

# **AUDIT AND FINANCE COMMITTEE MEETING BOOK OF MAY 24, 2018**



**Sharon Thomason, Chair  
Paul Braden, Member  
Asusena Reséndiz, Member  
Leo Vasquez, III, Member**

**TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS  
AUDIT AND FINANCE COMMITTEE MEETING**

**AGENDA  
7:00 AM  
MAY 24, 2017**

**JOHN H. REAGAN BUILDING  
JHR 140, 105 W 15<sup>TH</sup> STREET  
AUSTIN, TEXAS 78701**

<b>CALL TO ORDER, ROLL CALL</b>	<b>Sharon Thomason, Chair</b>
<b>CERTIFICATION OF QUORUM</b>	<b>Sharon Thomason, Chair</b>

The Audit and Finance Committee of the Governing Board of the Texas Department of Housing and Community Affairs ("TDHCA") will meet to consider and may act on any of the following:

**ACTION ITEMS:**

<b>ITEM 1:</b> Presentation, discussion, and possible action to Approve the Audit Committee Minutes Summary for March 22, 2018	Mark Scott Director of Internal Audit
<b>ITEM 2:</b> Presentation, Discussion, and Possible Action on the Agency Strategic Plan for Fiscal Years 2019-23	Michael Lyttle Chief of External Affairs
<b>ITEM 3:</b> Presentation, Discussion, and Possible Action regarding Policy Items for Inclusion in the Legislative Appropriations Request for State Fiscal Years 2020-21	Michael Lyttle Chief of External Affairs

**REPORT ITEMS:**

<b>1.</b> Internal audit of Emergency Solutions Grants (ESG) Program	Mark Scott Director of Internal Audit
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**PUBLIC COMMENT ON MATTERS OTHER THAN ITEMS FOR WHICH THERE WERE POSTED AGENDA ITEMS.**

**EXECUTIVE SESSION**

The Committee may go into Executive Session (close its meeting to the public) on any agenda item if appropriate and authorized by the Open Meetings Act, Tex. Gov't Code, Chapter 551 and under Tex. Gov't Code, §2306.039.
1. Pursuant to Tex. Gov't Code, §551.074 the Audit Committee may go into Executive Session for the purposes of discussing personnel matters including to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee.
2. Pursuant to Tex. Gov't Code, §551.071(1) the Committee may go into executive session to seek the advice of its attorney about pending or contemplated litigation or a settlement offer.
3. Pursuant to Tex. Gov't Code, §551.071(2) the Committee may go into executive session for the purpose of seeking the advice of its attorney about a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Tex. Gov't Code, Chapter 551.
4. Pursuant to Tex. Gov't Code, §2306.039(c) the Committee may go into executive session to receive reports from the Department's internal auditor, fraud prevention coordinator, or ethics advisor regarding issues related to fraud, waste, or abuse.

## **OPEN SESSION**

If there is an Executive Session, the Committee will reconvene in Open Session and may take action on any items taken up in Executive Session. Except as specifically authorized by applicable law, the Audit Committee may not take any actions in Executive Session.

## **ADJOURN**

To access this agenda and details on each agenda item in the board book, please visit our website at [www.tdhca.state.tx.us](http://www.tdhca.state.tx.us) or contact Mark Scott, TDHCA Internal Audit Director, 221 East 11th Street Austin, Texas 78701-2410, 512.475-3813 and request the information.

Individuals who require auxiliary aids, services or sign language interpreters for this meeting should contact Terri Roeber, ADA Responsible Employee, at 512-475-3959 or Relay Texas at 1-800-735-2989, at least three (3) days before the meeting so that appropriate arrangements can be made.

Non-English speaking individuals who require interpreters for this meeting should contact Elena Peinado, 512-475-3814, at least three (3) days before the meeting so that appropriate arrangements can be made.

Personas que hablan español y requieren un intérprete, favor de llamar a Elena Peinado, al siguiente número 512-475-3814 por lo menos tres días antes de la junta para hacer los preparativos apropiados.

## **NOTICE AS TO HANDGUN PROHIBITION DURING THE OPEN MEETING OF A GOVERNMENTAL ENTITY IN THIS ROOM ON THIS DATE:**

Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun.

De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta.

Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly.

De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista.

**NONE OF THESE RESTRICTIONS EXTEND BEYOND THIS ROOM ON THIS DATE AND DURING THE MEETING OF THE AUDIT COMMITTEE OF THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS.**

# ACTION ITEMS

1

**AUDIT AND FINANCE COMMITTEE ACTION REQUEST**

**INTERNAL AUDIT DIVISION**

**May 24, 2018**

Presentation, discussion and possible action on Audit and Finance Committee Meeting Minutes Summary for March 22, 2018.

**RECOMMENDED ACTION**

**RESOLVED**, that the Audit and Finance Committee Meeting Minutes Summary for March 22, 2018 are hereby approved as presented.

**MINUTES OF THE AUDIT AND FINANCE COMMITTEE MEETING  
OF THE GOVERNING BOARD OF THE  
TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**

On Thursday, March 22, 2018, at 7:30 a.m. the meeting of the Audit and Finance Committee (the "Committee") of the Governing Board (the "Board") of the Texas Department of Housing and Community Affairs ("TDHCA" or the "Department") was held in the John H. Reagan Building, Room JHR 140, at 105 W 15<sup>th</sup> street, Austin, Texas. Sharon Thomason presided over the meeting, and Mark Scott served as secretary. Committee members Sharon Thomason, Paul A. Braden, Asusena Resendiz, and Leo Vasquez were in attendance and represented a quorum for the committee meeting.

The first action item on the agenda was approval of the minutes of the December 14<sup>th</sup>, 2017 meeting of the Committee. Minutes were adopted as presented, and were approved.

The second action item, presentation by the State Auditor's Office (SAO) of their audit of the TDHCA financial statements. Mr. Scott introduced the SAO representative Sarah Puerto.

Ms. Puerto started her presentation after thanking TDHCA staff for their cooperation during the audit. She said that on December 20<sup>th</sup>, 2017 they issued a report unmodified opinion on the Department's fiscal year 2017 basic financial statement, Revenue Bond Program Enterprise Fund financial statements, and the computation of unencumbered funds balances at the Housing Finance Division. They also issued a report on compliance with the Public Funds Investment Act and a report on internal control over financial reporting. The team did not find any material weaknesses in internal control over financial reporting or any noncompliance in laws or regulations that materially affected the financial statement. The previous two reports issued by SAO were on September 11<sup>th</sup> and 26<sup>th</sup> of 2017.

The Committee voted to recommend that the full Board approve the SAO audit report. Mrs. Thomason moved then to the next agenda item; report on Intern Audit review of Bond Finance program's internal control and processes.

Mr. Scott presented the Internal Audit report of the Bond Finance program. The program administers mortgage revenue bonds which provide below market loans for lower income housing needs. The internal audit focused on the bond program's internal processes and controls. The report included a recommendation for desk reviews of E-housing records in the years that site visits are not conducted, and management agreed to implement the recommendation. Mr. Scott also pointed out that the notes to the financial statements beginning on page 56 of the Committee book provide good information on the bond program as well.

Mr. Scott paused for any questions. Mr. Braden asked if this audit was only for single-family mortgage. Mr. Scott said that the focus was on the single family and that single family is where most of the process and controls are. He also added that this was the first internal audit of the Bond

program, therefore by necessity; it was kind of an exercise in mapping the program and the controls. The SAO does a good job on the financial statement audit of the program.

Next item on the agenda was the report on recent external audit activity. Mr. Scott said that TDHCA is included as part of the statewide audit of the State's financial statements and the State's compliance with federal program rules. This was conducted by the SAO and KPMG, and their 2017 report was issued on February 28, 2018. Another external audit was by Health and Human Services (HHS) on LIHEAP. The report was issued in January 2018 for the review that was conducted in 2016 by Federal HHS program monitors of the LIHEAP program. HHS noted issues related to LIHEAP reporting and also addressed TDHCA monitoring of sub-recipients.

HHS also performed review of the Community Service Block Grants (CSBG) in 2016 and issued the report in January 2018. The report included an instance related to staffs at Northeast Texas Opportunities (NETO) who were indicted. TDHCA had notified SAO and also office of Inspector General at the Federal level of the issue.

Mr. Vasquez inquired about monitoring process going forward in regard to reviewing those outside groups. Mr. Scott explained the process of Monitoring site visits and reviews over the Sub-recipients by Compliance Monitoring division. Mr. Irvine provided further explanation of the issues and the actions that have been taken so far. He also talked about the challenges of collecting high disallowed costs since most of the entities are thinly capitalized and run usually on federal programs that do not provide for profit opportunities.

With no other questions Mrs. Thomason concluded the meeting at 7:47am.



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**AUDIT AND FINANCE COMMITTEE ACTION ITEM**

**EXTERNAL AFFAIRS**

**MAY 24, 2018**

Presentation, discussion, and possible action on the Agency Strategic Plan for Fiscal Years 2019-23

**RECOMMENDED ACTION**

**WHEREAS**, Tex. Gov't Code §2056.002 requires all state agencies to conduct a comprehensive strategic planning process which produces a formal document that communicates its goals, directions, and outcomes to the Governor and the Legislature, client and constituency groups, and the public;

**WHEREAS**, the *Instructions for Preparing and Submitting Agency Strategic Plans for Fiscal Years 2019 to 2023*, issued jointly by the Office of the Governor ("OOG") and the Legislative Budget Board ("LBB") were released on March 7, 2018; and

**WHEREAS**, the Department has prepared the Agency Strategic Plan for Fiscal Years 2019-2023 in accordance with the instructions and utilizing required format;

**NOW, therefore, it is hereby**

**RESOLVED**, that the Agency Strategic Plan for Fiscal Years 2017-2021, in the form presented to this meeting, is hereby approved; and

**FURTHER RESOLVED**, that the Executive Director and his designees and each of them be and they hereby are authorized, empowered, and directed, for and on behalf of the Department to file and distribute such plan, together with such grammatical and non-substantive technical corrections as they may deem necessary or advisable, to the appropriate legislative and oversight offices.

**BACKGROUND**

Strategic planning is a statutorily directed process to ensure effective long-range planning and to maximize the efficient use of state resources in service to the agency's core mission. The instructions issued to state agencies on March 7, 2018, reflected a streamlined process implemented by the OOG and the LBB to enable agency leadership to be more concise in developing a strategic vision, agency goals, and action items to achieve those goals. Within the plan, an agency outlines efforts to ensure that program and services are accountable to the taxpayer and run in an efficient, effective, customer-friendly, and transparent manner. The plan includes a section in which state agencies identify impediment and redundancies found in state

programs, statute, and regulations that result in inefficient or ineffective agency operations. State agencies are also to identify those impediments and redundancies that specifically affect an agency's ability to respond to natural disasters. Supplemental schedules found in previous strategic plans that are included in the new strategic plan are the agency's goals and strategies, performance measure definitions, a report on TDHCA's utilization of historically underutilized business, a customer satisfaction report, and a workforce plan. Please note that not all supplementary schedules are currently available for this Board item and some may be posted late. TDHCA submitted requested changes to the goals and strategies found in its budget structure and its performance measures to the OOG and LBB on March 29, 2018, and is awaiting approval from these offices. As reflected in a Board Report Item, the customer service plan is due to the OOG and LBB on June 1, 2018.

By June 8, 2018, the Agency Strategic Plan must be submitted to the Governor; Lieutenant Governor; Speaker of the House; Comptroller of Public Accounts; State Auditor; Sunset Advisory Committee; House Committee on Appropriations; Senate Committee on Finance; Governor's Office of Budget, Planning and Policy; Legislative Budget Board; Texas State Library; Legislative Reference Library; and the Department of Information Resources.

*Attachment:*

Agency Strategic Plan Fiscal Years 2019 to 2023

# AGENCY STRATEGIC PLAN



**Fiscal Years 2019 to 2023**

**By**

**THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**

<b>Board Member</b>	<b>Term</b>	<b>Home Town</b>
J.B. Goodwin, Chair	05/12/2017 – 01/31/2021	Austin, TX
Leslie Bingham Escareño, Vice Chair	04/17/2013 – 01/31/2019	Brownsville, TX
Asusena Reséndiz	05/02/2017—01/31/2019	Petersburg, TX
Sharon Thomason	05/02/2017—01/31/2021	Wolfforth, TX
Paul Braden	05/02/2017—01/31/2023	Dallas, TX
Leo Vásquez III	05/02/2017—01/31/2023	Houston TX

**June 8, 2018**

SIGNED:

\_\_\_\_\_  
Timothy K. Irvine, Executive Director

APPROVED:

\_\_\_\_\_  
J.B. Goodwin, Board Chair



**TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**  
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**AGENCY STRATEGIC PLAN FOR 2019-2023  
TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**

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## **TDHCA Mission**

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

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

Ensuring compliance with the many state and federal laws that govern housing programs is another important part of the Department's mission. This ensures that TDHCA's housing portfolio is being well maintained and correctly operated, that program funds are being compliantly and effectively administered, and that any misuse of those resources is identified and addressed.

TDHCA, chiefly through its community action network, provides important services to Texans who qualify based on their income level and, through its subrecipients provides affordable housing assistance as well. The Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

## **Agency Operational Goal and Action Plan**

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

## **Specific Action Items to Achieve Your Goal**

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

## **Describe How Your Goal or Action Item Supports Each Statewide Objective**

1. Accountable to the tax and fee payers of Texas

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

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

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

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

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

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

4. Providing excellent customer service

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

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

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



## **Describe Any Other Considerations Relevant to Your Goal or Action Item**

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

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

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

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

## Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.001
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Does not clearly designate TDHCA as a public housing authority ("PHA"). As this is sometimes questioned by the U.S. Department of Housing and Urban Development ("HUD"), it could impact the Department's ability to continue to serve approximately 900 households per year through its Section 8 Housing Choice Voucher Program.
Provide Agency Recommendation for Modification or Elimination	Add another numbered purpose clause stating: "serve as a public housing authority to provide access for the Department to more affordable housing options"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	While TDHCA is already a PHA, the recommended change would state this unambiguously and thereby help ensure that the federal funding agency (HUD) does not have a basis for which to withdrawal PHA status.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.001(6)(B) and (C)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	All of B is duplicated again in C. Also in C, it has "including hunger" in terms of working to address homelessness issues. TDHCA at one time received federal hunger assistance funds, but has not had resources to provide any hunger-related activities in years.
Provide Agency Recommendation for Modification or Elimination	Delete B, and then in C delete "including hunger"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language from statute related to activity for which TDHCA no longer has the appropriate resources. This decreases the likelihood of there being an expectation sometime in the future that TDHCA provide the service/program despite lack of resources and removes confusion related to this matter.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.004(3)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.004(3) provides the definition of Contract for Deed ("CFD") within TDHCA's statute. This definition is inconsistent with provisions related to CFDs found in House Bill ("HB") 311, 84th Texas Legislature, which may cause confusion in administering programs serving households who originally purchased property through a contract for deed. Specifically, HB 311 changed the definition of "executory contracts" in Property Code such that the following is true: 1) CFDs now transfer title to

	the purchaser before the contract-for-deed is fully paid off. 2) While title is provided to purchaser, the seller can still retain a lien on the property at the same terms of the original contract.
Provide Agency Recommendation for Modification or Elimination	Amend to ensure that it conforms with HB 311 and to make clear in the definition that “contracts for deed” mean the same as “executory contracts” in order to avoid confusion elsewhere in Chapter 2306.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Will provide clarity and therefore greater efficiency in efforts to serve colonia residents who may have purchased property using a contract for deed.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code Subchapter C, §2306.053(b)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	TDHCA operates a significant utility payment assistance program – Comprehensive Energy Assistance Program (“CEAP”). Occasionally the Department faces situations where it has concerns with the entities providing CEAP assistance (possible fraud, disallowed costs, mismanagement of funds) but simply turning off the flow of funds while issues get resolved harms the households receiving the utility assistance. While the Department most likely has the authority to obligate subrecipients contractually, to enter into a trustee relationship, TDHCA suggests adding a clause in the Department Powers and Duties that provides TDHCA the explicit power to establish a Trustee for subrecipients, when needed to ensure ongoing delivery of services or assistance to clients which will help the Department efficiently use its funds and help Texans.
Provide Agency Recommendation for Modification or Elimination	Add to (b), “establish requirements for subrecipients to enter into Trustee relationships to ensure ongoing delivery of services to households.”
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This provides greater efficiency and limits the harm and delays that households may face.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code §2306.0723
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Because the State Low Income Plan (“SLIHP”) is not a “state agency statement of general applicability that implements, interprets or prescribes law or policy” and the Department never has a need or intention to enforce the report against anyone, it should not be a rule. The statute creates unnecessary rule-making work for TDHCA staff. TDHCA would continue to present the SLIHP for public comment/roundtable discussion and Board approval.
Provide Agency Recommendation	Eliminate statute requiring the SLIHP to be a rule.

for Modification or Elimination	
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlines the SLIHP approval process and removes the improper designation of the SLIHP as a rule.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.0985 (Recovery of Funds from Certain Subdivisions)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This provision should have been removed from TDHCA's statute when the Community Development Block Grant ("CDBG") Program was transferred from TDHCA in 2001 through House Bill 7, 75th Texas Legislature, Regular Session. Please note that Section 2306.098 referred to in subsection (f) does not exist as it related to the Community Development Block Grant Program.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes expectation that TDHCA undertake activity referred to in another portion of statute.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1071
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Definition of first time homebuyer for the Department's First Time Homebuyer Program ("FTHB"). Statute defines FTHB as being a Texas resident who has not owned a home in the last three years - without any other flexibility. However, under the Department's Taxable Mortgage Program ("TMP") TDHCA is also serving veterans (who may have owned in the last three years) consistent with the U.S. Internal Revenue Service ("IRS") authorized exceptions in Section 143(d)(2)(D) of the Code. It is more beneficial for the program to allow the same IRS exceptions to the first time homebuyer definition so that veterans can continue to have the exception offered.
Provide Agency Recommendation for Modification or Elimination	Amend definition as follows: "First-time homebuyer" means a person who: (A) resides in this state on the date on which an application is filed; and (B) has not owned a home during the three years preceding the date on which an application under this subchapter is filed <u>or satisfies an exception in accordance with IRS requirements.</u>
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Change ensures veterans can continue to receive the same degree of assistance they are currently receiving through TDHCA's homeownership programs.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1074

