| Strategy Measure #2                   | 2025 Target | 2025 Actual | % of Goal | 2026 Target |
|---------------------------------------|-------------|-------------|-----------|-------------|
| Average time for complaint resolution | 180         | 54.28       | 30.16%    | 180         |

**Explanation of Variance:** There were more internal complaints opened because the Enforcement Section increased their effect to pursue licensees not submitting required Notices of Installation, Applications for Statements of Ownership, and not submitting required fees.

4.2 STANDARD MEASURES

The following measures concern the Report on Customer Service.

Outcome Measures

1. Percent of surveyed customer respondents expressing overall satisfaction with services received

| 2024 Actual | 2026 Actual |
|-------------|-------------|
| 58.7%       | 41.21%      |

**Explanation:** This percentage is calculated based on the survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA. 31.66% of Respondents answered as N/A meaning they gave no response, but all respondents provided an answer to the question. Compared to 2024 when 78% of respondents skipped the question or answered N/A.

Output Measures

1. Number of customers surveyed

| 2024 Actual | 2026 Actual |
|-------------|-------------|
| 404         | 199         |

**Explanation:** Total number of individuals who started but did not complete the survey. In 2026, respondents had to complete the entire survey for their responses to be counted. Partial submissions were not accepted leading to a lower rate of response.

2. Number of customers served

| 2024 Actual | 2025 Actual |
|-------------|-------------|
| 577,826     | 570,463     |

**Explanation:** This category includes all households/individuals receiving assistance from TDHCA. These figures are derived from the State Low Income Housing Plan (SLIHP), performance measures, and internal data. They may include double counting.

Table 4.2b: Targeted Beneficiaries

| Targeted Beneficiaries                              | SFY 2024 | SFY 2025 |
|-----------------------------------------------------|----------|----------|
| Single Family Homeownership                         | 6,084    | 6,595    |
| HOME Investment Partnerships Program                | 1,655    | 1,219    |
| Housing Trust Fund                                  | 103      | 94       |
| 9% Housing Tax Credits                              | 2,773    | 3,783    |
| 4% Housing Tax Credits                              | 10,477   | 10,588   |
| Multifamily Bond Funds*                             | 0        | 0        |
| Section 8 Housing Choice Voucher Program            | 1,552    | 1,064    |
| Section 811 Project Rental Assistance Program       | 440      | 506      |
| Emergency Solutions Grant Program                   | 36,702   | 33,928   |
| Community Services Block Grant                      | 266,195  | 246,458  |
| Comprehensive Energy Assistance Program             | 128,900  | 137,974  |
| Weatherization Assistance Program                   | 2,595    | 2,066    |
| Homeless Housing and Services Program               | 10,777   | 5,340    |
| Unique complaints received by TDHCA**               | 1,866    | 1,805    |
| Public Assistance Requests Handled***               | 10,744   | 9,521    |
| Colonia SHC Beneficiaries                           | 25,057   | 35,979   |
| Manufactured Housing Statements of Ownership issued | 55,590   | 56,254   |
| Manufactured Housing Inspections Conducted          | 15,697   | 16,544   |
| Manufactured Housing Complaints Received            | 619      | 745      |
| TOTAL                                               | 577,826  | 570,463  |

\*Targeted beneficiaries of the MF Bond Program also received assistance through the 9% and 4% HTC Programs. In order to avoid double counting as much as possible, targeted beneficiaries served through MF Bond only appear in the 9% or 4% tax credit row.

\*\*'Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints related to TRR, it does include Complaints received by the Department that were not in the Department's Jurisdiction but technical assistance (TA) and resources were provided.

\*\*\*Public Assistance requests handled is inclusive of TA and resources provided to complaints in which the Department did not have jurisdiction.

## Efficiency Measure

## Cost per customer surveyed

| 2024 Actual | 2026 Actual |
|-------------|-------------|
| \$4.66      | \$7.53      |

**Explanation:** The cost of the Department's Microsoft 365 subscription includes Microsoft Forms for all employees and is not a onetime cost therefore the cost for this service is not calculated.

The Customer Service Report took approximately 50 hours of staff time to develop, administer, and analyze. At an average of \$30 per hour, this is approximately \$1,500. The total cost of the survey was \$1,500.00. Per customers that took the survey (199), this total is \$7.53 per survey.

## Explanatory Measures

Number of customers identified

Table 4.2c: Customers Identified

| Targeted Beneficiaries                       | 2024      | 2025      |
|----------------------------------------------|-----------|-----------|
| Households with incomes at or below 80% AMFI | 4,174,678 | 4,280,667 |
| Number of Manufactured Housing Units         | 1,048,636 | 1,066,279 |
| TOTAL                                        | 5,223,314 | 5,346,946 |

**Explanation:** TDHCA primarily serves households with incomes at or below 80% Area Median Family Income (AMFI). All of this population could be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas could potentially need the services of the TDHCA Manufactured Housing Division. These figures are pulled from the 2025 and 2026 SLIH Ps, though the data are from the 2017-2021 Comprehensive Housing Affordability Strategy (CHAS) survey data and 2018-2022 CHAS survey data, respectively, and information from the Manufactured Housing Division website. They may include double counting. A manufactured or mobile home is defined by HUD and the Census Bureau as a moveable dwelling, 8 feet or more wide and 40 feet or more long, designed to be towed on its own chassis, with transportation gear integral to the unit when it leaves the factory, and without need of a permanent foundation.

**Table 4.2d: Number of customer groups inventoried**

| 2024 Actual | 2026 Actual |
|-------------|-------------|
| 2           | 2           |

**Explanation:** The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees). While one additional customer group was identified as part of the survey (Advocates or other individuals/organizations interested in TDHCA programs that do not receive funds from TDHCA), the results of those responses are not included in this report so they are not noted as being inventoried.

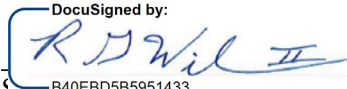


CERTIFICATE

Texas Department of Housing and Community Affairs

Pursuant to Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the artificial intelligence training required pursuant to the Texas Government Code, Sections 2063.103 and 2063.104.

Executive Director

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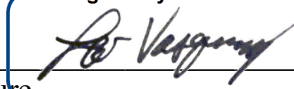
Robert Wilkinson  
Printed Name

Executive Director  
Title

June 1, 2026  
Date

120

Board Chair

Signed by:  
  
Signature 2D55CEA53DCD41A...

Leo Vasquez  
Printed Name

Chairman  
Title

June 1, 2026  
Date