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

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would decrease the risk of the state having to return HOME funds to the federal government and therefore allow TDHCA to expand housing opportunities for more Texas households
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1113
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tightly restricts the communication of TDHCA Board member and staff with persons associated with active applications for housing funds during the application period, including barring meetings outside of TDHCA headquarters and after regularly posted hours.
Provide Agency Recommendation for Modification or Elimination	Statute could be amended to allow for meetings between TDHCA staff and applicants outside of business hours. It might allow for meetings to occur at other locations, such as attorneys' offices.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	The Housing Tax Credit program is extremely complex. To meet statutorily required deadlines, staff and applicants alike regularly work long hours well outside business hours, and communicate extensively during business hours and over the phone and email, as currently allowed under statute, to work on issues. Adding flexibility with respect to where and when can allow for more effective and timely communication, reducing time spent by both parties. Further, it is not necessary for the requirement to apply to other TDHCA programs.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1114
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires notification of application of funds to a long list of persons for any proposed application for housing funds that include HOME funds or any other affordable housing program. Statutory language does not explicitly limit this to multifamily or to competitive activities and therefore this could be construed to place extensive notification requirements on single family HOME activities and HTF activities. With HOME and HTF now on a reservation basis, this would require that every household reservation trigger notification. For competitive single family applications under HOME, the households are not yet even identified so that exact location is not yet known. Notifications outlined in statute on single family activity would be extremely onerous.
Provide Agency Recommendation for Modification or Elimination	Amend statute to specify that this requirement is for Housing Tax Credit and other multifamily activities and not "all funds" captured in §2306.111 as the requirements of who needs to be notified and what needs to be shared are

	clearly reflective of “developments” and not applications for housing funds in which households are not identified at the time of application and no location could even be determined at the time of application.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Provides clarity to the notification requirement and minimizes likelihood of future expectations that TDHCA provide notification for single family activities
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code §2306.142-143
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	<p>§2306.142 requires a market study to determine underserved economic and geographic submarkets in the state. §2306.142(l) requires specific set-asides or allocations to meet those underserved markets. Much of this section is to provide for sub-prime lending. The parameters for the market study are outdated and cannot be complied with. And the set-asides are economically unfeasible. In addition, the Bond Review Board (“BRB”) is the only party that can waive the requirements of this section, so TDHCA cannot submit single family bond issues as exempt issues; as such TDHCA is unable to receive BRB approval for a series of “mini-issues” without taking each individual series through the approval process. This is inefficient, more costly, and limits the flexibility to enter the market when the timing/pricing is optimal. Section 2306.143 requires TDHCA to develop a subprime lender list using the survey required under 2306.142 if the U.S. Department of Housing and Urban Development (“HUD”) does not release a subprime lender list.</p>
Provide Agency Recommendation for Modification or Elimination	<p>Recommend elimination. Because compliance with the requirements of Tex. Gov’t Code §2306.142 is cost prohibitive and not consistent with the reasonable financial operation of the Department, TDHCA seeks the BRB waiver each time that a bond issue is undertaken. Elimination of the requirements would permit the Department to submit single family bond issues as exempt issues, permitting a submission to BRB for approval of a series of issues without needing to take each for specific Board approval at an official BRB meeting. This would save the Department a significant amount of costs related to the streamlined process, and would provide the Department more flexibility to take advantage of favorable market conditions more quickly. It should be noted that TDHCA currently serves the underserved economic and geographic submarkets in the state: 65% of TDHCA’s loans are to first time homebuyers earning less than 80% of the median income in their economic and geographic submarket and</p>

	various TDHCA programs provide homeownership assistance to rural and border communities.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlining the bond issuance approval process reduces costs and better allows TDHCA to take advantage of market conditions expeditiously in order to offer better homeownership products to low to moderate income Texans.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.171(3) and (4)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires TDHCA's Housing Finance Division to "provide matching funds to municipalities, counties, public agencies, housing sponsors and nonprofit developers who qualify under the division's programs." TDHCA is generally unable to do so as its funds are often federally limited in being used for match. Further, most of TDHCA's federal programs require match of TDHCA and often its subrecipients. TDHCA often meets its federal match requirements by passing the requirement (in part or in full) down to subrecipients. This provision also indicates that TDHCA should "encourage private for profit and nonprofits corporations and state organizations to match the division's funds ..." TDHCA is unclear how it could appropriately encourage private investment outside of an incentive program for which there is no funding.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.171(3) and (4)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities for which it is not allocated resources and could conflict with federal law. This decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake these activities.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.186
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The reference in subsection (k) to Tex. Gov't Code §2306.6023 is incorrect. Tex. Gov't Code §2306.6023 is a direction to the Manufactured Housing Division to adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making
Provide Agency Recommendation	Amend statute to refer to the correct citation (Tex. Gov't



for Modification or Elimination	Code §2306.041)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Corrects potentially confusing legislation.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.252
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	In the list of duties of TDHCA's Housing Resource Center ("HRC") under Tex. Gov't Code §2306.252(b)(4), statute states that the HRC provides, in cooperation with the state energy conservation office, the Texas Commission on Environmental Quality and other governmental entities, information on the use of sustainable and energy efficient housing construction products and assist local governments and nonprofits in identifying information on sustainable and energy efficient housing construction and energy efficient resources and techniques. The State Energy Conservation Office ("SECO") has excellent resources for this, with a specific section for residential consumers. Requiring this of TDHCA is redundant and requires TDHCA to coordinate on something for which another agency is more qualified and is already performing such work.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.252
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes redundancy in state government and statute. (Because TDHCA already refers people to SECO and appropriate agencies, there would be no cost savings.)
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.255
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Contract for Deed Conversion Program under Tex. Gov't Code §2306.255. This section requires the Department to work with private lenders to convert contracts for deed; the Department's role is to provide some type of guarantee in case of default. TDHCA tried to implement this section many years ago with no success. Due to the passage of HB311 84(R)-2015 by Representative Canales and Senator Lucio, transfers of title occur through the recordation of the contract for deed; therefore a conversion is no longer necessary.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Program is no longer necessary due to passage of HB 311. Additionally, TDHCA has not been allocated resources with which to administer the program as codified. Removing the language decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake

	this activity.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.2561 and 2306.805
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.2561 requires an Affordable Housing Preservation Program with specificity on how that should be designed, while Tex. Gov't Code §2306.805 creates a similar but different program, the Housing Preservation Incentives Program. In neither section is the program that is designed one that is readily consistent with the resources the Department has access to or the federal applicable regulations of those funds. Neither program is actively being implemented because of these challenges.
Provide Agency Recommendation for Modification or Elimination	Either delete both sections – Tex. Gov't Code §2306.2561 and §2306.805 - as the programs not only are inconsistent with each other, but neither program is compatible with our funding sources and their associated federal regulations or work to reconcile these sections with federal requirements.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities which are inconsistent consistent with TDHCA funding sources and federal requirements.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.541 and 2306.542
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These two sections created an Advisory Committee (the Natural Disaster Housing Reconstruction Advisory Committee) and a program, the Housing Reconstruction Demonstration Pilot. These sections were established in response to the significant disaster recovery efforts that were historically housed at TDHCA. The Committee, which was created and used as needed, when TDHCA administered federal disaster recovery (“DR”) funds, is no longer in existence, nor does such a program exist. As the Department no longer oversees DR funds, it is appropriate to remove these sections.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §§2306.541 and 2306.542.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.590
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Establishes a Colonia Initiatives Advisory Committee which reviews water and wastewater projects. When TDHCA had control over Community Development Block Grant (“CDBG”) funds this was reasonable, but since TDHCA

	does not oversee funds for water and wastewater infrastructure and or operate any such programs, TDHCA does not operate this committee, and does not have staff experienced in this area. It is an activity of the Texas Water Development Board and should be deleted from TDHCA's statute.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §2306.590.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6717(4)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires TDHCA to post notice of material amendment requests as relates to Housing Tax Credit ("HTC") awardees and director's recommendation on the amendment 15 days prior to the Board meeting at which the amendment will be discussed.
Provide Agency Recommendation for Modification or Elimination	Eliminate the requirement. TDHCA already posts all policy recommendations to the Board seven days prior to the Board meeting or three days in case of emergency items, including other items of analogous import, such as applicant appeals. The advanced posting creates additional work (additional postings requiring additional routing and redundant review) and may delay decisions on such requests.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlines process.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6733
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Bars former board members and staff specified in statute from participating in the Housing Tax Credit ("HTC") program for two years from their departure from the agency. Because the statute refers to positions that existed at the time the statute was written but which no longer corresponds to the agencies current structure, the Department may be applying it in an overly broad manner in order to ensure compliance.
Provide Agency Recommendation for Modification or Elimination	Amend that statute to be based on roles or duties rather than specific positions.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would ensure that even when the staffing structure changes the persons performing certain substantive duties are subject to the restriction while making it clear the regardless of titles, persons performing other duties are not subject to this provision.

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.781-786
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These sections required the creation of a Colonia Model Subdivision Program and an associated Colonia Model Subdivision Revolving Loan Fund. This is a duplicative concept because the HOME Community Housing Development Organization (“CHDO”) set aside already offers this opportunity and the Department holds funds for these types of single family developments. For a number of years, TDHCA offered single family development primarily under the Colonia Model Subdivision Program but had limited applicants. TDHCA now offers the assistance under the broader HOME Single Family Development category. Participants who had sought Colonia Model Subdivision Program funds continue to seek funds under the broader Single Family Development funds such that this has not caused a decrease in access to funds for these entities. It should be noted that even under the Single Family Development category, participation is limited.
Provide Agency Recommendation for Modification or Elimination	Delete entire Subchapter.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes unnecessary language; decreases the likelihood that unnecessary restrictions will be placed on single family development funds.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Utility Code §39.905. Goal for Energy Efficiency.
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The last sentence of subsection (f) requires TDHCA to provide expert testimony at State Office of Administrative Hearings (“SOAH”) rate case hearings concerning whether the targeted low income weatherization programs of each unbundled Transmission and Distribution Utility (“TDU”) is “consistent with federal weatherization programs” or “adequately funded.” TDHCA staff does not have sufficient expertise with TDU “hard-to-reach” programs to determine if these are consistent with federal weatherization programs. The Texas Public Utility Commission (“PUC”) has represented to TDHCA that it has sufficient expertise with the federal weatherization programs to determine if the TDU programs are consistent without TDHCA’s assistance. However, because of the statutory language, TDHCA and TDU staff must send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings.
Provide Agency Recommendation for Modification or Elimination	Delete last sentence of subsection (f)

Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will save staff time by eliminating the need to send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings. Will also remove unnecessary requirements.
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## Disaster-Related Redundancies and Impediments

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.032
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Statute addresses the requirements for board meetings. If a board meeting needed to convene more promptly than is permitted by the open meetings laws or to meet by telephone, that would not be permitted. The three day posting requirement for board materials could necessitate delay. The ability to provide transcripts could be affected. Presumably gubernatorial waivers, if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	Amend statute to allow the board to meet more promptly than allowed by the Open Meeting Act (Tex. Gov't Code, Chapter 551) or by telephone as well as suspend requirements that the board post meeting material three days prior to a hearing and post complete transcripts of meeting thereafter, if needed in the case of a disaster. Retain the requirement to keep public records of deliberations and actions as well as materials considered to ensure transparency.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would allow the board to act promptly in response to a disaster.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	<p>There are various timeliness and due dates throughout Tex. Gov't Code Ch. 2306, such as:</p> <ul style="list-style-type: none"> <li>• The requirements for the timing of the State Low Income Housing Plan in Tex. Gov't Code §2306.0725 that could be affected by a disaster. Presumably gubernatorial waivers, if needed, could be sought. Specific statutes are noted below.</li> <li>• General Agency Deadlines             <ul style="list-style-type: none"> <li>- §2306.072(a) - Date by which TDHCA submit Annual Low Income Housing Report to board – March 18</li> <li>- §2306.0721 - Date by which TDHCA must submit Low Income Housing Plan to board – March 18</li> <li>- §2306.112(a) - Date by which Housing Finance Budget must be filed with board – August 1</li> <li>- §2306.113 – Date by which board will approve of change Housing Finance Budget – September 1</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- §2306.1096 - Date by which Housing and Health Services Coordinating Council must deliver report to Governor and the LBB: August 1 of even numbered years</li> <li>• Housing Tax Credit-related deadlines (somewhat addressed in general entry related to Subchapter DD)             <ul style="list-style-type: none"> <li>- §2306.6724 (a) - Deadline by which a new proposed annual or biennial Qualified Allocation Plan (“QAP”) must be submitted to board: September 30</li> <li>- §2306.6724(b) - Date by which board must submit QAP to Governor (November 15) and date by which Governor must approve, approve with changes, or reject QAP: December 1</li> <li>- §2306.6724 (d) - Date by which applicant must submit an application for competitive tax credits: March 1</li> <li>- §2306.6724 (e) - Date by which TDHCA staff shall issue list of approved HTC applications: June 30</li> <li>- §2306.6724 (f) - Date by which board shall issue final tax credit commitments: July 31</li> </ul> </li> </ul>
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	In the case of a disaster, staff may not be able to complete task by deadline either because staff is directly affected by the disaster or is reallocating time to expedite disaster-related activities. More importantly in the context of disaster response, there is no flexibility to take actions on different timelines to address urgent disaster-related needs
Provide Agency Recommendation for Modification or Elimination	Add language that indicates deadlines are in place except in the case of a disaster. Consider creating additional flexibility to develop criteria for awarding tax credits in response to a disaster
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	In the case of a disaster, TDHCA would be allowed to focus on relief and recovery efforts
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code §2306.111 (c)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov’t Code §2306.111(c) provides that at least 95% of HOME funds must be used in areas outside of participating jurisdictions. In the case of a disaster impacting participating jurisdictions the Department would be limited in its ability to provide assistance using HOME funds. Presumably gubernatorial waivers, , if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	This was included to highlight the issue. However, the waiver process should be sufficient.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	
Service, Statute, Rule or Regulation	Tex. Gov’t Code §2306.111 (d) –(d-3), 1115

(Provide Specific Citation if applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Citations referenced require the use of a regional allocation formula and specified set-asides to ensure the distribution of certain types of assistance. If the need in a disaster impacted area were disproportionately great this could be an impediment. Presumably gubernatorial waivers, if needed, could be sought.
Provide Agency Recommendation for Modification or Elimination	This was included to highlight the issue. However, the waiver process could be utilized if needed.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1111
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.1111 requires the use of a uniform application and funding cycles for all competitive single family and multifamily cycles. This limits TDHCA's ability to offer applications and funding cycles to address disaster-specific needs.
Provide Agency Recommendation for Modification or Elimination	Add language that uniform application and funding cycles must be used as currently provided in statute except in the case of a disaster. In such an event, TDHCA would be authorized to make funds available through applications and funding cycles specific to disaster assistance.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Would allow TDHCA to offer resources outside of its regular funding cycle in order to make funds available to affected areas.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.188
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provides for alternative means of establishing the ability to grant a lien on a property if the property is being assisted with federally provided assistance to repair or rebuild after a disaster. This was developed for use in connection with the Community Development Block Grant - Disaster Recovery ("CDBG-DR") program, but the language appears to work for other federal assistance such as HOME. It would not work for Housing Trust Fund assistance.
Provide Agency Recommendation for Modification or Elimination	Language could be amended to allow this alternative means of establishing homeownership for non-federal or state assistance.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will facilitate the Department's ability to provide assistance to homeowners affected by disasters through state-funded programs such as the Housing Trust Fund,

	through which TDHCA currently offers the Texas Bootstrap Program and the Amy Young Barrier Removal (“AYBR”) Program.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov’t Code Ch. 2306, Subchapter DD governs the Competitive Housing Tax Credit (“HTC”) Program
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	<p>Tex. Gov’t Code Ch. 2306, Subchapter DD governs the HTC program. It is designed for an orderly annual application and award cycle. Authority to create a special cycle is limited to situations where there is a special award of “emergency funds.” (Tex. Gov’t Code §2306.6739)</p> <ul style="list-style-type: none"> <li>• Tax credits are not funds; tax credits are an allocation of a tax benefit that can provide financial assistance. This is a critically important legal distinction as federal “funding” qua funding triggers a number of federal requirements generally inapplicable to tax credits.</li> <li>• Many of the provisions in Subchapter DD would possibly serve to delay assisting emergency reconstruction or rehabilitation. For example, in a disaster rehab program that was being handled under a separate round, do there need to be pre-applications (.6704), market studies (.67055), or local resolutions (.67071)? Should the deadlines of .6724 need to be observed in the case of a disaster response?</li> </ul>
Provide Agency Recommendation for Modification or Elimination	Amend statute to expand authority to offer funding cycles outside the annual funding cycle and related deadlines in the event of a disaster and to exclude from these cycles program requirements that would unnecessarily delay assistance or would not be relevant to the type of assistance being made available. Could allow for the development of scoring criteria other than those set out in statute, fashioned in rule to address the specific circumstances of a disaster.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Could provide a method through which TDHCA could more quickly award tax credits to address needs in affected areas than currently available under statute.



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

As of the time of this posting, the Department's Budget Structure for Fiscal Years ("FY") 2020-21 has not yet been approved by the Office of the Governor and the Legislative Budget Board.

Therefore the following is provided:

- Changes requested by TDHCA to existing FY 2018-19 Budget Structure
- Report reflecting FY 2018-19 Goals, Strategies, and Objectives
- Report reflecting FY 2018-19 Objective Outcomes
- Report reflecting FY 2018-19 Strategy Measures

**AGENCY NAME:** Texas Department of Housing and Community Affairs (332)

<b>ELEMENT</b> Identify the current Goal, Strategy, Measure or Measure Definitions:.	<b>REQUESTED CHANGE</b> Indicate requested change using strike-through to delete text and underscore to add text.	<b>JUSTIFICATION FOR REQUESTED CHANGE</b> Explain the reason for the proposed change.	<b>LBB AND/OR OOG APPROVED CHANGE (if different from agency request)</b>	<b>LBB / OOG COMMENTS</b>	<b>STATUS</b>
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**Note:** The most recent goal, strategy and measure Definitions: descriptions are located on Web ABEST. After logging on, select Performance then Reports to obtain the appropriate text. Measure Definitions: must include all eight prescribed categories of information (i.e., short Definitions:, Purpose/importance, source/collection of data, method of calculation, Data Limitations:, calculation type, new or existing measure, and desired performance).

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing <b>Strategy No. 3</b> Provide <u>Funding Loans</u> through the <u>HTF for Affordable Housing Texas Bootstrap Program</u> (“TBP”) – HTF</p>	<p>Short Name: <del>HOUSING TRUST FUND TEXAS</del> <u>BOOTSTRAP – HTF</u></p> <p>Full Name: <del>3 Provide Funding Loans through the HTF for Affordable Housing Texas Bootstrap Program</del> (“TBP”) – HTF</p> <p>Description: Provide <u>Funding Loans</u> through the <u>Housing Trust Fund for Affordable Housing through the Texas Bootstrap Program</u></p>	<p>In order to make the budget more transparent, it is recommended that the Housing Trust Fund (“HTF”) strategy be removed and replaced with two separate strategies – one for the Texas Bootstrap Program and one for the Amy Young Barrier Removal Program. Both of these programs are known chiefly by their names rather than as an HTF activity. HTF will remain a part of each new strategy’s name and description. As Bootstrap assistance must be offered as a loan by statute, the name and description of the Bootstrap Program include “loan” rather than “funding.”</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 4</b> Provide Funding through the HTF for Affordable Housing Amy Young Barrier Removal ("AYBR") - HTF</p>	<p>Short Name: <del>HOUSING TRUST FUND</del> <u>AMY YOUNG – HTF</u></p> <p>Full Name: <del>3</del> Provide Funding through the <del>HTF for Affordable Housing</del> <u>Amy Young Barrier Removal ("AYBR") – HTF</u></p> <p>Description: Provide Funding through the Housing Trust Fund for Affordable Housing <u>through the Amy Young Barrier Removal Program</u></p>	<p>In order to make the budget more transparent, it is recommended that the Housing Trust Fund ("HTF") strategy be removed and replaced with two separate strategies – one for the Texas Bootstrap Program and one for the Amy Young Barrier Removal Program. Both of these programs are known chiefly by their names rather than as an HTF activity. The HTF will remain a part of each new strategy's name and description.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 5</b> Federal Rental Assistance through Section 8 Vouchers</p>		<p>Renumbering strategy.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 6</b> Assistance Through Federal Sec 811 Project Rental Assistance Program</p>		<p>Renumbering strategy</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 7</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI</p>		Renumbering strategy			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 8</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program</p>		Renumbering strategy			
<p><b>Goal No. 2</b> INFORMATION AND ASSISTANCE  <b>Objective No. 1</b> Provide Information and Assistance  <b>Strategy No. 1</b> <del>Center for Housing Research, Planning, and Communications</del>  <u>Housing Resource Center</u></p>	<p>Short Name: HOUSING RESOURCE CENTER</p> <p>Long Name: <del>Center for Housing Research, Planning, and Communications</del> <u>Housing Resource Center</u></p> <p>Description: Provide information and technical assistance to the public through the <u>Housing Resource Center</u> <del>for Housing Research, Planning, and Communications.</del></p>	Change long name and description to reflect statutory name for the Center.			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No. 1</b> Operate a Regulatory System To Ensure <u>Efficiency Responsive SOL /Licensing/Other</u></p>	<p>Short Name: PROTECT CITIZENS</p> <p>Long Name: Operate a Regulatory System To Ensure <u>Efficiency Responsive SOL /Licensing/Other</u></p> <p>Description: Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location (SOL), license applications, inspection reports, and enforcement.</p>	<p>Change would put Objective 5-1 in line with statutory name of ownership documents and align more clearly with the Division's commitment to efficiency.</p>			
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No. 1</b> Operate a Regulatory System To Ensure <u>Efficiency Responsive SOL /Licensing/Other</u>  <b>Strategy No. 1</b> Provide <u>Stmts. of Ownership SOL and Licenses Licensing Services</u> in a Timely Manner</p>	<p>Short Name: TITLING &amp; LICENSING</p> <p>Long Name: Provide <u>Stmts. of Ownership SOL and Licenses Licensing Services</u> in a Timely Manner</p> <p>Description: Provide services for <u>Statements of Ownership SOLs</u> and licensing in a timely and efficient manner</p>	<p>Change would put Strategy 5-1-1 in line with statutory name of ownership documents.</p>			

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

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
<u>1</u>			<p>SHORT NAME: AFFORDABLE HOUSING</p> <p>FULL NAME: Increase Availability of Safe/Decent/Affordable Housing</p> <p>DESCRIPTION: To increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.</p>
	<u>1</u>		<p>SHORT NAME: MAKE FUNDS AVAILABLE</p> <p>FULL NAME: Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p>DESCRIPTION: Make loans, grants, and incentives available to fund all eligible housing activities and preserve/create single- and multifamily units for very low, low and moderate income households.</p>
		<u>1</u>	<p>SHORT NAME: MRB PROGRAM - SINGLE FAMILY</p> <p>FULL NAME: Mortgage Loans &amp; MCCs through the SF MRB Program</p> <p>DESCRIPTION: Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.</p>
		<u>2</u>	<p>SHORT NAME: HOME PROGRAM</p> <p>FULL NAME: Provide Funding through the HOME Program for Affordable Housing</p> <p>DESCRIPTION: Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.</p>
		<u>3</u>	<p>SHORT NAME: HOUSING TRUST FUND</p> <p>FULL NAME: Provide Funding through the HTF for Affordable Housing</p> <p>DESCRIPTION: Provide Funding through the Housing Trust Fund for Affordable Housing</p>
		<u>4</u>	<p>SHORT NAME: SECTION 8 RENTAL ASSISTANCE</p> <p>FULL NAME: Federal Rental Assistance through Section 8 Vouchers</p> <p>DESCRIPTION: Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.</p>

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

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
	<u>2</u>		SHORT NAME: COLONIA INITIATIVES FULL NAME: Promote and Improve Homeownership Along the Texas-Mexico Border DESCRIPTION: Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border.
		<u>1</u>	SHORT NAME: COLONIA SERVICE CENTERS FULL NAME: Assist Colonias, Border Communities, and Nonprofits DESCRIPTION: Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.
<u>3</u>			SHORT NAME: POOR AND HOMELESS PROGRAMS FULL NAME: Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs DESCRIPTION: Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.
	<u>1</u>		SHORT NAME: PROGRAMS FOR HOMELESS/VLI FULL NAME: Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year DESCRIPTION: To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.
		<u>1</u>	SHORT NAME: POVERTY-RELATED FUNDS FULL NAME: Administer Poverty-related Funds through a Network of Agencies DESCRIPTION: Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.
	<u>2</u>		SHORT NAME: REDUCE HOME ENERGY COSTS FULL NAME: Reduce Cost of Home Energy for 6% of Very Low Income Households DESCRIPTION: To reduce cost of home energy for 6 percent of very low income households each year.



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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
		<u>1</u>	SHORT NAME: ENERGY ASSISTANCE PROGRAMS FULL NAME: Administer State Energy Assistance Programs DESCRIPTION: Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.
<u>4</u>			SHORT NAME: ENSURE COMPLIANCE FULL NAME: Ensure Compliance with Program Mandates DESCRIPTION: Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.
	<u>1</u>		SHORT NAME: MONITOR PROPERTIES/AWARDEES FULL NAME: Monitor Developments & Subrecipient Contracts for Compliance DESCRIPTION: Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.
		<u>1</u>	SHORT NAME: MONITOR HOUSING REQUIREMENTS FULL NAME: Monitor and Inspect for Federal & State Housing Program Requirements DESCRIPTION: Monitor and inspect for federal and state housing program requirements.
		<u>2</u>	SHORT NAME: MONITOR CONTRACT REQUIREMENTS FULL NAME: Monitor Subrecipient Contracts DESCRIPTION: Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.
<u>5</u>			SHORT NAME: MANUFACTURED HOUSING FULL NAME: Regulate Manufactured Housing Industry DESCRIPTION: Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
	<u>1</u>		SHORT NAME: PROTECT CITIZENS FULL NAME: Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other DESCRIPTION: Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.
		<u>1</u>	SHORT NAME: TITLING & LICENSING FULL NAME: Provide SOL and Licensing Services in a Timely Manner DESCRIPTION: Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.
		<u>2</u>	SHORT NAME: INSPECTIONS FULL NAME: Conduct Inspections of Manufactured Homes in a Timely Manner DESCRIPTION: Conduct inspections of manufactured homes in a timely and efficient manner.
		<u>3</u>	SHORT NAME: ENFORCEMENT FULL NAME: Process Complaints/Conduct Investigations/Take Administrative Actions DESCRIPTION: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.
		<u>4</u>	SHORT NAME: TEXAS.GOV FULL NAME: Texas.gov fees. Estimated and Nontransferable DESCRIPTION: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov. Estimated and nontransferable.
<u>6</u>			SHORT NAME: INDIRECT ADMIN AND SUPPORT COSTS FULL NAME: Indirect Administration and Support Costs DESCRIPTION: Indirect administration and support costs.

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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1

SHORT NAME:           INDIRECT ADMIN AND SUPPORT COSTS  
 FULL NAME:            Indirect Administration and Support Costs  
 DESCRIPTION:         Indirect administration and support costs.

1

SHORT NAME:           CENTRAL ADMINISTRATION  
 FULL NAME:            Central Administration  
 DESCRIPTION:         Central administration.

2

SHORT NAME:           INFORMATION RESOURCE TECHNOLOGIES  
 FULL NAME:            Information Resource Technologies  
 DESCRIPTION:         Information resource technologies.

3

SHORT NAME:           OPERATING/SUPPORT  
 FULL NAME:            Operations and Support Services  
 DESCRIPTION:         Operations and support services.

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: <b>1</b> <u>Increase Availability of Safe/Decent/Affordable Housing</u>								
Objective.: <b>1</b> <u>Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</u>								
<b>1</b>	SHORT NAME:	%VLI/LI/MI RECEIVE HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Households/Individuals Assisted						
	DESCRIPTION:	Percent of Households/Individuals of Very Low, Low, and Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
<b>2</b>	SHORT NAME:	% VLI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Very Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Very Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
<b>3</b>	SHORT NAME:	% LI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Low Income Households Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
<b>4</b>	SHORT NAME:	% MI RECEIVING HOUSING	Y	N	Y	N	H	H
	FULL NAME:	Percent Households of Moderate Income Receiving Housing Assistance						
	DESCRIPTION:	Percent of Households/Individuals of Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance						
<b>5</b>	SHORT NAME:	% MULTI-FAMILY UNITS	N	N	Y	N	H	H
	FULL NAME:	Percent of Multi-family Rental Units Benefiting VL/MI Households						
	DESCRIPTION:	Percent of Multi-family Rental Units Benefiting Very Low, Low and Moderate Income Households						

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: <b>2</b> <u>Provide Information and Assistance</u>								
Objective.: <b>1</b> <u>Provide Information and Assistance for Housing and Community Services</u>								
<b>1</b>	SHORT NAME:	% INFO REQUESTS COMPLETED ON TIME	N	N	Y	N	H	H
	FULL NAME:	% of Info/TA Requests Completed Within Established Time Frames						
	DESCRIPTION:	Percent of Short Term and Long Term Information and Technical Assistance Requests Fulfilled Within Established Time Frames						
Goal.: <b>3</b> <u>Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs</u>								
Objective.: <b>1</b> <u>Ease Hardships for 16% of Homeless &amp; Very Low Income Persons Each Year</u>								
<b>1</b>	SHORT NAME:	% POVERTY ASSISTANCE	Y	N	Y	N	H	H
	FULL NAME:	% Eligible Population That Received Homeless & Poverty-Related Asst						
	DESCRIPTION:	Percent Eligible Population That Received Homeless and Poverty-Related Assistance						
<b>2</b>	SHORT NAME:	% INCOMES ABOVE POVERTY	N	N	Y	N	H	H
	FULL NAME:	Percent of Persons Achieving Incomes Above Poverty Level						
	DESCRIPTION:	Percent of Persons Assisted That Achieve Incomes above Poverty Level						
Objective.: <b>2</b> <u>Reduce Cost of Home Energy for 6% of Very Low Income Households</u>								
<b>1</b>	SHORT NAME:	% VLI HOUSEHOLD RECIPIENTS	Y	N	Y	N	H	H
	FULL NAME:	Percent of Very Low Income Households Receiving Utility Assistance						
	DESCRIPTION:	Percent of Very Low Income Households Receiving Utility Assistance						
Goal.: <b>4</b> <u>Ensure Compliance with Program Mandates</u>								
Objective.: <b>1</b> <u>Monitor Developments &amp; Subrecipient Contracts for Compliance</u>								

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
<u>1</u>	SHORT NAME: % OF PROPERTIES MONITORED FULL NAME: Percent of Properties Monitored DESCRIPTION: Percent of Multifamily and/or Single Family Rental Properties Monitored Annually		N	N	Y	N	H	H
<u>2</u>	SHORT NAME: % OF FF SUBS W/ ONSITE MONITOR FULL NAME: Percent of Formula-Funded Receiving Onsite Monitoring DESCRIPTION: Percent of Community Action (CA) Network and Homeless Housing and Services Program (HHSP) Subrecipients Receiving Onsite Monitoring		N	N	N	N	M	H
Goal.: <u>5</u> <u>Regulate Manufactured Housing Industry</u>								
Objective.: <u>1</u> <u>Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other</u>								
<u>1</u>	SHORT NAME: % APPS PROCESSED FULL NAME: Percent of Apps Processed within Established Time Frames DESCRIPTION: Percent of Applications Processed within Established Time Frames		N	N	Y	N	H	H
<u>2</u>	SHORT NAME: % CONSUMER COMPLAINT INSPECTIONS FULL NAME: Percent of Consumer Complaint Inspections Conducted within 30 Days DESCRIPTION: Percent of Consumer Complaint Inspections Conducted within 30 Days of Request		Y	N	Y	N	H	H
<u>3</u>	SHORT NAME: % COMPLAINTS DISCIPLINARY ACTION FULL NAME: Percent of Complaints Resulting in Disciplinary Action DESCRIPTION: Percent of Complaints Resulting in Disciplinary Action		Y	N	Y	N	H	L

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
<u>4</u>	SHORT NAME: % DOCUMENTED COMPLAINTS		N	N	Y	N	H	H
	FULL NAME: Percent of Documented Complaints Resolved within Six Months							
	DESCRIPTION: Percent of Documented Complaints Resolved within Six Months							
<u>5</u>	SHORT NAME: RATE DISCIPLINARY ACTION		N	N	Y	N	H	H
	FULL NAME: Recidivism Rate for Those Receiving Disciplinary Action							
	DESCRIPTION: Recidivism Rate for Those Receiving Disciplinary Action							

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



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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number Households Receiving Mortgage Loans w/ Down Payment Assistance						
	DESCRIPTION:	Number of Households Receiving Loans with Down Payment Assistance.						
<b>3</b>	SHORT NAME:	# OF STAND ALONE MCCS W/O MORT LOAN	N	N	N	N	M	H
	FULL NAME:	# of Stand Alone MCCs Issued without a TDHCA Mortgage Loan						
	DESCRIPTION:	Stand Alone Mortgage Credit Certificates Issued without a TDHCA Mortgage Loan						
<b>4</b>	SHORT NAME:	# OF MCC COMBINED W/ MORTGAGE LOANS	N	N	N	N	M	H
	FULL NAME:	Number of Mortgage Credit Certificates Combined with Mortgage Loans						
	DESCRIPTION:	Number of Mortgage Credit Certificates Combined with Mortgage Loans						
	Strategy:	<b>2</b> Provide Funding through the HOME Program for Affordable Housing						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<b>1</b>	SHORT NAME:	# HOUSEHOLDS ASST. W/SF HOME FUNDS	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted with Single Family HOME Funds						
	DESCRIPTION:	Number of Households Assisted with Single Family HOME Funds						
<b>2</b>	SHORT NAME:	#HHS ASS. W/MF HOME, TCAP RF, OTHER	N	Y	N	C	H	H
	FULL NAME:	#HHS Ass. W/ Multifamily HOME, (TCAP) RF, Other MF Direct Loan Funds						
	DESCRIPTION:	Number of Households Assisted with Multifamily HOME, Tax Credit Assistance Program Repayment Fund or Other Multifamily Direct Loan Funds						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<b>1</b>	SHORT NAME:	AVG AMT SF DEVELOPMENT	N	N	N	N	M	L
	FULL NAME:	Avg Amt Per Household for Single Family Development						
	DESCRIPTION:	Average Amount Per Household for Single Family Development Activities						
<b>2</b>	SHORT NAME:	AVERAGE AMOUNT SF REHABILITATION	N	N	N	N	M	L

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

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	# of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst						
	DESCRIPTION:	Number of Households Assisted through Homebuyer and Homebuyer / Home Rehabilitation Assistance						
<b>4</b>	SHORT NAME:	# OF RENTAL ASSISTANCE HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Tenant-based Rental Assistance						
	DESCRIPTION:	Number of Households Assisted through Tenant-based Rental Assistance						
<b>5</b>	SHORT NAME:	# HHS ASSISTED W/ HOME MF	N	Y	N	N	H	H
	FULL NAME:	Number of Households Assisted through HOME Multifamily Activities						
	DESCRIPTION:	Number of Households Assisted through HOME Multifamily Activities						
<b>6</b>	SHORT NAME:	# HHS ASST. TCAP RF, OTHER MF LOAN	N	Y	N	N	H	H
	FULL NAME:	# Households Assisted thru TCAP RF and Other MF Direct Loan Activities						
	DESCRIPTION:	Number of Households Assisted through Tax Credit Assistance Program Repayment Fund and Other Multifamily Direct Loan Activities						
	Strategy:	<b>3</b> Provide Funding through the HTF for Affordable Housing						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<b>1</b>	SHORT NAME:	# S.F. HOUSEHOLDS ASST THRU HTF	Y	N	N	C	H	H
	FULL NAME:	Number of Single Family Households Assisted through the HTF Program						
	DESCRIPTION:	Number of Single Family Households Assisted through the Single Family Housing Trust Fund Program						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<b>1</b>	SHORT NAME:	AVG AMT SINGLE FAMILY BOOTSTRAP	N	N	N	N	M	L
	FULL NAME:	Average Amount Per Household for Single Family Bootstrap						
	DESCRIPTION:	Average Amount Per Household for Single Family Owner-Builder (Bootstrap) Program						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>2</u>	SHORT NAME: AVG AMT SINGLE FAM NON-BOOTSTRAP		N	N	N	N	M	L
	FULL NAME: Average Amount Per Household for Single Family Non-Bootstrap							
	DESCRIPTION: Average Amount Per Household for Single Family Nonowner-Builder (Non-Bootstrap) Activities							
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME: SINGLE FAMILY BOOTSTRAP HOUSEHOLDS		N	N	N	N	M	H
	FULL NAME: Number of Households Assisted through Single Family Bootstrap							
	DESCRIPTION: Number of Households Assisted through the Single Family Owner-Builder (Bootstrap) Program							
<u>2</u>	SHORT NAME: HH SINGLE FAMILY NON-BOOTSTRAP		N	N	N	N	M	H
	FULL NAME: Number of Households Assisted through Single Family Non-Bootstrap							
	DESCRIPTION: Number of Households Assisted through the Single Family Nonowner-Builder (Non-Bootstrap) Activities							
	Strategy: <u>4</u> Federal Rental Assistance through Section 8 Vouchers							
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME: TOTAL # HOUSEHOLDS ASSISTED		Y	N	N	C	H	H
	FULL NAME: Total # of HHS Assisted thru Statewide Housing Asst. Payments Program							
	DESCRIPTION: Total Number of Households Assisted through Statewide Housing Assistance Payments Program							
<u>2</u>	SHORT NAME: # OF SEC 8 HHS IN PROJ ACCESS PGM		N	N	N	C	M	H
	FULL NAME: # of Section 8 Households Participating in Project Access Program							
	DESCRIPTION: Number of Section 8 Households Participating in the Project Access Program							
<b>MEASURE TYPE: EF Efficiency Measures</b>								
<u>1</u>	SHORT NAME: AVG ADMIN COST/HH FOR HCVP		N	Y	N	N	M	L

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Average Admin Cost Per Household for Housing Choice Voucher Program						
	DESCRIPTION:	Average Administration Cost Per Household for Housing Choice Voucher Program						
	Strategy:	<u>5</u> Assistance Through Federal Sec 811 Project Rental Assistance Program						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<u>1</u>	SHORT NAME:	# OF HHS ASS. THRU SEC 811 PRA	N	Y	N	C	H	H
	FULL NAME:	Number of Households Assisted through Section 811 PRA Program						
	DESCRIPTION:	The Number of Households Assisted through Section 811 Project Rental Assistance Program						
	Strategy:	<u>6</u> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<u>1</u>	SHORT NAME:	# HOUSEHOLDS ASST THRU HTC PROGRAM	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted through the Housing Tax Credit Program						
	DESCRIPTION:	Number of Households Assisted through the Housing Tax Credit Program						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<u>1</u>	SHORT NAME:	AVERAGE AMOUNT NEW CONSTRUCTION	N	N	N	N	M	L
	FULL NAME:	Avg Annual Tax Credits Amount Per Household for New Construction						
	DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for New Construction Activities						
<u>2</u>	SHORT NAME:	AVERAGE COST NEW CONSTRUCTION	N	N	N	N	M	L
	FULL NAME:	Average Total Development Costs per Household for New Construction						
	DESCRIPTION:	Average Total Development Costs Per Household for New Construction Activities						
<u>3</u>	SHORT NAME:	AVERAGE AMOUNT ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Average Annual Tax Credits Amount Per Household for Acqu/Rehab						

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for Acquisition/Rehabilitation Activities						
<u>4</u>	SHORT NAME:	AVERAGE COST ACQU/REHAB	N	N	N	N	M	L
	FULL NAME:	Average Total Development Costs Per Household for Acquisition/Rehab						
	DESCRIPTION:	Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities						
	<b>MEASURE TYPE:</b>	<b>EX Explanatory/Input Measures</b>						
<u>1</u>	SHORT NAME:	# NEW CONSTRUCTION HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through New Construction Activities						
	DESCRIPTION:	Number of Households Assisted through New Construction Activities						
<u>2</u>	SHORT NAME:	# ACQU/REHAB HOUSEHOLDS	N	N	N	N	M	H
	FULL NAME:	Number of Households Assisted through Acqu/Rehab Activities						
	DESCRIPTION:	Number of Households Assisted through Acquisition/Rehabilitation Activities						
	Strategy:	<u>7</u> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<u>1</u>	SHORT NAME:	# HOUSEHOLDS ASST MF MRB PROG	Y	N	N	C	H	H
	FULL NAME:	Number of Households Assisted with Multifamily MRB Program						
	DESCRIPTION:	Number of Households Assisted through the Multifamily Mortgage Revenue Bond Program						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<u>1</u>	SHORT NAME:	AVERAGE AMOUNT NEW CONSTRUCTION	N	N	N	N	M	L
	FULL NAME:	Average Amount of Bond Proceeds Per Household for New Construction						
	DESCRIPTION:	Average Amount of Bond Proceeds Per Household for New Construction Activities						

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

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Information and Technical Assistance Requests Completed						
	DESCRIPTION:	Number of Information and Technical Assistance Requests Completed						
<b>2</b>	SHORT NAME:	# SHORT TERM REQUESTS COMPLETED	N	N	N	C	M	H
	FULL NAME:	Number of Short Term Technical Assistance Consumer Requests Completed						
	DESCRIPTION:	Number of Short Term Information and Technical Assistance Consumer Requests Completed						
<b>3</b>	SHORT NAME:	# LONG TERM REQUESTS COMPLETED	N	N	N	C	M	H
	FULL NAME:	No. Long Term Information and Technical Assistance Requests Completed						
	DESCRIPTION:	Number of Long Term Information and Technical Assistance Requests Completed						
Objective: <b>2</b> Promote and Improve Homeownership Along the Texas-Mexico Border								
Strategy: <b>1</b> Assist Colonias, Border Communities, and Nonprofits								
<b>MEASURE TYPE: OP Output Measures</b>								
<b>1</b>	SHORT NAME:	SERVICE CENTER ON-SITE VISITS	Y	N	N	C	H	H
	FULL NAME:	# of Tech Assistance Contacts and Visits Conducted by Field Offices						
	DESCRIPTION:	Number of Technical Assistance Contacts and Visits Conducted Annually from the Border Field Offices						
<b>2</b>	SHORT NAME:	COLONIA RESIDENTS ASSISTED	N	N	N	C	M	H
	FULL NAME:	# of Colonia Residents Receiving Direct Assist from Self-help Centers						
	DESCRIPTION:	Number of Colonia Residents Receiving Direct Assistance from Self-help Centers						

Goal: **3** Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs

Objective: **1** Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year

Strategy: **1** Administer Poverty-related Funds through a Network of Agencies

**MEASURE TYPE: OP Output Measures**



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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>1</u>	SHORT NAME: # PERSONS ASSISTED		Y	N	N	C	H	H
	FULL NAME: Number of Persons Assisted through Homeless and Poverty-related Funds							
	DESCRIPTION: Number of Persons Assisted through Homeless and Poverty-related Funds							
<u>2</u>	SHORT NAME: # PERSONS IMPROVED		Y	N	N	C	H	H
	FULL NAME: Number of Persons Assisted That Achieve Incomes Above Poverty Level							
	DESCRIPTION: Number of Persons Assisted That Achieve Incomes above Poverty Level							
<u>3</u>	SHORT NAME: # ASSISTED BY CSBG PROGRAM		N	N	N	C	M	H
	FULL NAME: # of Persons Assisted by the Community Services Block Grant Program							
	DESCRIPTION: Number of Persons Assisted by the Community Services Block Grant Program							
<u>4</u>	SHORT NAME: # ENROLLED IN ESG PROGRAM		N	N	N	C	M	H
	FULL NAME: Number of Persons Enrolled in the Emergency Solutions Grant Program							
	DESCRIPTION: Number of Persons Enrolled in the Emergency Solutions Grant Program							
<u>5</u>	SHORT NAME: # PERSONS ASSISTED BY HHSP		N	N	N	C	H	H
	FULL NAME: # of Persons Assisted by the Homeless and Housing Services Program							
	DESCRIPTION: Number of Persons Assisted by the Homeless and Housing Services Program							
<b>MEASURE TYPE: EF Efficiency Measures</b>								
<u>1</u>	SHORT NAME: AVERAGE COST/CLIENT		N	N	N	N	M	L
	FULL NAME: Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm							
	DESCRIPTION: Average Subrecipient Cost Per Person for the Emergency Solutions Grant Program							
<u>2</u>	SHORT NAME: AVG. SUB. COST P/P FOR THE CSBG PRG		N	N	N	N	M	L
	FULL NAME: Average Subrecipient Cost Per Person for the CSBG Program							

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Community Services Block Grant Program						
<u>3</u>	SHORT NAME:	AVG. SUB. COST P/P FOR HHSP PRG	N	N	N	N	M	L
	FULL NAME:	Average Subrecipient Cost Per Person for the HHSP Program						
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Homeless Housing and Services Program						
	<b>MEASURE TYPE:</b>	<b>EX Explanatory/Input Measures</b>						
<u>1</u>	SHORT NAME:	# IN POVERTY MTG INC ELIGIBILITY	N	N	N	N	M	H
	FULL NAME:	Number of Persons in Poverty Meeting Income Eligibility						
	DESCRIPTION:	Number of Persons in Poverty Meeting Income Eligibility						
Objective: <u>2</u> Reduce Cost of Home Energy for 6% of Very Low Income Households								
Strategy: <u>1</u> Administer State Energy Assistance Programs								
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<u>1</u>	SHORT NAME:	# RECEIVING UTILITY ASSIST	Y	N	N	C	H	H
	FULL NAME:	Number of Households Receiving Utility Assistance						
	DESCRIPTION:	Number of Households Assisted through the Comprehensive Utility Assistance Program						
<u>2</u>	SHORT NAME:	# WEATHERIZED DWELLINGS	Y	N	N	C	H	H
	FULL NAME:	Number of Dwelling Units Weatherized by the Department						
	DESCRIPTION:	Number of Dwelling Units Weatherized by the Department						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<u>1</u>	SHORT NAME:	AVERAGE SUBRECIPIENT COST/HH	N	N	N	N	H	L
	FULL NAME:	Average Subrecipient Cost Per Household Served						
	DESCRIPTION:	Average Subrecipient Cost Per Household Served						

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>2</u>	SHORT NAME: AVERAGE COST/HOME WEATHERIZED		N	N	N	N	H	L
	FULL NAME: Average Cost Per Home Weatherized							
	DESCRIPTION: Average Cost Per Home Weatherized							
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME: # VLI ELIGIBLE HOUSEHOLDS		N	N	N	N	M	H
	FULL NAME: Number of Very Low Income Households Eligible for Utility Assistance							
	DESCRIPTION: Number of Very Low Income (VLI) Households Eligible for Utility Assistance							
Goal: <u>4</u> Ensure Compliance with Program Mandates								
Objective: <u>1</u> Monitor Developments & Subrecipient Contracts for Compliance								
Strategy: <u>1</u> Monitor and Inspect for Federal & State Housing Program Requirements								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME: # OF ANNUAL OCR RECEIVED AND REVIEW		N	Y	N	C	M	H
	FULL NAME: # of Annual Owners Compliance Reports Received and Reviewed							
	DESCRIPTION: Number of Annual Owners Compliance Reports Received and Reviewed							
<u>2</u>	SHORT NAME: # OF FILE REVIEWS		Y	N	N	C	M	H
	FULL NAME: Total Number of File Reviews							
	DESCRIPTION: Total Number of File Reviews Conducted							
<u>3</u>	SHORT NAME: TOTAL # OF PHYSICAL INSPECTIONS		N	N	N	C	M	H
	FULL NAME: Total Number of Physical Inspections							
	DESCRIPTION: Total Number of Physical Inspections Conducted by the Compliance Division							
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME: # ACTIVE PROPERTIES IN PORTFOLIO		N	N	N	N	M	H

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Total Number of Active Properties in the Portfolio						
	DESCRIPTION:	Total Number of Active Properties in the Compliance Monitoring Portfolio						
<u>2</u>	SHORT NAME:	# ACTIVE PROPERTIES IN PORTFOLIO	N	N	N	N	H	H
	FULL NAME:	Total Number of Active Units in the Portfolio						
	DESCRIPTION:	Total Number of Active Units in the Portfolio						
	Strategy:	<u>2</u> Monitor Subrecipient Contracts						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<u>1</u>	SHORT NAME:	# MONITOR REVIEW NON-FORM CONTRACTS	Y	N	N	C	H	H
	FULL NAME:	Total Number of Monitoring Reviews of All Non-formula Contracts						
	DESCRIPTION:	Total Number of Monitoring Reviews of All Non-formula Contracts						
<u>2</u>	SHORT NAME:	# AUDIT REVIEWS	N	N	N	C	M	H
	FULL NAME:	Number of Single Audit Reviews						
	DESCRIPTION:	Number of Single Audit Reviews Conducted						
<u>3</u>	SHORT NAME:	# FORMULA SUB REC. MONITOR REVIEWS	N	N	N	C	M	H
	FULL NAME:	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews						
	DESCRIPTION:	Total Number of Formula-Funded Subrecipients Receiving Monitoring Reviews						
	<b>MEASURE TYPE:</b>	<b>EX Explanatory/Input Measures</b>						
<u>1</u>	SHORT NAME:	# NF SUBJECT TO MONITORING	N	N	N	N	H	H
	FULL NAME:	Total Number of Non-formula Contracts Subject to Monitoring						
	DESCRIPTION:	Total Number of Non-formula Contracts Subject to Monitoring						
<u>2</u>	SHORT NAME:	# OF PREVIOUS PART REVIEWS	N	N	N	N	M	H

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Previous Participation Reviews						
	DESCRIPTION:	Number of Previous Participation Reviews						
<b>3</b>	SHORT NAME:	# OF FORMULA-FUNDED SUBRECIPIENTS	N	N	N	N	M	H
	FULL NAME:	Number of Formula-Funded Subrecipients						
	DESCRIPTION:	Total Number of Formula-Funded Subrecipients						
Goal: <b>5</b> Regulate Manufactured Housing Industry								
Objective: <b>1</b> Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other								
Strategy: <b>1</b> Provide SOL and Licensing Services in a Timely Manner								
<b>MEASURE TYPE: OP Output Measures</b>								
<b>1</b>	SHORT NAME:	# SOL ISSUED	Y	N	N	C	H	H
	FULL NAME:	No. of Manufactured Housing Stmt. of Ownership and Location Issued						
	DESCRIPTION:	Number of Manufactured Housing Statements of Ownership and Location (SOL) Issued						
<b>2</b>	SHORT NAME:	# LICENSES ISSUED	N	N	N	C	M	H
	FULL NAME:	Number of Licenses Issued						
	DESCRIPTION:	Number of Licenses Issued						
<b>MEASURE TYPE: EF Efficiency Measures</b>								
<b>1</b>	SHORT NAME:	AVG COST/SOL ISSUED	N	N	N	N	M	L
	FULL NAME:	Avg. Cost Per Manufact Housing Stmt. of Ownership and Location Issued						
	DESCRIPTION:	Average Cost Per Manufactured Housing Statement of Ownership and Location Issued						
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<b>1</b>	SHORT NAME:	# OF MANUFACTURED HOMES OF RECORD	N	N	N	N	H	H
	FULL NAME:	Number of Manufactured Homes of Record in Texas						

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

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

## **B. List of Measure Definitions**

As of the time of this posting, the Department's performance measure definitions for Fiscal Years ("FY") 2020-21 have not yet been approved by the Office of the Governor and the Legislative Budget Board. Therefore the following is provided:

- Changes requested by TDHCA to existing FY 2018-19 performance measure definitions
- Report reflecting FY 2018-19 Outcome Measure definitions
- Report reflecting FY 2018-19 Strategy Measures definitions



**AGENCY NAME:** Texas Department of Housing and Community Affairs (332)

<b>ELEMENT</b> Identify the current Goal, Strategy, Measure or Measure Definitions.	<b>REQUESTED CHANGE</b> Indicate requested change using strike-through to delete text and underscore to add text.	<b>JUSTIFICATION FOR REQUESTED CHANGE</b> Explain the reason for the proposed change.	<b>LBB AND/OR OOG APPROVED CHANGE (if different from agency request)</b>	<b>LBB / OOG COMMENTS</b>	<b>STATUS</b>
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**Note:** The most recent goal, strategy and measure Definitions: descriptions are located on Web ABEST. After logging on, select Performance then Reports to obtain the appropriate text. Measure Definitions: must include all eight prescribed categories of information (i.e., short Definitions:, Purpose/importance, source/collection of data, method of calculation, Data Limitations:, calculation type, new or existing measure, and desired performance).

<b>Element</b>	<b>Requested Change(s)</b>	<b>Justification for Requested Change(s)</b>	<b>LBB AND/OR OOG APPROVED CHANGE</b>	<b>LBB / OOG COMMENTS</b>	<b>STATUS</b>
<p><del>Goal No. 1 Increase Availability of Safe/Decent/Affordable Housing</del>  <del>Objective No. 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</del>  <del>Strategy No. 1 Mortgage Loans &amp; MCCs through the SF MRB Program</del>  <del>Measure Type: EF</del>  <del>Measure No. 3 Average Mortgage Credit Certificate Amount</del></p>	<p><b>Definitions:</b>                      A measure that tracks the average amount of all Mortgage Credit Certificates (MCCs) issued by TDHCA.  <b>Data Limitations:</b>                      While TDHCA has indicated "Higher," this reports mortgage tax credits reported by TDHCA to the IRS. Various factors affect the actual benefit realized by households.  <b>Data Source</b>                      The number and amounts of MCC benefits are tracked by the division. Agency extracts data from program administrator lender portal.  <b>Methodology:</b>                      The total mortgage loan amount associated with the MCCs issued will be summed and divided by the number of MCCs multiplied by the credit rate.  <b>Purpose:</b> This measure identifies the average amount of all Mortgage Credit Certificates (MCCs).                       Calculation Method: N New Measure: N Target Attainment: H</p>	<p>The measure reflects an unrealistic maximum tax benefit a household could theoretically receive through the MCC program. This amount is a rough calculation of the benefit that is required to be reported to the IRS but only takes into consideration a few of the factors involved with the actual benefit to households. In addition to not considering the interest rate on the loan or the \$2,000 per year maximum benefit limit, it also differs from the actual benefit each household receives due to factors TDHCA cannot predict, such as how long a household</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
		<p>owns the home, loan pre-payments, and the household's tax liability. The more meaningful information is the number of households benefiting from this and the maximum that can be received per year. It is recommended that this measure be deleted and that the names of Explanatory Measures 3 and 4 be amended to include language reflecting the maximum annual tax benefit a household can realize. If this measure is not deleted, it is recommended that the methodology be amended to provide a more precise estimate of the average total tax benefit a household would be eligible to receive in the unlikely scenario that all variables are held constant.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 1</b> Mortgage Loans &amp; MCCs through the SF MRB Program  <b>Measure Type:</b> EX  <b>Measure No. 3</b> # of Stand</p>	<p><b>Definition:</b>                  A measure that tracks the number of "stand alone" Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. <u>Households can receive up to \$2,000 per year in federal tax credits for the MCCs over the life of the loan.</u>  <b>Data Limitations</b> There are no data limitations.  <b>Data Source:</b> The number of MCCs is tracked by the Texas Homeownership Division. Agency extracts data from a program administrator lender portal.  <b>Methodology:</b> The number will be the count of the issued "stand alone" MCCs. This number does not include MCCs</p>	<p>The agency is requesting the title and language be changed to clarify the maximum tax benefit per year the households can potentially receive through the MCC Program, dependent on various factors. The name change to this Explanatory Measure will provide policy makers with more meaningful</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><del>Alone MCCs Issued without a TDHCA Mortgage Loan HHs Receiving Mortgage Credit Certificates (up to \$2000/yr) only</del></p>	<p>issued in conjunction with loans reported under this Strategy. <b>Purpose:</b> This measure identifies the number of households receiving "stand alone" MCCs not issued in conjunction with a TDHCA mortgage loan.</p>	<p>information on the benefit of the MCC than the existing MCC Efficiency Strategy.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing <b>Strategy No. 1</b> Mortgage Loans &amp; MCCs through the SF MRB Program <b>Measure Type:</b> EX <b>Measure No. 4</b> <del>Number of Mortgage Credit Certificates Combined with Mortgage Loans HHs Receiving Mortgage Credit Cert (up to \$2000/yr) &amp; Mtg Loans w/ DPA</del></p>	<p><b>Definitions:</b> A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans, <del>with or without</del> down payment assistance <u>provided by the department. Households can receive up to \$2,000 in federal tax credit per year through the MCC Program over the life of the loan.</u> <b>Data Limitations:</b> No limitations <b>Data Source:</b> The numbers of MCCs are tracked by the Texas Homeownership Division. The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal. <b>Methodology:</b> The number will be the count of the issued MCCs that have been combined with mortgage loans. <b>Purpose:</b> This measure identifies the number of households receiving the combined program elements of a Mortgage Credit Certificate and a mortgage loan, <del>with or without</del> down payment assistance.  Calculation Method: N New Measure: N Target Attainment: H</p>	<p>The department has not issued MCCs combined with mortgage loans without DPA; adding DPA provides more information on the assistance being received. Likewise, the agency is also requesting the title and language be changed to clarify the maximum MCC tax benefit per year households could potentially receive, dependent on various factors. The name change to this Explanatory Measure will provide policy makers with more meaningful information on the benefit of the MCC than the existing MCC Efficiency Strategy.</p>			
<p><b>Goal No 1</b> Increase Availability of Safe/Decent/Affordable Housing <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing <b>Strategy No. 2</b> Provide Funding through the HOME</p>	<p><b>Definition:</b> A measure that tracks the average amount <del>per unit of HOME loans awarded funds per unit</del> in support of <del>single family development</del> <u>Single Family Development (SFD) activities, including new construction and infill development, acquisition and new construction or rehabilitation and infill development of affordable housing for purchase by low income homebuyers.</u> <b>Data Limitations:</b></p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Program for Affordable Housing  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Avg Amt Per Household for Single Family Development</p>	<p><del>No limitations</del>                      Refunds are often applied after the activity is closed.  <b>Data Source:</b>                      The amount of funds expended for each activity is tracked by the HOME division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      The total dollar amount of HOME funds expended for <del>acquisition and new construction, including new construction or rehabilitation, including new construction</del> under single family development activities <del>utilizing HOME funds</del> will be <del>totalled</del> and divided by the projected number of units <del>awarded</del> <u>developed</u> through single family development <u>Single Family Development (SFD) utilizing HOME funds.</u>  <b>Purpose:</b>                      This measure identifies the <u>average costs associated with new construction and other single family development activities with the development of an affordable single family housing unit for purchase by low income households utilizing HOME Single Family Development (SFD) funds.</u>                       Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Avg Amt Per Household/Single Family Rehab, New Const or</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount <del>per household of loans/grants for new construction, rehabilitation or reconstruction of housing utilizing single family HOME</del> of HOME funds per unit in support of Homeowner Rehabilitation Assistance (HRA) <del>activities, including new construction, reconstruction, or rehabilitation of owner-occupied homes..</del>  <b>Data Limitations:</b>  <del>No limitations</del> Refunds are often applied after the <u>activity is closed.</u>  <b>Data Source:</b>                      The <del>numbers and amounts of the loans are</del> amount of funds expended for each activity is tracked by the HOME</p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
Reconstruction	<p>division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      The total dollar amount of HOME funds expended for <del>rehabilitation</del>, new construction, or reconstruction <u>or rehabilitation of owner-occupied homes of owner-occupied housing utilizing HOME funds will be summed and will be divided by the number of units assisted households awarded through rehabilitation or reconstruction of owner-occupied housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.</u></p> <p><b>Purpose:</b>                      This measure identifies the <u>average</u> costs associated with rehabilitation, new construction, or reconstruction of <del>housing</del> <u>owner-occupied single family homes utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.</u></p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing</p> <p><b>Measure Type:</b> EF</p> <p><b>Measure No. 3</b> Average Amount for Homebuyer and Homebuyer with Rehab Assistance</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount <del>per household of mortgage financing and homebuyer assistance utilizing single family of-</del> <u>HOME funds per unit in support of Homebuyer Assistance (HBA), including mortgage financing and homebuyer assistance provided in conjunction with home modification for accessibility needs or rehabilitation of affordable housing for homeownership.</u></p> <p><b>Data Limitations:</b>                      —<del>No limitations</del> <u>Refunds are often applied after the activity is closed.</u></p> <p><b>Data Source:</b>                      The amount of funds expended for each activity is <del>The number and amounts of the grants and loans are</del> tracked by the <u>HOME</u> division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      The total dollar amount of HOME funds expended for <u>acquisition of affordable housing will be divided by the number of households assisted through Homebuyer Assistance</u></p>	Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated.			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>(“HBA”) funds, inclusive of funding provided for associated modification or rehabilitation, divided by the number of units assisted under HBA.</p> <p><b>Purpose:</b>                      This measure identifies the <u>average</u> costs associated with financing <u>an affordable housing unit for homeownership</u> utilizing HOME Homebuyer Assistance (HBA) funds.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing</p> <p><b>Measure Type:</b> EF</p> <p><b>Measure No. 4</b> Average Annual Amount Per Household of Tenant-based Rental Assistance</p>	<p><b>Definitions:</b> A measure that tracks the average amount of <u>HOME funds expended per household in support of Tenant Based Rental Assistance (TBRA) during awarded provided with HOME funds</u> in the State Fiscal Year.</p> <p><b>Data Limitations:</b>  <del>No limitations</del> <u>Refunds are often applied after the activity is closed.</u></p> <p><b>Data Source:</b>  <del>The numbers and amounts of the loans are</del> <u>amounts of funds expended for each activity is tracked by the HOME division. Data is entered verified by staff and maintained in the agency’s computer system.</u></p> <p><b>Methodology:</b>  <del>The total dollar amount of tenant based rental assistance provided with HOME funds expended during the State Fiscal Year for Tenant Based Rental Assistance (TBRA) will be summed and</del> <u>divided by the number of households assisted through tenant based rental assistance utilizing HOME funds.</u></p> <p><b>Purpose:</b>                      This measure identifies the <u>average annual cost assistance</u> associated with <u>tenant based rental assistance</u> utilizing <u>Tenant Based Rental Assistance (TBRA) HOME funds.</u></p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated</p>			
<p><b>Goal No. 1</b> Increase</p>	<p><b>Definitions:</b></p>	<p>Clarifying language only.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing  <b>Measure Type:</b> EF  <b>Measure No. 5</b> Average HOME, TCAP RF, <u>National HTF</u>, or Other Funds Amount Per Household MF Develop</p>	<p>A measure that tracks the average amount of loans and grants per low income unit awarded using multifamily HOME, multifamily (MF) Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      The numbers and amounts of the multifamily loans/grants are tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including private activity bonds. Some multifamily direct loan funds may be layered with other TDHCA funding such as bonds or HTC.  <b>Methodology:</b>                      This figure will be calculated by dividing the amount of multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds <del>awarded</del> <u>utilized</u> by the corresponding number of restricted units <del>to be</del> developed, through new construction or rehabilitation. <u>Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.</u> Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.)  <b>Purpose:</b>                      This measure identifies the loan/grant amount associated with developing housing units and measures the Efficiency of utilizing multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds.</p>				

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing  <b>Measure Type:</b> EX  <b>Measure No. 1</b> # of Households Asst. through S.F. Development Activities</p>	<p>Calculation Method: N New Measure: N                      Target Attainment: L</p> <p><b>Definitions:</b>                      A measure that tracks the number of households awarded HOME funds provided in support of <del>Ssingle Ffamily Ddevelopment</del> (SFD) activities, including <u>acquisition and new construction, acquisition, and/or rehabilitation of affordable housing for purchase by low income households.</u></p> <p><b>Data Limitations:</b>                      No limitations</p> <p><b>Data Source:</b>                      The number of households is tracked by the HOME division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>  <del>The number will be a count of households awarded HOME funds provided in support of</del> <u>sum of units developed through Ssingle Ffamily Ddevelopment (SFD) awards of HOME funds for the development of affordable housing for purchase by low income households will be exported from activities, including new construction, acquisition, and/or rehabilitation. Performance is measured when</u> loans are closed or the activity is closed in the Agency's Housing Contract System.</p> <p><b>Purpose:</b>  <del>To track the number of households assisted utilizing HOME funds provided in support of single family development and redevelopment activities, including new construction, acquisition, and/or rehabilitation.</del>                      This measure identifies the total number of units <u>developed through Single Family Development (SFD) awards of HOME funds.</u></p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households <del>assisted through single family</del> awarded HOME funds <u>provided in support of for rehabilitation, new construction,</u></p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing  <b>Measure Type:</b> EX  <b>Measure No. 2</b> # of Households Asst through S.F. Rehab, New Const, or Reconst Act</p>	<p><del>or reconstruction utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds. activities, including new construction, reconstruction or rehabilitation of owner-occupied homes.</del>  <b>Data Limitations:</b> No limitations  <b>Data Source:</b>                      The number of households is tracked by the HOME division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.  <b>Methodology:</b>  <del>The number will be a count sum of households units developed assisted through HOME Homeowner Rehabilitation Assistance (HRA) awards of HOME funds for rehabilitation, new construction, or reconstruction of owner-occupied housing. Performance is measured when loans are closed or the activity is closed the new construction, reconstruction or rehabilitation of affordable housing for homeownership-owner-occupied homes will be exported from in the Agency's Housing Contract System.</del>  <b>Purpose:</b>  <del>To track the number of households awarded through HOME funds for new construction, rehabilitation or reconstruction utilizing single family Homeowner Rehabilitation Assistance (HRA) HOME funds. Please note that "new construction" under this category refers to the rebuilding of a home at an alternative site as might occur for disaster relief or flood plain issues. This measure identifies the total number of units developed through Homeowner Rehabilitation Assistance (HRA) awards of HOME funds.</del>                       Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>do not alter how the measure is calculated</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households <del>assisted through single family</del> <u>awarded HOME funds for mortgage financing and homebuyer assistance provided in support of Homebuyer Assistance (HBA) activities,</u> <del>including mortgage financing and homebuyer assistance</del></p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing                      Measure Type: EX                      Measure No. 3 # of Household Asst through Homebuyer &amp; Homebuyer/Home Rehab Asst</p>	<p>provided in conjunction with home modification <u>for accessibility needs or rehabilitation of affordable housing for homeownership.</u>  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of households is tracked by the <u>HOME</u> division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.  <b>Methodology:</b>  <del>The number will be a count of households assisted through HOME funds for mortgage financing and homebuyer assistance, including households receiving home modification or rehabilitation with these.</del>                      Performance is measured when loans are closed or the activity is closed <u>sum of households assisted through Homebuyer Assistance (HBA) awards of HOME funds for the acquisition of affordable housing will be exported from the Agency's Housing Contract System.</u>  <b>Purpose:</b>                      This measure identifies the total number of households <u>assisted through Homebuyer Assistance (HBA) awards of HOME funds.</u> <del>To track the number of households assisted through HOME funds for mortgage financing and homebuyer assistance, including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation</del>                      Calculation Method: N New Measure: N                      Target Attainment: H.</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing                      Measure Type: EX</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households <del>assisted through</del> <u>awarded HOME funds provided in support of Tenant Based Rental Assistance (TBRA) activities, including rental assistance activities during</u> <del>in</del> the State Fiscal Year.  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of households is tracked by the <u>HOME</u> division. Data is <del>entered</del> <u>verified</u> by staff and maintained in</p>	<p>Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Measure No. 4</b> Number of Households Assisted through Tenant-based Rental Assistance <u>Annually</u></p>	<p>the agency's computer system.</p> <p><b>Methodology:</b>                      The <del>performance figure reported for the first quarter</del> represents the total number of households receiving <u>Tenant Based Rental Assistance (TBRA)</u> as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period.</p> <p><b>Purpose:</b>  <del>To track the</del> <u>This measure identifies the total number of households assisted through with HOME Tenant Based Rental Assistance (TBRA) within the State Fiscal Year.</u></p> <p>Calculation Method: N New Measure: N Target Attainment: H</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing</p> <p><b>Measure Type:</b> EX</p> <p><b>Measure No. 5</b> Number of Households Assisted through HOME Multifamily Activities</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME funds.</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b>                      The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      This measure will be calculated as the sum of all restricted units <del>awarded</del> <u>utilized</u> multifamily HOME funds for rental development. Numbers may reflect units receiving both HOME funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.</p>	<p>Clarifying wording.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p><b>Purpose:</b>                      To track the amount of multifamily units assisted as reflected by the units developed with MF Home funds.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing  <b>Measure Type:</b> EX  <b>Measure No. 6</b> # Households Assisted thru TCAP RF, National HTF, and Other MF Direct Loan Activities</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF") funds or other multifamily direct loan funds exclusive of HOME multifamily direct loans. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.  <b>Data Limitations:</b> No limitations.  <b>Data Source:</b>                      The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      This measure will be calculated as the sum of all restricted units awarded multifamily TCAP RF or other Federal or State direct loan funds programmed for rental development. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bonds. Numbers may reflect units receiving both direct loan funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw.  <b>Purpose:</b>                      To track the amount of multifamily units assisted utilizing multifamily TCAP RF or other multifamily direct loan funds not funded through the HOME Program.</p>	<p>Clarifying language in measure name.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	Calculation Method: N New Measure: N Target Attainment: H				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing</p> <p><b>Measure Type:</b> OP</p> <p><b>Measure No. 1</b> Number of Households Assisted with Single Family HOME Funds</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted through single family HOME funds.</p> <p><b>Data Limitations:</b>                      No limitations</p> <p><b>Data Source:</b>                      The number of households is tracked by the HOME division. Data is <del>entered</del> <u>verified</u> by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>  <del>The number will be a count</del> <u>Sum of the total number of households assisted through single family HOME funds. With the exception of Tenant-Based Rental Assistance, performance is measured when loans are closed or the activity (which reflects assistance to specific households) is closed in the Agency's Housing Contract System. For Tenant-Based Rental Assistance, consistent with the methodology in 1.1.2 EX 4, the measure would capture households served during the State Fiscal Year.</u></p> <p><b>Purpose:</b>                      To track the <del>amount</del> <u>number</u> of households assisted through single family HOME funds.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>	Update language to reflect more accurately assistance provided and methodology used. The requested changes do not alter how the measure is calculated.			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 2</b> Provide Funding through the HOME Program for Affordable Housing</p> <p><b>Measure Type:</b> OP</p> <p><b>Measure No. 2</b> # <del>HHS</del> <u>HHs</u></p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME, multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds.</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b></p>	Clarifying language in measure name.			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
Ass. W/ Multifamily HOME, (TCAP) RF, <u>National HTF</u> , Other MF Direct Loan Funds	<p>The number of households is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      This measure will be calculated as the sum of all restricted units awarded multifamily HOME, MF Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds for rental development, inclusive of units layered with tax credits. Direct loan funds may include multifamily National Housing Trust Funds or other Federal or State funds programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through MF mortgage revenue bond proceeds, including Private Activity Bond proceeds. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. In addition to being layered with tax credits, some MF direct loan funds may be layered with other TDHCA funding such as bonds.</p> <p><b>Purpose:</b>                      To track the amount of multifamily units assisted utilizing HOME, TCAP RF, or other multifamily direct loan funds</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 3</b> Provide <del>Funding</del> Loans through the <del>HTF</del> for Affordable Housing Texas Bootstrap Program</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount per unit of loans/grants for the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.</p> <p><b>Data Limitations:</b>                      No limitations</p> <p><b>Data Source:</b>                      The numbers and amounts of the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b></p>	Clarification of methodology and change of measure title			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><u>(“TBP”)- HTF</u>  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Average Amount Per Household for <del>Single Family Bootstrap</del> <u>Texas Bootstrap-HTF</u></p>	<p>The total dollar amount of Bootstrap loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of households assisted through the Bootstrap Program utilizing the Housing Trust Fund. Performance is measured when loans are funded by Accounting. <u>Methodology excludes sub-grantee administrative funds.</u>  <b>Purpose:</b>                      This measure identifies the average loan amount associated with the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.                       Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 3</b> Provide Funding-Loans-through the <del>HTF</del> <u>for Affordable Housing Texas Bootstrap Program (“TBP”)- HTF</u>  <b>Measure Type:</b> <del>EX-OP</del>  <b>Measure No. 1</b> Number of Households Assisted through <u>Texas Bootstrap-HTF</u> <del>Single Family Bootstrap</del></p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b> The number will be a count of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.  <b>Purpose:</b>                      To track the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund.                       Calculation Method: <del>CN</del> New Measure: N                      Target Attainment: H</p>	<p>Changing the explanatory measure to output measure and changing measure title. Measure will remain in 1-1-3 under new strategy name.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount per unit of loans/grants for <del>single family non-owner-builder (non-Bootstrap)</del> the Amy Young Barrier Removal (“AYBR”) program utilizing the Housing Trust Fund.</p>	<p>The language of the measure is being changed to specify the AYBR Program and the measure itself is being moved to the new AYBR-HTF</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Fund/Develop/Preserve Housing  <b>Strategy No. 3-4</b> Provide Funding through the HTF for Affordable Housing  <u>Amy Young Barrier Removal ("AYBR") - HTF</u>  <b>Measure Type:</b> EF  <b>Measure No. 2-1</b> Average Amount Per Household for Single Family Non-Bootstrap AYBR-HTF</p>	<p><b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The numbers and amounts of AYBR the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      The total dollar amount of <del>non-Bootstrap</del> single family AYBR loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of <del>non-Bootstrap</del> single family AYBR households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.  <b>Purpose:</b>                      This measure identifies the average assistance amount associated with the AYBR program utilizing the Housing Trust Fund.                       Calculation Method: N New Measure: N                      Target Attainment: :L</p>	<p>strategy.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 3-4</b> Provide Funding through the HTF for Affordable Housing  <u>Amy Young Barrier Removal ("AYBR") - HTF</u>  <b>Measure Type:</b> <del>EX-OP</del>  <b>Measure No. 2-1</b> Number of Households Assisted through Single Family Non-Bootstrap AYBR-HTF</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted through the <u>Amy Young Barrier Removal ("AYBR")</u> <del>single family non owner-builder (non-Bootstrap)</del> program utilizing the Housing Trust Fund.  <b>Data Limitations:</b> No limitations  <b>Data Source:</b>                      The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      The number will be a count of households assisted through the <del>single family non owner-builder (non-Bootstrap)</del> AYBR program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting  <b>Purpose:</b>                      To track the number of households assisted through the <del>single family non owner-builder (non-Bootstrap)</del> AYBR program utilizing the Housing Trust Fund.</p>	<p>The language of the measure is being changed to specify the AYBR Program and the measure itself is being moved to the new AYBR-HTF strategy.</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	Calculation Method: <del>N</del> <u>C</u> New Measure: N Target Attainment: H				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 3</b> Provide Funding through the HTF for Affordable Housing</p> <p>Measure Type: OP</p> <p><b>Measure No. 1</b> Number of Single Family Households Assisted through the HTF Program</p>	<p><b>Definitions:</b>                      – A measure that tracks the number of single family households assisted through the HTF program.</p> <p><b>Data Limitations:</b>                      – No limitations</p> <p><b>Data Source:</b>                      – The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      – The number will be a count of households assisted through HTF funds. Performance is measured when loans/grants are funded by Accounting.</p> <p><b>Purpose:</b>                      – To track the amount of households assisted through single family HTF funds.</p> <p>Calculation Method: <del>c</del> <u>c</u> New Measure: N                      Target Attainment: H</p>	There will not be a rollup output measure that sums the households served by Amy Young and Bootstrap together as each will have its own strategy.			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 5-4</b> Federal Rental Assistance through Section 8 Vouchers</p> <p>Measure Type: OP</p> <p><b>Measure No. 1</b> Total # of <del>HHS</del> <u>HHS</u> Assisted thru Statewide Housing Asst. Payments Program</p>	<p><b>Definitions:</b>                      The total number of very low income households receiving rent supplements through the Section 8 Housing Choice Voucher program during the current state fiscal year</p> <p><b>Data Limitations:</b> No limitations</p> <p><b>Data Source:</b>                      The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system <u>record for the program.</u></p> <p><b>Methodology:</b> Total households will be based on total active contracts during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 8 assistance as of September 1, <u>plus new contracts executed throughout the quarter.</u> Subsequent quarters will report only new contracts executed for the reporting period. This will include households served through Project Access. <u>It will</u></p>	The requested change would provide a more accurate representation of assistance provided. Through the Project Access Program, persons with disabilities living in institutional settings can use a TDHCA Section 8 voucher to live independently. The vouchers are eventually absorbed by the local Public Housing Authority ("PHA"). Sometimes the voucher is absorbed before TDHCA executes a contract. These households would not			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p><u>also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to TDHCA executing a contract. These households would not have been absorbed if not for having been able to access a Project Access voucher.</u></p> <p><b>Purpose:</b>                      To track the number of households assisted through Section 8 tenant based rental assistance during the fiscal year.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>have been absorbed if not for having a Project Access voucher. Also, while the vouchers are being utilized for this transitory purpose, the voucher cannot be used for another beneficiary.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 5-4</b> Federal Rental Assistance through Section 8 Vouchers  <b>Measure Type:</b> OP  <b>Measure No. 2</b> # of Section 8 Households Participating in Project Access Program</p>	<p><b>Definitions:</b>                      The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program.</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b>                      The number of households is tracked by the division. Data is entered by staff and <del>agency's system</del> maintained in the agency's computer system <u>record for the program.</u></p> <p><b>Methodology:</b> Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1, <u>plus new contracts executed throughout the quarter.</u> Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1. <u>It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to the TDHCA executing a contract. These households would not have been absorbed if not for having a Project Access voucher.</u></p> <p><b>Purpose:</b> To track the amount of persons with disabilities transitioning from institutions into community based housing through the Project Access Program.</p>	<p>The requested change would provide a more accurate representation of assistance provided. Through the Project Access Program, persons with disabilities living in institutional settings can use a TDHCA Section 8 voucher to live independently. The vouchers are eventually absorbed by the local Public Housing Authority ("PHA"). Sometimes the voucher is absorbed before TDHCA executes a contract. These households would not have been absorbed if not for having a Project Access voucher. Also, while the vouchers are being utilized for this transitory purpose, the voucher cannot be used for another beneficiary.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	Calculation Method: C New Measure: N Target Attainment: H				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 65</b> Assistance Through Federal Sec 811 Project Rental Assistance Program</p> <p><b>Measure Type:</b> OP</p> <p><b>Measure No. 1</b> Number of Households Assisted through Section 811 PRA Program</p>	<p><b>Definitions:</b>                      The number of extremely low income households receiving Project Rental Assistance through the Section 811 Project Rental Assistance program during the current state fiscal year.</p> <p><b>Data Limitations:</b> no limitations</p> <p><b>Data Source:</b>                      The number of households is tracked by the department. Data is entered by staff and maintained in the agency's <u>Compliance Monitoring Tracking System, computer system.</u></p> <p><b>Methodology:</b> The number will be based on the number of households who have signed leases assisted through the Section 811 Project Rental Assistance during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 811 Project Rental Assistance as of September 1 <u>plus new leases throughout the quarter.</u> Subsequent quarters will report only new leases signed for the reporting period.</p> <p><b>Purpose:</b> To track the amount of households assisted through Section 811 Project Rental Assistance.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>	Language more accurately reflects data source and corrects methodology.			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI</p> <p><b>Measure Type:</b> EF</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount of annual credits per low income unit of new construction utilizing the Housing Tax Credit program.</p> <p><b>Data Limitations:</b>                      Federal regulations establish the amount and value of tax credits available. <u>Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.</u></p>	Clarifying data source and limitation.			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Measure No. 1</b> Avg Annual Tax Credits Amount Per Household for New Construction</p>	<p><b>Data Source:</b>                      The number of low income units and amount of credits for new construction is based on cost certification <u>data provided reported</u> by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      This figure will be calculated by dividing the total annual amount of tax credit associated with new constructions divided by the number of restricted new construction units. This calculation will include both 9% and 4% Housing Tax Credit awards based on cost certification <u>data provided reported</u> by project owners.</p> <p><b>Purpose:</b>                      This measure identifies the subsidy associated with developing affordable housing units and measures the efficiency of allocating tax credits.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Average Total Development Costs per Household for New Construction</p>	<p><b>Definitions:</b> A measure that tracks the average total development costs per unit of new construction utilizing the Housing Tax Credit program.</p> <p><b>Data Limitations:</b> <del>No Limitations.</del> <u>Information is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission</u></p> <p><b>Data Source:</b>                      The total number of units in the development and total development costs for new construction is based on cost certification <u>data provided reported</u> by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b>                      This figure is calculated by dividing the sum of total development costs by the number of newly constructed units. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of</p>	<p>Clarifying data source and limitations.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	cost-certification. <b>Purpose:</b> This measure identifies the total development costs associated with developing affordable housing units. Although useful to track, this measure is not entirely within the Department’s control.  Calculation Method: N New Measure: N Target Attainment: L				
<b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing <b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI <b>Measure Type:</b> EF <b>Measure No. 3</b> Average Annual Tax Credits Amount Per Household for Acqu/Rehab	<b>Definitions:</b> A measure that tracks the average amount of annual credits per rehabilitated and acquired low income unit utilizing Housing Tax Credits. <b>Data Limitations:</b> Federal regulations establish the amount and value of tax credits available. <u>Average amount per household is based on reported figures initially submitted by property owners during cost-certification; does not reflect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.</u> <b>Data Source:</b> The number of low income units and amount of credits for rehabilitation and acquisition is based on cost certification <u>data provided reported</u> by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency’s computer system. <b>Methodology:</b> This figure will be calculated by dividing the total annual tax credits awarded by the number of restricted units acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost certification. <b>Purpose:</b> This measure identifies the subsidy associated with rehabilitating and acquiring affordable housing and measures the efficiency of allocating tax credits. Calculation Method: N New Measure: N Target Attainment: L	Clarifying data source and limitations.			
<b>Goal No. 1</b> Increase	<b>Definitions:</b>	Clarifying data source and			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI  <b>Measure Type:</b> EF  <b>Measure No. 4</b> Average Total Development Costs Per Household for Acquisition/Rehab</p>	<p>A measure that tracks the average total development costs per rehabilitated and acquired unit utilizing Housing Tax Credits.  <b>Data Limitations:</b>                      Information is based on <del>confirmed</del> <u>reported</u> figures initially submitted by property owners during cost-certification; <u>does not affect final determination by TDHCA which may not be resolved for an extended period after the initial submission</u>  <b>Data Source:</b>                      The total development costs and the total number of units in the development is based on cost certification <u>data reported</u> <del>provided</del> by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b> This figure will be calculated by dividing the sum of total development costs by the number of units acquired and/or rehabilitated. This calculation includes both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost-certification.  <b>Purpose:</b> This measure identifies the average total development costs associated with acquiring and rehabilitating affordable housing.                      Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>limitations.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI  <b>Measure Type:</b> EX  <b>Measure No. 1</b> Number of</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted as reflected by the low income new construction units through the Housing Tax Credit program.  <b>Data Limitations:</b> <del>No limitations</del> <u>Federal regulations establish the amount and value of tax credits available</u>  <b>Data Source:</b>                      The number of units is based on cost certification <u>data provided</u> <del>reported</del> by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b> This figure is the sum of all <del>units</del> newly constructed rent-restricted units. This calculation</p>	<p>Clarifying data source, limitations and methodology.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
Households Assisted through New Construction Activities	<p>will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. <del>While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore</del> Units and households assisted may receive assistance from different programs.</p> <p><b>Purpose:</b> To track the number of new construction units assisted through the Housing Tax Credit program.</p> <p>Calculation Method: N New Measure: N Target Attainment: H</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing</p> <p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing</p> <p><b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI</p> <p><b>Measure Type:</b> EX</p> <p><b>Measure No. 2</b> Number of Households Assisted through Acqu/Rehab Activities</p>	<p><b>Definitions:</b> A measure that tracks the number of households assisted as reflected by the low income acquisition/rehabilitation units assisted through the Housing Tax Credit program</p> <p><b>Data Limitations:</b> <del>Federal regulations establish the amount and value of tax credits available</del> No limitations</p> <p><b>Data Source:</b> The number of units is based on cost certification <del>data provided</del> reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency’s computer system.</p> <p><b>Methodology:</b> This figure is the sum of all units acquired and rehabilitated rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. <del>While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore</del> Units and households assisted may receive assistance from different programs.</p> <p><b>Purpose:</b> To track the number of acquisition/rehabilitation units assisted through the Housing Tax Credit</p> <p>Calculation Method: N New Measure: N</p>	Clarifying data source, limitations and methodology.			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	Target Attainment: H				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 67</b> Provide Federal Tax Credits to Develop Rental Housing for VLI and LI  <b>Measure Type:</b> OP  <b>Measure No. 1</b> Number of Households Assisted through the Housing Tax Credit Program</p>	<p><b>Definitions:</b>                      A measure that tracks the households assisted as reflected by the number of low income units financed through the multifamily division utilizing Housing Tax Credits.  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of units is tracked by the Asset Management division. Data is based on cost certification <u>data reported provided</u> by the project owners and entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      This figure is the sum of all restricted units newly constructed or acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. <del>While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore</del> <u>units</u> units and households assisted may receive assistance from different programs.  <b>Purpose:</b> To track the total amount of multifamily units assisted utilizing the Housing Tax Credit program.                       Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>Clarifying data source and methodology</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program</p>	<p><b>Definitions:</b>                      A measure that tracks the average amount of bond proceeds per <del>low income</del> unit of Mortgage Revenue Bond (MRB) new multifamily construction.  <b>Data Limitations:</b>  <del>No limitations</del> <u>Information is based on reported figures submitted by property owners during cost-certification.</u>  <b>Data Source:</b>                      The number of low income units and amount of bonds for new construction is based on cost certification <u>data provided reported</u> by the project owners and tracked</p>	<p>Clarifying data source and limitations.</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Measure Type:</b> EF  <b>Measure No. 1</b> Average Amount of Bond Proceeds Per Household for New Construction</p>	<p>by the division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b> This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of units newly constructed.  <b>Purpose:</b> This measure identifies the average amount of bonds associated with developing affordable housing and measures the Efficiency of awarding multifamily MRB funds. Although useful to track, this measure is not entirely within the Department's control.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Average Total Development Costs Per Household for New Construction</p>	<p><b>Definitions:</b>                      A measure that tracks the average total development costs per unit of Mortgage Revenue Bond (MRB) new multifamily construction.  <b>Data Limitations:</b>                      Information is based on <del>information submitted by developers during cost-certification- reported figures</del> <u>initially submitted by property owner during cost-certification; does not affect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.</u>  <b>Data Source:</b>                      The total number of units in the development and total development costs for new construction is based on cost certification data <del>provided</del> reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      This figure will be calculated by dividing the sum of total development costs at cost-certification by the number of units newly constructed.  <b>Purpose:</b>                      This measure identifies the costs associated with developing affordable housing units.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Clarifying data source and limitations.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program  <b>Measure Type:</b> EF  <b>Measure No. 3</b> Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation</p>	<p><b>Definitions:</b>                      A measure that tracks the average bond amount per low income unit of multifamily Mortgage Revenue Bond (MRB) acquisition/rehabilitation.  <b>Data Limitations:</b>                      No limitations. Information is based on reported figures submitted by property owners during cost-certification  <b>Data Source:</b>                      A measure that tracks the average bond amount per low income unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition.  <b>Methodology:</b>                      This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of units to be acquired/rehabilitated.  <b>Purpose:</b>                      This measure identifies the average amount of bonds associated with acquiring and rehabilitating affordable housing and measures the Efficiency of awarding multifamily MRB funds.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Aligning definition language with methodology and clarifying limitations.</p>			
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program  <b>Measure Type:</b> EF  <b>Measure No. 4</b> Average Total Development Costs Per Household for Acqu/Rehab</p>	<p><b>Definitions:</b>                      A measure that tracks the average total development costs per unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition.  <b>Data Limitations:</b>                      Information is based on <del>cost-certification data submitted by the developers</del> reported figures initially submitted by property owners during cost-certification; does not affect final cost determination by TDHCA which may not be resolved for an extended period after the initial submission.  <b>Data Source:</b>                      The total number of units in the development and amount of total development costs is based on cost certification data provided reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer</p>	<p>Clarifying data source and limitations.</p>			

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	system. <b>Methodology:</b> This figure will be calculated by dividing the sum of total development costs reported during cost-certification by the number of units to be acquired/rehabilitated. <b>Purpose:</b> This measure identifies the total development costs amount associated with rehabilitating and acquiring affordable housing units.  Calculation Method: N New Measure: N Target Attainment: L				
<b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program <b>Measure Type:</b> EX <b>Measure No. 1</b> Number of Households Assisted through New Construction Activities	<b>Definitions:</b> A measure that tracks the number of households assisted as reflected by new construction activities utilizing the multifamily Mortgage Revenue Bond (MRB) program. <b>Data Limitations</b> No limitations <b>Data Source:</b> The number of households is based on cost certification data provided reported by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency’s computer system. <b>Methodology:</b> This figure is the sum of all restricted units newly constructed as reported during cost certification. With rare exception, these units will be layered with HTCs and potentially also with Multifamily Direct Loan funds and therefore also reflected under those strategies. <b>Purpose:</b> To track the number of households assisted through new construction units assisted utilizing multifamily MRB program.  Calculation Method: N New Measure: N Target Attainment: H	Clarifying data source.			
<b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing	<b>Definitions:</b> A measure that tracks the number of households assisted as reflected by acquisition/Rehabilitation	Clarifying data source.			

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<p><b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program  <b>Measure Type:</b> EX  <b>Measure No. 2</b> Number of Households Assisted through Acqu/Rehab Activities</p>	<p>and acquisition activities utilizing the multifamily Mortgage Revenue Bond (MRB) program.  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of households is based on cost certification data provided reported by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. <del>While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore</del> Units and households assisted may receive assistance from different programs.  <b>Methodology:</b>                      This figure is the sum of all restricted units acquired/rehabilitated, as reported at cost-certification.  <b>Purpose:</b>                      To track the number of households assisted through acquisition/rehabilitation activities utilizing the multifamily MRB program.                       Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Strategy No. 78</b> Federal Mortgage Loans through the MF Mortgage Revenue Bond Program  <b>Measure Type:</b> OP  <b>Measure No. 1</b> Number of Households Assisted with Multifamily MRB Program</p>	<p><b>Definitions:</b>                      A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.  <b>Data Limitations:</b>                      No limitations  <b>Data Source:</b>                      The number of units is based on cost certification data provided reported by the owners and tracked by the Asset Management division for each separate program. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology:</b>                      This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. <del>While the households assisted for HTC,</del></p>	<p>Clarifying data source and methodology.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p><del>bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore</del> <u>Units and households assisted may receive assistance from different programs.</u></p> <p><b>Purpose:</b> To track the total amount of low income multifamily units assisted utilizing mortgage revenue bond funds.</p> <p>Calculation Method: C New Measure: N Target Attainment: H</p>				
<p><b>Goal No. 2</b> Provide Information and Assistance  <b>Objective No. 1</b> Provide Information and Assistance for Housing and Community Services  <b>Strategy No. 1</b> <del>Center for Housing Research, Planning, and Communications</del> <u>Housing Resource Center</u>  <b>Measure Type:</b> OP  <b>Measure No. 1</b> Number of Information and Technical Assistance Requests Completed</p>	<p><b>Definitions:</b> A measure tracking the number of information and technical assistance requests made by consumers completed by the <del>Center for Housing Research, Planning, and Communications.</del> <u>Housing Resource Center.</u></p> <p><b>Data Limitations:</b> No limitations</p> <p><b>Data Source:</b> The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b> The number of requests received is a total of the requests entered into the division database.</p> <p><b>Purpose:</b> To track the consumer information and technical assistance requests received and fulfilled. Calculation Method: C New Measure: N Target Attainment: H</p>	<p>The change would reflect statutory name of the area.</p>			
<p><del><b>Goal No. 2</b> Provide Information and Assistance  <b>Objective No. 1</b> Provide Information and Assistance for Housing and Community Services  <b>Strategy No. 1</b> Center for Housing Research, Planning, and Communications <u>Housing Resource Center</u></del></p>	<p><del><b>Definitions:</b> — A measure tracking the number of short term (completed by phone) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.  <b>Data Limitations:</b> — No limitations  <b>Data Source:</b> — The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system.</del></p>	<p>The reference to short- and long-term currently applied to the method of communication used by the consumer is as follows: short-term was associated with telephone and transfer call requests while long-term was associated with email, fax or letter requests.</p>			

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<p><del>Measure Type: OP</del>  <b>Measure No. 2</b> Number of Short Term Technical Assistance Consumer Requests Completed</p>	<p><del><b>Methodology:</b> The number of short term requests received is a total of the short term requests entered into the division database.</del>  <b>Purpose:</b>                      –To track the short term consumer information and technical assistance requests received.                      Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>The 2.1.1 performance measure denotes the number of all requests completed. All requests are satisfied immediately upon receipt and completed regardless of method of communication. Therefore, the terms short and long-term are obsolete and associated measures lack meaning and are unnecessary.</p>			
<p><del><b>Goal No. 2</b> Provide Information and Assistance</del>  <del><b>Objective No. 1</b> Provide Information and Assistance for Housing and Community Services</del>  <del><b>Strategy No. 1</b> Center for Housing Research, Planning, and Communications <u>Housing Resource Center</u></del>  <del>Measure Type: OP</del></p> <p>Measure No. 3 No. Long Term Information and Technical Assistance Requests Completed</p>	<p><del><b>Definitions:</b>                      –A measure tracking the number of long term (completed by email or mail) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.</del>  <del><b>Data Limitations</b>                      –No limitations</del>  <del><b>Data Source:</b>                      –The requests are tracked by the division. Data is entered by staff and maintained in the agency’s computer system.</del>  <del><b>Methodology:</b>                      –The number of long term requests received is a total of the long term requests entered into the division database.</del>  <del><b>Purpose:</b>                      –To track the long term consumer information and technical assistance requests received.                      Calculation Method: C New Measure: N                      Target Attainment: H</del></p>	<p>The reference to short- and long-term currently applied to the method of communication used by the consumer is as follows: short-term was associated with telephone and transfer call requests while long-term was associated with email, fax or letter requests. The 2.1.1 performance measure denotes the number of all requests completed. All requests are satisfied immediately upon receipt and completed regardless of method of communication. Therefore, the terms short and long-term are obsolete and separate measures unnecessary.</p>			

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<p><b>Goal No. 2</b> Provide Information and Assistance  <b>Objective No. 2</b> Promote and Improve Homeownership Along the Texas-Mexico Border  <b>Strategy No. 1</b> Assist Colonias, Border Communities, and Nonprofits  <b>Measure Type:</b> OP  <b>Measure No. 1</b> # of Tech Assistance Contacts and Visits Conducted by Field Offices</p>	<p><b>Definitions:</b>  <del>—The number of technical assistance contacts and visits is based on actual on-site technical assistance visits, telephone calls and written and electronic correspondence conducted by border field office staff. Technical assistance includes: meeting with local governments (cities &amp; counties) staff and nonprofits providing agency information on programs and services more specifically providing detailed technical assistance in implementing and managing Office of Colonia Initiatives and other Department programs; follow-up on contract compliance measures with the Bootstrap Loan Program and Colonia Self-Help Centers; and general interview sessions with individuals to provide referral services to other office and agencies available to address issues of concern.</del>  <u>-The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers also provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.</u>  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Actual technical assistance contacts and visits are reported by staff.   <b>Methodology:</b>                      On-site visits, e-mails and telephone calls are manually tracked by staff and maintained in the Department's database.  <b>Purpose:</b></p>	<p>Offering a comprehensive definition. Methodology does not change.</p>			

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	<p>The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the Effectiveness of the program and compliance with legislative mandates.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 2</b> Provide Information and Assistance  <b>Objective No. 2</b> Promote and Improve Homeownership Along the Texas-Mexico Border  <b>Strategy No. 1</b> Assist Colonias, Border Communities, and Nonprofits  <b>Measure Type:</b> OP  <b>Measure No. 2</b> # of Colonia Residents Receiving Direct Assist from Self-help Centers</p>	<p><b>Definitions:</b>                      The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.</p> <p><b>Data Limitations:</b>  <del>Deviation from targeted performance could occur if participation of Colonia residents is lower than expected or with changes in available resources.</del> <u>Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.</u></p> <p><b>Data Source:</b> Actual assistance provided as reflected on the most recent quarterly report received from Colonia Self-Help Center administrators.</p> <p><b>Methodology:</b> The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be</p>	<p>Clarifying limitations.</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.</p> <p><b>Purpose:</b>                      This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.                      Calculation Method: C New Measure: N</p> <p>Target Attainment: H</p>				
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 1</b> Ease Hardships for 16% of Homeless &amp; Very Low Income Persons Each Year  <b>Strategy No. 1</b> Administer Poverty-related Funds through a Network of Agencies  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Average Subrecipient Cost Per Person for the CSBG Program</p>	<p><b>Definitions:</b>                      The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.</p> <p><b>Data Limitations:</b>                      A possible limitation could be limitations on obtaining expenditure data for the reported period <u>due to late reporting from subrecipients.</u></p> <p><b>Data Source:</b>                      The total number of persons served is gathered from the subrecipients' monthly performance reports.</p> <p><b>Methodology:</b>                      The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.</p> <p><b>Purpose:</b>                      The purpose of the measure shows the efficiency in administering the program.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Clarifying limitations.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 1</b> Ease Hardships for 16% of Homeless &amp; Very Low Income Persons Each Year  <b>Strategy No. 1</b> Administer Poverty-related Funds through a Network of Agencies  <b>Measure Type:</b> OP  <b>Measure No. 1</b> Number of Persons Assisted through Homeless and Poverty-related Funds</p>	<p><b>Definitions:</b>                      This measure tracks the number of persons assisted through homeless and poverty-related programs.  <b>Data Limitations:</b>                      A possible limitation could be subrecipients failing to submit <del>required</del> <u>timely reports or to make adjustments</u> on a timely basis.  <b>Data Source:</b>                      Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.  <b>Methodology:</b>                      Performance reported is actual number.  <b>Purpose:</b>                      The purpose of the measure is to identify the number of persons assisted by <u>all homeless and poverty-related programs</u> <del>Community Services programs (including ESG, HHSP and, CSBG).</del>                      Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>Clarifies data limitations and that the purpose of the measure is to capture all persons assisted through homeless and poverty-related funds. This would include programs listed in the explanatory measures as well as other funds that may become available such as the Ending Homelessness Fund.</p>			
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 1</b> Ease Hardships for 16% of Homeless &amp; Very Low Income Persons Each Year  <b>Strategy No. 1</b> Administer Poverty-related Funds through a Network of Agencies  <b>Measure Type:</b> OP  <b>Measure No. 3</b> # of Persons Assisted by the Community Services Block Grant Program</p>	<p><b>Definitions:</b>                      This measure tracks the number of persons enrolled in the Community Services Block Grant Program.  <b>Data Limitations:</b>                      Data could be limited if subrecipients fail to submit <del>required reports</del> <u>timely reports or to make adjustments</u> on a timely basis.  <b>Data Source:</b>                      Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.  <b>Methodology:</b>                      Performance reported is the actual number.  <b>Purpose:</b></p>	<p>Clarifying limitations.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 2</b> Reduce Cost of Home Energy for 6% of Very Low Income Households  <b>Strategy No. 1 Administer State Energy Assistance Programs</b>  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Average Subrecipient Cost Per Household Served <u>for Utility Assistance</u></p>	<p><b>Definitions:</b>                      The average cost per household served is calculated based on the number of households assisted by CEAP and WAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.  <b>Data Limitations:</b>                      Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.  <b>Data Source:</b>                      The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP and WAP from the subrecipient Monthly Funding Performance Report.  <b>Methodology:</b>                      Calculations are based on the total subrecipient expenditures for <del>the Energy Assistance section</del> CEAP divided by the total number of households served.  <b>Purpose:</b> The measure identifies the average program cost to provide service to a household</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Changing this measure would avoid confusion and provide policy makers more meaningful information. There is currently a separate efficiency measure reflecting average WAP costs. (Efficiency 2) as well as separate explanatory measures for CEAP and WAP respectively. As a result, people often mistakenly assume that Efficiency 1 reflects average CEAP costs. Limiting the efficiency measure to CEAP avoids this confusion and provides more meaningful information to policy makers.</p>			
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 2</b> Reduce Cost of Home Energy for 6% of Very</p>	<p><b>Definitions:</b>                      The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.  <b>Data Limitations:</b></p>	<p>Clarifying data limitations.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Low Income Households  <b>Strategy No. 1</b> Administer State Energy Assistance Programs  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Average Cost Per Home Weatherized</p>	<p><del>Increase or decrease in funding</del> <u>Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.</u>  <b>Data Source:</b>                      Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.  <b>Methodology:</b> Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.  <b>Purpose:</b>                      The measure identifies the average cost to perform weatherization on a home                       Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs  <b>Objective No. 2</b> Reduce Cost of Home Energy for 6% of Very Low Income Households  <b>Strategy No. 1</b> Administer State Energy Assistance Programs  <b>Measure Type:</b> EX  <b>Measure No. 1</b> Number of Very Low Income Households Eligible for Utility Assistance</p>	<p><b>Definitions:</b> The number of very low income households income-eligible (<u>150% poverty level</u>) for <u>energy utility assistance (CEAP)</u> in Texas is determined based on the most recent decennial Census or Census Bureau estimates.   <b>Data Limitations:</b> 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   <b>Data Source:</b> Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census.  <b>Methodology:</b> Data represents an actual or estimated number, dependent on most recent census data available.  <b>Purpose:</b></p>	<p>Clarifying program information.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 4</b> Ensure Compliance with Program Mandates  <b>Objective No. 1</b> Monitor Developments &amp; Subrecipient Contracts for Compliance  <b>Strategy No. 1</b> Monitor and Inspect for Federal &amp; State Housing Program Requirements  <b>Measure Type:</b> EX  <b>Measure No. 1</b> Total Number of Active Properties in the Portfolio</p>	<p><b>Definitions:</b>                      The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b>                      Program totals are maintained by the Department's databases.</p> <p><b>Methodology:</b>                      Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)</p> <p><b>Purpose:</b>                      The measure provides the total number of housing developments in the compliance monitoring portfolio <u>as of the end of the fiscal year.</u></p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>The number of active properties fluctuates throughout the year. This will clarify that the number is based on the end of the year count.</p>			
<p><b>Goal No. 4</b> Ensure Compliance with Program Mandates  <b>Objective No. 1</b> Monitor Developments &amp; Subrecipient</p>	<p><b>Definitions:</b> Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into</p>	<p>The number of active units changes throughout the year. This will clarify that the number is based on the end of the year</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Contracts for Compliance  <b>Strategy No. 1</b> Monitor and Inspect for Federal &amp; State Housing Program Requirements  <b>Measure Type:</b> EX  <b>Measure No. 2</b> Total Number of Active Units in the Portfolio</p>	<p>service, <u>occupied units</u> and units available for lease are included in the total.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Unit totals are maintained by the Department's databases  <b>Methodology:</b> Figure represents actual number of units associated with recent awards but not placed into service, <u>occupied units</u> as well as active units available for lease in the compliance monitoring and tracking system (CMTS) <u>as of the end of the fiscal year.</u>  <b>Purpose:</b> The measure provides information of the total rental units monitored by the Department.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>count. In addition, this clarifies the definition of the count.</p>			
<p><b>Goal No. 4</b> Ensure Compliance with Program Mandates  <b>Objective No. 1</b> Monitor Developments &amp; Subrecipient Contracts for Compliance  <b>Strategy No. 2</b> Monitor Subrecipient Contracts  <b>Measure Type:</b> EX  <b>Measure No. 1</b> Total Number of Non-formula Contracts Subject to Monitoring</p>	<p><b>Definitions:</b>                      This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, <u>CSBG discretionary</u>, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.  <b>Data Limitations:</b> No limitations  <b>Data Source:</b>                      Data on contracts administered is maintained in the Department's database.  <b>Methodology:</b>                      Number is actual.  <b>Purpose:</b>                      The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>Clarifies what non-formula contracts include.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Goal No. 4</b> Ensure Compliance with Program Mandates  <b>Objective No. 1</b> Monitor Developments &amp; Subrecipient Contracts for Compliance  <b>Strategy No. 2</b> Monitor Subrecipient Contracts  <b>Measure Type:</b> OP  <b>Measure No. 2</b> Number of Single Audit Reviews</p>	<p><b>Definitions:</b>                      The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by <del>OMB Circular A-133</del> <u>Uniform Grant Management Standards</u> or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b>                      The data is gathered from Department data bases.</p> <p><b>Methodology:</b>                      Number is actual.</p> <p><b>Purpose:</b>                      The measure meets statutory and program requirements.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>Updates name of single audit document.</p>			
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No.</b> Operate a Regulatory System To Ensure <del>Efficiency Responsive SOL /Licensing/Other</del>  <b>Strategy No. 1</b> Provide <del>Stmts. of Ownership SOL and Licenses Licensing Services</del> in a Timely Manner  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Avg. Cost Per Manufactured Housing Stmt. of Ownership and <del>Location</del> Issued</p>	<p><b>Definitions:</b>                      The average cost to the Department of the processing of a Statement of Ownership and Location (SOL) application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing <del>Statements of Ownership SOLs</del>. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to <del>SOL Statements of Ownerships</del>, including document review, handling, proofing, and notification.</p> <p><b>Data Limitations:</b>                      No limitations of data.</p> <p><b>Data Source:</b>                      Information is obtained from either a management report</p>	<p>Updates language to reflect statutory name of ownership document and clarify methodology.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>from the Department's Financial Administration Division or USAS</p> <p><b>Methodology:</b>                      To obtain the average, divide the total funds <u>expended and encumbered</u> by the total number of <u>SOL Statements of Ownerships</u> issued in a reporting period.</p> <p><b>Purpose:</b>                      The measure shows the <u>Efficiency</u> in costs to issue a <u>Statement of Ownership SOL</u>.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry</p> <p><b>Objective No. 1</b> Operate a Regulatory System To Ensure <u>Efficiency Responsive SOL /Licensing/Other</u></p> <p><b>Strategy No. 1</b> Provide <u>Stmts. of Ownership SOL</u> and <u>Licenses Licensing Services</u> in a Timely Manner</p> <p><b>Measure Type:</b> OP</p> <p><b>Measure No. 1</b> No. of Manufactured Housing Stmts. of Ownership and Location Issued</p>	<p><b>Definitions:</b>                      The total number of manufactured housing Statements of Ownership and Location (SOL) issued for which a fee is charged (includes <u>SOL Statements of Ownership</u> issued as a result of changes in ownership, location, lien information, election, and use).</p> <p><b>Data Limitations:</b>                      No limitations.</p> <p><b>Data Source:</b>                      Data is computer generated through the Manufactured Housing Division's Database and accounting receipts.</p> <p><b>Methodology:</b>                      Number is actual.</p> <p><b>Purpose:</b>                      This measure identifies the total number of <u>SOL Statements of Ownership</u> issued in a reporting period. It is important because it shows the workload associated with issuing <u>SOL Statements of Ownership</u>.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>	<p>Updates language of program.</p>			
<p><b>Goal No. 5</b> Regulate Manufacturing Housing Industry</p> <p><b>Objective No. 1</b> Operate a Regulatory System To Ensure <u>Efficiency Responsive SOL /Licensing/Other</u></p>	<p><b>Definitions:</b>                      The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries</p>	<p>Making methodology consistent with definition.</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Strategy No. 2</b> Conduct Inspections of Manufactured Homes in a Timely Manner  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Average Cost Per Inspection</p>	<p>(permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division's Database and the Inspector's Travel Voucher Database.  <b>Methodology:</b>                      To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.  <b>Purpose:</b>                      The measure identifies the cost Efficiency to perform or attempt an inspection.                       Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No. 1</b> Operate a Regulatory System To Ensure Efficiency Responsive SOL Licensing/Other  <b>Strategy No. 2</b> Conduct Inspections of Manufactured Homes in a Timely Manner  <b>Measure Type:</b> OP  <b>Measure No. 2</b> Number of Non-routine Inspections Conducted</p>	<p><b>Definitions:</b>                      The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (<u>State Administrative Agency for HUD</u>), and retailer monitoring.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Collection of data is based on the Inspector's Travel Voucher Database.  <b>Methodology:</b>                      The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.  <b>Purpose:</b>                      The measure identifies the total number of inspections</p>	<p>Clarifying what SAA means.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.</p> <p>Calculation Method: C New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No. 1</b> Operate a Regulatory System To Ensure Efficiency Responsive SOL /Licensing/Other  <b>Strategy No. 3</b> Process Complaints/Conduct Investigations/Take Administrative Actions  <b>Measure Type:</b> EF  <b>Measure No. 1</b> Average Cost Per Complaint Resolved</p>	<p><b>Definition</b>                      The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.  <b>Methodology:</b>                      To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.  <b>Purpose:</b>                      The measure identifies the Efficiency in costs for resolving a complaint.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: L</p>	<p>Making methodology consistent with definition.</p>			
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry  <b>Objective No. 1</b> Operate a Regulatory System To Ensure</p>	<p><b>Definitions:</b>                      The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a</p>	<p>Fixes a typo.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><del>Efficiency Responsive SOL /Licensing/Other</del>  <b>Strategy No. 3</b> Process Complaints/Conduct Investigations/Take Administrative Actions  <b>Measure Type:</b> EF  <b>Measure No. 2</b> Average Time for Complaint Resolution</p>	<p>resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source:</b>                      Data is computer generated through the Manufactured Housing Division's Database.  <b>Methodology:</b>                      The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.  <b>Purpose:</b>                      The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.                       Calculation Method: N New Measure: N                      Target Attainment: L</p>				
<p><b>Goal No. 1</b> Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No. 1</b> Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing  <b>Outcome No. 1</b> Percent Households/Individuals Assisted</p>	<p><b>Definitions:</b> The percentage of households/individuals of very low (60 AMFI or below), low (61-80 AMFI), and moderate income (81+ AMFI) that need housing and subsequently receive housing or housing related assistance represents service coverages provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.  <b>Data Limitations:</b> The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service is may be</p>	<p>Clarification of language.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	<p>provided at the local level. The reporting of households served <del>is</del> <u>may be</u> provided by the contracted entity. Reported performance is considered reliable.</p> <p><b>Data Source:</b> The number of households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology:</b> The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent <del>Census</del> data of extremely low, very low, low and moderate income Texans who need affordable housing; with respect to the moderate income population with housing needs, only moderate income renter households will be included as the only TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (NOTE: TDHCA does not have home repairs programs that would benefit moderate income homeowners and therefore moderate income homeowners are not included. Also, rental development units funded by multiple programs are counted only once for the purposes of outcome calculations.)</p> <p><b>Purpose:</b> This measure addresses the extent to which services are provided by all housing programs and calculates the level of service compared to the need. This measure identifies the percentage of the low to moderate income population with housing needs that TDHCA housing programs were able to serve.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No.</b> 1 Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No.</b> 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve</p>	<p><b>Definition</b>                      The percentage of very low income households (<u>60 AMFI or below</u>) receiving housing assistance represents service <del>coverage</del> <u>is</u> provided by Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program, the Housing Tax Credit Program, the My First</p>	<p>Clarification of language.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Housing  <b>Outcome No.</b> 2 Percent Very Low Income Households Receiving Housing Assistance</p>	<p>Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.  <b>Data Limitations</b>                      The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service is <u>may be</u> provided at the local level. The reporting of households served is <u>may be</u> provided by the contracted entity. Reported performance is considered reliable.  <b>Data Source</b>                      The number of very low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.  <b>Methodology</b>                      The percent of households of very low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent census data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.  <b>Purpose</b>                      This measure identifies the percentage of the very low income population with housing needs that TDHCA housing programs were able to serve.                       Calculation Method: N New Measure: N Target Attainment: H</p>				
<p><b>Goal No.</b> 1 Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No.</b> 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve</p>	<p><b>Definition</b>                      The percentage of low income (61-80 AMFI) households receiving housing assistance represents service <u>coverage</u> s provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the</p>	<p>Clarification of language only.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Housing  <b>Outcome No.</b> 3 Percent Low Income Households Receiving Housing Assistance</p>	<p>Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.</p> <p><b>Data Limitations</b>                      The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service <u>may be</u> is provided at the local level. The reporting of households served is <u>may be</u> provided by the contracted entity. Reported performance is considered reliable.</p> <p><b>Data Source</b>                      The number of low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology</b>                      The percent of households of low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent census data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.</p> <p><b>Purpose</b>                      The measure addresses the extent to which services are provided by all housing programs for low income and calculates the level of service provided to the low income population. This measure is important because it identifies, of the number of low income, how many low income households/individuals the housing programs were able to serve.                      Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<p><b>Goal No.</b> 1 Increase Availability of Safe/Decent/Affordable Housing  <b>Objective No.</b> 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve</p>	<p><b>Definition</b>                      The percentage of moderate income households (<u>Over 80 AMFI</u>) receiving housing assistance represents service <u>coverages</u> provided by My First Texas Home Programs and other housing funds.</p> <p><b>Data Limitations</b></p>	<p>Clarification only.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
Housing <b>Outcome No.</b> 4 Percent Households of Moderate Income Receiving Housing Assistance	<p>The Department contracts with a Master Servicer to maintain data of households served. The intake, eligibility review and actual service is provided by the participating lender. The reporting of households served is provided by the Master Servicer. Reported performance is considered reliable.</p> <p><b>Data Source</b>                      The number of moderate income households served is maintained by the Single Family Bond program and reported quarterly. Data is provided by the Master Servicer, entered by staff and maintained in the agency's computer system.</p> <p><b>Methodology</b>                      The percent of households of moderate income served with housing or housing related assistance is based on: (numerator) an actual count of moderate income households/individuals using TDHCA's housing programs and (denominator) the most recent census data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.)</p> <p><b>Purpose</b>                      The measure addresses the extent to which services are provided by the Single Family Bond program, which is the only housing program serving the moderate income population. This measure is important because it identifies, of the number of moderate income households, how many moderate income households/individuals the Single Family Bond program was able to serve.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>				
<del><b>Goal No.</b> 1 Increase Availability of Safe/Decent/Affordable Housing</del> <del><b>Objective No.</b> 1 Make Loans/Grants/Incentives to</del>	<p><del><b>Definitions:</b>                      Under the multifamily bond programs, developers/borrowers can designate either 20% of the units in each property at 50% area median family income or 40% of the units at 60% area median family income. It is not possible to determine on a</del></p>	The measure captures the percent of TDHCA assisted multifamily bond units that serve very low to moderate income households. As all			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p>Fund/Develop/Preserve Housing  <b>Outcome No. 5</b> Percent of Multi-family Rental Units Benefiting VL/MI Households</p>	<p><del>projection basis the overall percentage of units within these categories that will be financed in a given year.</del>  <b>Data Limitations:</b>  <del>The number of units available for very low and low income households is reported by the project developer. Performance depends on the allocation of volume cap by state lottery conducted by the Texas Bond Review Board.</del>  <b>Data Source</b>  <del>The number of very low and low income households served is maintained by the Multifamily Bond and reported quarterly. Data is entered by staff and maintained in the agency's computer system.</del>  <b>Methodology:</b>  <del>To calculate the percentage of units financed at the end of the year for any category, divide the number of total units within each category by the number of total units financed.</del>  <b>Purpose:</b>  <del>The measure addresses the number of units in a development that have been designated for very low and income families. This measure is important because it measures how effectively the Multifamily Bond programs have been in providing rental units to very low and and low income households/individuals. Calculation Method: N New Measure: <u>Y</u> Target Attainment: H</del></p>	<p>TDHCA financed rental units will serve low income households, the measure is always 100% and therefore does not provide meaningful information.</p>			
<p><del>Goal No: 2 Provide Information and Assistance</del>   <del>Objective No.1 Provide Information and Assistance for Housing and Community Services</del>   <del>Outcome No.1 % of Info/TA Requests Completed Within Established Time Frames</del></p>	<p><del>Definition: This measure tracks the percentage of information and technical assistance requests completed within established time frames by the Center for Housing Research, Planning, and Communications.</del>  <del>Data Limitations: No limitations</del>  <del>Data Source: The receipt and response to requests is tracked by the division. Data is entered by staff and maintained in the agency's computer system.</del>  <del>Purpose: To ensure that the Department is responding to consumer information and technical assistance requests in a timely manner.</del></p>	<p>The measure captures the percent of TDHCA information or technical assistance requests to which the Housing Resource Center responds within established time frames. As the Center responds to all requests immediately, the measure is always 100% and therefore does not provide meaningful information.</p>			
<p><b>Goal No. 3</b> Improve Poor/Homeless Living Conditions &amp; Reduce VLI Energy Costs</p>	<p><b>Definitions:</b>              This measure reflects the percentage of income-eligible households receiving utility assistance through all <u>Energy Utility Assistance</u> programs. Information on the number of</p>	<p>Eliminates mention of WAP from the measure to make the measure consistent with the change in 3-2-1 efficiency 1</p>			



Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><b>Objective No. 2</b> Reduce Cost of Home Energy for 6% of Very Low Income Households</p> <p><b>Outcome No. 1</b> Percent of Very Low Income Households Receiving Utility Assistance</p>	<p>households assisted is submitted to the Department by subrecipients. A household may be assisted by more than one Energy Assistance program activity depending on need.</p> <p><b>Data Limitations:</b> No limitations of data.</p> <p><b>Data Source</b> The percent of income-eligible households that received Energy Utility assistance through all Energy Assistance programs is based on monthly data reported by subrecipients. The income eligible population is based on the most recent census data available, including estimates.</p> <p><b>Methodology:</b> The data is entered in an automated system and maintained by the Department. The percent of very low income households receiving energy assistance is calculated by dividing the number of very low income households receiving CEAP or WAP assistance by the most current census data representing the number of households meeting current program income requirements. Numbers may reflect households receiving both energy assistance and weatherization assistance; in these instances households are counted separately for each program.</p> <p><b>Purpose:</b> The measure identifies the percent of the very low income population assisted by Energy Utility Assistance programs. This measure indicates how effectively the Department has provided energy related services to the target population and the impact of the programs statewide.</p> <p>Calculation Method: N New Measure: N Target Attainment: H</p>	<p>measure and with the measure's title.</p>			
<p><del><b>Goal No. 4</b> Ensure Compliance with Program Mandates</del></p> <p><del><b>Objective No. 1</b> Monitor Developments &amp; Subrecipient Contracts for Compliance</del></p>	<p><del><b>Definitions:</b> -Measure represents the percentage of Housing Tax Credit (HTC), HOME, Tax Exempt Bond, Housing Trust Fund, and other affordable housing rental projects monitored annually through on-site, in-depth, or desk</del></p>	<p>The measure captures the percent of TDHCA properties monitored per year. As every TDHCA assisted property that is active (i.e. still required to be</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
<p><del>Outcome No. 1</del> Percent of Properties Monitored</p>	<p><del>reviews of tenant files. Onsite reviews also include a property and unit inspection.</del>  <b>Data Limitations:</b>  <del>No limitations of data.</del>  <b>Data Source</b>  <del>Projects are monitored through on-site, in-depth, or desk reviews. Data is gathered from Departmental databases.</del>  <b>Methodology:</b>  <del>The percent is derived by dividing the actual number of rental projects monitored by the total number of rental projects in the TDHCA Compliance portfolio.</del>  <b>Purpose:</b>  <del>The Compliance section was formed to address long term compliance responsibilities of the various housing programs administered by TDHCA. The measure is important because it identifies the percent of projects monitored. Each program dictates the frequency and type of monitoring.</del></p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	<p>affordable to specified income categories) receives some level of monitoring every year, the measure is always 100% and therefore does not provide meaningful information.</p>			
<p><b>Goal No. 4</b> Ensure Compliance with Program Mandates  <b>Objective No. 1</b> Monitor Developments &amp; Subrecipient Contracts for Compliance  <b>Outcome No. 2</b> Percent of Formula-Funded Receiving Onsite Monitoring</p>	<p><b>Definitions:</b>                      Measure represents the percentage of the formula funded (CA Network (CSBG, CEAP, and WAP) and HHSP) subrecipients that undergo onsite monitoring by the Department.  <b>Data Limitations:</b>                      No limitations.  <b>Data Source</b>                      The data is gathered from Department databases.  <b>Methodology:</b>                      Number is actual. Subrecipients may administer more than one TDHCA program. This figure is calculated by the total number of formula-funded (CA network and HHSP) subrecipients receiving onsite reviews in a fiscal year (4.1.3-OP-1) divided by the total number of such subrecipients (4.1.3-EX-1).  <b>Purpose:</b>                      To provide policy makers meaningful information on TDHCA oversight of formula-funded (CA Network and</p>	<p>Deletes obsolete reference.</p>			

Element	Requested Change(s)	Justification for Requested Change(s)	LBB AND/OR OOG APPROVED CHANGE	LBB / OOG COMMENTS	STATUS
	HHSP) subrecipients.  Calculation Method: N New Measure: N Target Attainment: H				
<p><b>Goal No. 5</b> Regulate Manufactured Housing Industry</p> <p><b>Objective No. 1</b> Operate a Regulatory System To Ensure Efficiency Responsive <del>SQL</del> /Licensing/Other</p> <p><b>Outcome No. 1</b> Percent of Apps Processed within Established Time Frames</p>	<p><b>Definitions:</b>                      The percentage of Statement of Ownership &amp; Location (<del>SQL</del>) and License applications processed within established time frames as opposed to those that are not.</p> <p><b>Data Limitations:</b>                      No limitations of data.</p> <p><b>Data Source</b>                      The Statement of Ownership &amp; Location functional area of the Manufactured Housing Division reviews a random selection of 25 or more applications (per month) within a reporting period. The Licensing functional area reviews all applications to verify if they were processed timely.</p> <p><b>Methodology:</b>                      To obtain the percentage, divide the number of applications that are processed within the required time frame by the total number reviewed by random selection. The percentage is attained by combining the results of the <u>Statement of Ownership SQL</u> and Licensing functional areas. Information is manually prepared and/or computer generated through the Manufactured Housing Division's Database.</p> <p><b>Purpose:</b>                      Applications are processed within established time frames. The time frame for <u>Statement of Ownership SQL</u> applications is 15 working days; the time frame for licensing applications is 7 working days. The importance is to measure the ability of the agency to process applications in a timely manner.</p> <p>Calculation Method: N New Measure: N                      Target Attainment: H</p>	Updates program name.			

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 01-01 OC 01  
**Key Measure:** Y      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

The percentage of households/individuals of very low, low, and moderate income that need housing and subsequently receive housing or housing related assistance represents services provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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

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

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

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

---

**Calculation Method:** N            **Target Attainment:** H            **Priority:** H            **Cross Reference:** Agy 332 084-R-S70-1 01-01 OC 02

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

BL 2018 Definition

The percentage of very low income households receiving housing assistance represents services provided Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program, the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 01-01 OC 03  
**Key Measure:** Y      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

The percentage of low income households receiving housing assistance represents services provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference: Agy 332 084-R-S70-1 01-01 OC 04**

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

BL 2018 Definition

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

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

The percent of households of moderate income served with housing or housing related assistance is based on:  
(numerator) an actual count of moderate income households/individuals using TDHCA's housing programs and  
(denominator) the most recent census data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.)

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

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

BL 2019 Data Source

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

BL 2019 Methodology

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The percent of households of moderate income served with housing or housing related assistance is based on:  
(numerator) an actual count of moderate income households/individuals using TDHCA's housing programs and  
(denominator) the most recent census data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.)

BL 2019 Purpose

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



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

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

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

Outcome No.            5            Percent of Multi-family Rental Units Benefiting VL/MI Households

---

**Calculation Method: N            Target Attainment: H            Priority: H            Cross Reference: Agy 332 084-R-S70-1 01-01 OC 05**

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

BL 2018 Definition

Under the multifamily bond programs, developers/borrowers can designate either 20% of the units in each property at 50% area median family income or 40% of the units at 60% area median family income. It is not possible to determine on a projection basis the overall percentage of units within these categories that will be financed in a given year.

BL 2018 Data Limitations

The number of units available for very low and low income households is reported by the project developer. Performance depends on the allocation of volume cap by state lottery conducted by the Texas Bond Review Board.

BL 2018 Data Source

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

BL 2018 Methodology

To calculate the percentage of units financed at the end of the year for any category, divide the number of total units within each category by the number of total units financed.

BL 2018 Purpose

The measure addresses the number of units in a development that have been designated for very low and low income families. This measure is important because it measures how effectively the Multifamily Bond program has been in providing rental units to very low and low income households/individuals.

BL 2019 Definition

Under the multifamily bond programs, developers/borrowers can designate either 20% of the units in each property at 50% area median family income or 40% of the units at 60% area median family income. It is not possible to determine on a projection basis the overall percentage of units within these categories that will be financed in a given year.

BL 2019 Data Limitations

The number of units available for very low and low income households is reported by the project developer. Performance depends on the allocation of volume cap by state lottery conducted by the Texas Bond Review Board.

BL 2019 Data Source

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

BL 2019 Methodology

To calculate the percentage of units financed at the end of the year for any category, divide the number of total units within each category by the number of total units financed.

BL 2019 Purpose

The measure addresses the number of units in a development that have been designated for very low and low income families. This measure is important because it measures how effectively the Multifamily Bond program has been in providing rental units to very low and low income households/individuals.

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 02-01 OC 01  
**Key Measure:** N      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 03-01 OC 01  
**Key Measure:** Y      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 03-01 OC 02  
**Key Measure:** N      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 03-02 OC 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 4	Ensure Compliance with Program Mandates
Objective No. 1	Monitor Developments & Subrecipient Contracts for Compliance
Outcome No. 1	Percent of Properties Monitored

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 04-01 OC 01  
**Key Measure:** N      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

Measure represents the percentage of Housing Tax Credit (HTC), HOME, Tax-Exempt Bond, Housing Trust Fund, and other affordable housing rental projects monitored annually through on-site, in-depth, or desk reviews of tenant files. Onsite reviews also include a property and unit inspection.

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

Projects are monitored through on-site, in-depth, or desk reviews. Data is gathered from Departmental databases.

BL 2018 Methodology

The percent is derived by dividing the actual number of rental projects monitored by the total number of rental projects in the TDHCA Compliance portfolio.

BL 2018 Purpose

The Compliance section was formed to address long term compliance responsibilities of the various housing programs administered by TDHCA. The measure is important because it identifies the percent of projects monitored. Each program dictates the frequency and type of monitoring.

BL 2019 Definition

Measure represents the percentage of Housing Tax Credit (HTC), HOME, Tax-Exempt Bond, Housing Trust Fund, and other affordable housing rental projects monitored annually through on-site, in-depth, or desk reviews of tenant files. Onsite reviews also include a property and unit inspection.

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

Projects are monitored through on-site, in-depth, or desk reviews. Data is gathered from Departmental databases.

BL 2019 Methodology

The percent is derived by dividing the actual number of rental projects monitored by the total number of rental projects in the TDHCA Compliance portfolio.

BL 2019 Purpose

The Compliance section was formed to address long term compliance responsibilities of the various housing programs administered by TDHCA. The measure is important because it identifies the percent of projects monitored. Each program dictates the frequency and type of monitoring.



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

Goal No.                    4            Ensure Compliance with Program Mandates

Objective No.            1            Monitor Developments & Subrecipient Contracts for Compliance

Outcome No.            2            Percent of Formula-Funded Receiving Onsite Monitoring

---

**Calculation Method:** N            **Target Attainment:** H            **Priority:** M            **Cross Reference:** Agy 332 084-R-S70-1 04-01 OC 02

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered from Department databases.

BL 2018 Methodology

Number is actual. Subrecipients may administer more than one TDHCA program. This figure is calculated by the total number of formula-funded (CA network and HHSP) subrecipients receiving onsite reviews in a fiscal year (4.1.3 OP 1) divided by the total number of such subrecipients (4.1.3 EX 1).

BL 2018 Purpose

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

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

---

**Calculation Method:** N      **Target Attainment:** H      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 05-01 OC 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

Goal No.                    5            Regulate Manufactured Housing Industry

Objective No.            1            Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other

Outcome No.            2            Percent of Consumer Complaint Inspections Conducted within 30 Days

---

**Calculation Method: N            Target Attainment: H            Priority: H            Cross Reference: Agy 332 084-R-S70-1 05-01 OC 02**

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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Agency Code: 332	Agency: Department of Housing and Community Affairs
Goal No. 5	Regulate Manufactured Housing Industry
Objective No. 1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Outcome No. 3	Percent of Complaints Resulting in Disciplinary Action

---

**Calculation Method:** N      **Target Attainment:** L      **Priority:** H      **Cross Reference:** Agy 332 084-R-S70-1 05-01 OC 03  
**Key Measure:** Y      **New Measure:** N      **Percent Measure:** Y

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 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.

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

Goal No.                    5            Regulate Manufactured Housing Industry

Objective No.            1            Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other

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

---

**Calculation Method: N            Target Attainment: H            Priority: H            Cross Reference: Agy 332 084-R-S70-1 05-01 OC 04**

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

Goal No.                    5            Regulate Manufactured Housing Industry

Objective No.            1            Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other

Outcome No.            5            Recidivism Rate for Those Receiving Disciplinary Action

---

**Calculation Method:** N            **Target Attainment:** H            **Priority:** H            **Cross Reference:** Agy 332 084-R-S70-1 05-01 OC 05

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EF 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

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

BL 2019 Data Source

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

BL 2019 Methodology

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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EF 02

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

BL 2018 Definition

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

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

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

BL 2019 Methodology

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

BL 2019 Purpose

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



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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program	
Measure Type	EF		
Measure No.	3	Average Mortgage Credit Certificate Amount	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EF 03

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

BL 2018 Definition

A measure that tracks the average amount of all Mortgage Credit Certificates (MCCs) issued by TDHCA.

BL 2018 Data Limitations

While TDHCA has indicated "Higher," this reports mortgage tax credits reported by TDHCA to the IRS. Various factors affect the actual benefit realized by households.

BL 2018 Data Source

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

BL 2018 Methodology

The total mortgage loan amount associated with the MCCs issued will be summed and divided by the number of MCCs multiplied by the credit rate.

BL 2018 Purpose

This measure identifies the average amount of all Mortgage Credit Certificates (MCCs)

BL 2019 Definition

A measure that tracks the average amount of all Mortgage Credit Certificates (MCCs) issued by TDHCA.

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EX 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

No Limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No Limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EX 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	3	# of Stand Alone MCCs Issued without a TDHCA Mortgage Loan

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EX 03

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

BL 2018 Definition

A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan.

BL 2018 Data Limitations

There are no data limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Data Limitations

There are no data limitations.

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Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type	EX	
Measure No.	4	Number of Mortgage Credit Certificates Combined with Mortgage Loans

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 EX 04

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

BL 2018 Definition

A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans, with or without down payment assistance.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

This measure identifies the number of households receiving the combined program elements of a Mortgage Credit Certificate and a mortgage loan, with or without down payment assistance.

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

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Purpose

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

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

---

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EF 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the average amount per unit of HOME loans awarded in support of single family development activities, including new construction and infill development.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The total dollar amount of new construction, including new construction under single family development activities utilizing HOME funds will be totaled and divided by the projected number of units awarded through single family development utilizing HOME funds.

BL 2018 Purpose

This measure identifies the costs associated with new construction and other single family development activities utilizing HOME funds.

BL 2019 Definition

A measure that tracks the average amount per unit of HOME loans awarded in support of single family development activities, including new construction and infill development.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

The total dollar amount of new construction, including new construction under single family development activities utilizing HOME funds will be totaled and divided by the projected number of units awarded through single family development utilizing HOME funds.

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BL 2019 Purpose

This measure identifies the costs associated with new construction and other single family development activities utilizing HOME funds.



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

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**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EF 02

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

BL 2018 Definition

A measure that tracks the average amount per household of loans/grants for new construction, rehabilitation or reconstruction of housing utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The total dollar amount of rehabilitation, new construction, or reconstruction of owner-occupied housing utilizing HOME funds will be summed and divided by the number of households awarded through rehabilitation or reconstruction of owner-occupied housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2018 Purpose

This measure identifies the costs associated with rehabilitation, new construction, or reconstruction of housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2019 Definition

A measure that tracks the average amount per household of loans/grants for new construction, rehabilitation or reconstruction of housing utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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The total dollar amount of rehabilitation, new construction, or reconstruction of owner-occupied housing utilizing HOME funds will be summed and divided by the number of households awarded through rehabilitation or reconstruction of owner-occupied housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

**BL 2019 Purpose**

This measure identifies the costs associated with rehabilitation, new construction, or reconstruction of housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds.

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

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**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EF 03  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the average amount per household of mortgage financing and homebuyer assistance utilizing single family HOME funds, including mortgage financing and homebuyer assistance provided in conjunction with home modification for accessibility needs or rehabilitation.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

The amounts of the financing and grants and number of units are tracked by the division. Data is entered by staff and maintained in the agency’s computer system.

BL 2018 Methodology

The total dollar amount of HOME homebuyer assistance (“HBA”) funds, inclusive of funding provided for associated modification or rehabilitation, divided by the number of units assisted under HBA.

BL 2018 Purpose

This measure identifies the costs associated with financing affordable housing utilizing HOME funds.

BL 2019 Definition

A measure that tracks the average amount per household of mortgage financing and homebuyer assistance utilizing single family HOME funds, including mortgage financing and homebuyer assistance provided in conjunction with home modification for accessibility needs or rehabilitation.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

The amounts of the financing and grants and number of units are tracked by the division. Data is entered by staff and maintained in the agency’s computer system.

BL 2019 Purpose

This measure identifies the costs associated with financing affordable housing utilizing HOME funds.

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

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**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EF 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the average amount per household of tenant based rental assistance awarded provided with HOME funds in the State Fiscal Year.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The total dollar amount of tenant based rental assistance provided with HOME funds during the State Fiscal Year will be summed and divided by the number of households assisted through tenant based rental assistance utilizing HOME funds.

BL 2018 Purpose

This measure identifies the assistance associated with tenant based rental assistance utilizing HOME funds.

BL 2019 Definition

A measure that tracks the average amount per household of tenant based rental assistance awarded provided with HOME funds in the State Fiscal Year.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

The total dollar amount of tenant based rental assistance provided with HOME funds during the State Fiscal Year will be summed and divided by the number of households assisted through tenant based rental assistance utilizing HOME funds.

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BL 2019 Purpose

This measure identifies the assistance associated with tenant based rental assistance utilizing HOME funds.

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

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

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

This figure will be calculated by dividing the amount of multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds awarded by the corresponding number of restricted units to be developed, through new construction or rehabilitation. Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.)

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations.

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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EX 01

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

BL 2018 Definition

A measure that tracks the number of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The number will be a count of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System.

BL 2018 Purpose

To track the number of households assisted utilizing HOME funds provided in support of single family development and redevelopment activities, including new construction, acquisition, and/or rehabilitation.

BL 2019 Definition

A measure that tracks the number of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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The number will be a count of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System.

**BL 2019 Purpose**

To track the number of households assisted utilizing HOME funds provided in support of single family development and redevelopment activities , including new construction, acquisition, and/or rehabilitation.



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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EX 02

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

BL 2018 Definition

A measure that tracks the number of households assisted through single family HOME funds for rehabilitation, new construction, or reconstruction utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The number will be a count of households assisted through HOME funds for rehabilitation, new construction, or reconstruction of owner-occupied housing. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System.

BL 2018 Purpose

To track the number of households awarded through HOME funds for new construction, rehabilitation or reconstruction utilizing single family Homeowner Rehabilitation Assistance (HRA) HOME funds. Please note that "new construction" under this category refers to the rebuilding of a home at an alternative site as might occur for disaster relief or flood plain issues.

BL 2019 Definition

A measure that tracks the number of households assisted through single family HOME funds for rehabilitation, new construction, or reconstruction utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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The number will be a count of households assisted through HOME funds for rehabilitation, new construction, or reconstruction of owner-occupied housing. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System.

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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EX 03

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

BL 2018 Definition

A measure that tracks the number of households assisted through single family HOME funds for mortgage financing and homebuyer assistance , including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The number will be a count of households assisted through HOME funds for mortgage financing and homebuyer assistance, including households receiving home modification or rehabilitation with these. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System.

BL 2018 Purpose

To track the number of households assisted through HOME funds for mortgage financing and homebuyer assistance, including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Purpose

To track the number of households assisted through HOME funds for mortgage financing and homebuyer assistance, including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation.

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

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

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 EX 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the number of households assisted through HOME tenant based rental assistance in the State Fiscal Year.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The performance figure reported for the first quarter represents the total number of households receiving assistance as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period.

BL 2018 Purpose

To track the number of households assisted with HOME tenant based rental assistance.

BL 2019 Definition

A measure that tracks the number of households assisted through HOME tenant based rental assistance in the State Fiscal Year.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

The performance figure reported for the first quarter represents the total number of households receiving assistance as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period.

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BL 2019 Purpose

To track the number of households assisted with HOME tenant based rental assistance.

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

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

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations.

BL 2019 Purpose

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

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

---

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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

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

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-02 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The number will be a count of households assisted through single family HOME funds. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System. For Tenant-Based Rental Assistance, consistent with the methodology in 1.1.2 EX 4, the measure would capture households served during the State Fiscal Year.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Purpose

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



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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
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Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	OP	
Measure No.	2	#HHS Ass. W/ Multifamily HOME, (TCAP) RF, Other MF Direct Loan Funds

---

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1		Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1		Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	3		Provide Funding through the HTF for Affordable Housing
Measure Type	EF		
Measure No.	1		Average Amount Per Household for Single Family Bootstrap

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**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-03 EF 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	3	Provide Funding through the HTF for Affordable Housing
Measure Type	EF	
Measure No.	2	Average Amount Per Household for Single Family Non-Bootstrap

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-03 EF 02

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The total dollar amount of non-Bootstrap single family loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of non-Bootstrap single family households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

The total dollar amount of non-Bootstrap single family loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of non-Bootstrap single family households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting.

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BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	3	Provide Funding through the HTF for Affordable Housing
Measure Type	EX	
Measure No.	1	Number of Households Assisted through Single Family Bootstrap

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-03 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1		Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1		Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	3		Provide Funding through the HTF for Affordable Housing
Measure Type	EX		
Measure No.	2		Number of Households Assisted through Single Family Non-Bootstrap

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-03 EX 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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



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BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	3	Provide Funding through the HTF for Affordable Housing	
Measure Type	OP		
Measure No.	1	Number of Single Family Households Assisted through the HTF Program	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-03 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the number of single family households assisted through the HTF program.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

The number will be a count of households assisted through HTF funds. Performance is measured when loans/grants are funded by Accounting.

BL 2018 Purpose

To track the amount of households assisted through single family HTF funds.

BL 2019 Definition

A measure that tracks the number of single family households assisted through the HTF program.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

The number will be a count of households assisted through HTF funds. Performance is measured when loans/grants are funded by Accounting.

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BL 2019 Purpose

To track the amount of households assisted through single family HTF funds.

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	4	Federal Rental Assistance through Section 8 Vouchers
Measure Type	EF	
Measure No.	1	Average Admin Cost Per Household for Housing Choice Voucher Program

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference:  
**Key Measure: N**      **New Measure: Y**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	4	Federal Rental Assistance through Section 8 Vouchers
Measure Type	OP	
Measure No.	1	Total # of HHS Assisted thru Statewide Housing Asst. Payments Program

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-04 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

Total households will be based on total active contracts during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 8 assistance as of September 1. Subsequent quarters will report only new contracts executed for the reporting period. This will include households served through Project Access.

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	4	Federal Rental Assistance through Section 8 Vouchers
Measure Type	OP	
Measure No.	2	# of Section 8 Households Participating in Project Access Program

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-04 OP 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1. Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1.

BL 2018 Purpose

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

BL 2019 Definition

The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

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BL 2019 Purpose

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



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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	5	Assistance Through Federal Sec 811 Project Rental Assistance Program
Measure Type	OP	
Measure No.	1	Number of Households Assisted through Section 811 PRA Program

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

BL 2018 Definition

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

BL 2018 Data Limitations

no limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	1	Avg Annual Tax Credits Amount Per Household for New Construction

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EF 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2019 Purpose

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

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Agency Code: <b>332</b>	Agency: <b>Department of Housing and Community Affairs</b>
Goal No.	1 Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF
Measure No.	2 Average Total Development Costs per Household for New Construction

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EF 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No Limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No Limitations.

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	3	Average Annual Tax Credits Amount Per Household for Acqu/Rehab

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EF 03

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

BL 2018 Definition

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

BL 2018 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EF	
Measure No.	4	Average Total Development Costs Per Household for Acquisition/Rehab

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EF 04

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

BL 2018 Definition

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

BL 2018 Data Limitations

Information is based on confirmed figures submitted during cost-certification.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

Information is based on confirmed figures submitted during cost-certification.

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EX	
Measure No.	1	Number of Households Assisted through New Construction Activities

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EX 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2018 Data Source

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

BL 2018 Methodology

This figure is the sum of all units newly constructed rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs.

BL 2018 Purpose

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

BL 2019 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	EX	
Measure No.	2	Number of Households Assisted through Acqu/Rehab Activities

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 EX 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

Federal regulations establish the amount and value of tax credits available.

BL 2018 Data Source

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

BL 2018 Methodology

This figure is the sum of all units acquired and rehabilitated rent-restricted units. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs.

BL 2018 Purpose

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

BL 2019 Data Limitations

Federal regulations establish the amount and value of tax credits available.

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	6	Provide Federal Tax Credits to Develop Rental Housing for VLI and LI
Measure Type	OP	
Measure No.	1	Number of Households Assisted through the Housing Tax Credit Program

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-05 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Purpose

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



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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
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Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EF	
Measure No.	1	Average Amount of Bond Proceeds Per Household for New Construction

---

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EF 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Methodology

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

BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program	
Measure Type	EF		
Measure No.	2	Average Total Development Costs Per Household for New Construction	

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**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EF 02

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

BL 2018 Definition

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

BL 2018 Data Limitations

Information is based on information submitted by developers during cost-certification.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

Information is based on information submitted by developers during cost-certification.

BL 2019 Methodology

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

BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program	
Measure Type	EF		
Measure No.	3	Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation	

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EF 03  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EF	
Measure No.	4	Average Total Development Costs Per Household for Acqu/Rehab

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EF 04

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

BL 2018 Definition

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

BL 2018 Data Limitations

Information is based on cost-certification data submitted by the developers.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

Information is based on cost-certification data submitted by the developers.

BL 2019 Data Source

The total number of units in the development and amount of total development costs is tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system.

BL 2019 Methodology

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

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BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EX	
Measure No.	1	Number of Households Assisted through New Construction Activities

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations

BL 2019 Purpose

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

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	EX	
Measure No.	2	Number of Households Assisted through Acqu/Rehab Activities

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 EX 02

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

The number of households is based on cost certification provided by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs.

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations

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

Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	7	Federal Mortgage Loans through the MF Mortgage Revenue Bond Program
Measure Type	OP	
Measure No.	1	Number of Households Assisted with Multifamily MRB Program

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 01-01-06 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

The number of units is based on cost certification provided by the owners and tracked by the Asset Management division for each separate program. Data is entered by staff and maintained in the agency’s computer system.

BL 2018 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs.

BL 2018 Purpose

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

BL 2019 Definition

A measure that tracks the number of households assisted as reflected by the low income units financed through the multifamily division utilizing mortgage revenue bond funds.

BL 2019 Data Limitations

No limitations

BL 2019 Purpose

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



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

Goal No.	2	Provide Information and Assistance
Objective No.	1	Provide Information and Assistance for Housing and Community Services
Strategy No.	1	Center for Housing Research, Planning, and Communications
Measure Type	OP	
Measure No.	1	Number of Information and Technical Assistance Requests Completed

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 02-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure tracking the number of information and technical assistance requests made by consumers completed by the Center for Housing Research, Planning, and Communications.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

A measure tracking the number of information and technical assistance requests made by consumers completed by the Center for Housing Research, Planning, and Communications.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	2	Provide Information and Assistance	
Objective No.	1	Provide Information and Assistance for Housing and Community Services	
Strategy No.	1	Center for Housing Research, Planning, and Communications	
Measure Type	OP		
Measure No.	2	Number of Short Term Technical Assistance Consumer Requests Completed	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 02-01-01 OP 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure tracking the number of short term (completed by phone) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

To track the short term consumer information and technical assistance requests received.

BL 2019 Definition

A measure tracking the number of short term (completed by phone) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

To track the short term consumer information and technical assistance requests received.

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

Goal No.	2	Provide Information and Assistance
Objective No.	1	Provide Information and Assistance for Housing and Community Services
Strategy No.	1	Center for Housing Research, Planning, and Communications
Measure Type	OP	
Measure No.	3	No. Long Term Information and Technical Assistance Requests Completed

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 02-01-01 OP 03  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

A measure tracking the number of long term (completed by email or mail) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

To track the long term consumer information and technical assistance requests received.

BL 2019 Definition

A measure tracking the number of long term (completed by email or mail) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications.

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

To track the long term consumer information and technical assistance requests received.

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

Goal No.	2	Provide Information and Assistance
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits
Measure Type	OP	
Measure No.	1	# of Tech Assistance Contacts and Visits Conducted by Field Offices

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 02-02-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The number of technical assistance contacts and visits is based on actual on-site technical assistance visits, telephone calls and written and electronic correspondence conducted by border field office staff. Technical assistance includes: meeting with local governments (cities & counties) staff and nonprofits providing agency information on programs and services more specifically providing detailed technical assistance in implementing and managing Office of Colonia Initiatives and other Department programs; follow-up on contract compliance measures with the Bootstrap Loan Program and Colonia Self-Help Centers; and general interview sessions with individuals to provide referral services to other office and agencies available to address issues of concern.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2018 Methodology

On-site visits, e-mails and telephone calls are manually tracked by staff and maintained in the Department's database.

BL 2018 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.

BL 2019 Definition

The number of technical assistance contacts and visits is based on actual on-site technical assistance visits, telephone calls and written and electronic correspondence conducted by border field office staff. Technical assistance includes: meeting with local governments (cities & counties) staff and nonprofits providing agency information on programs and services more specifically providing detailed technical assistance in implementing and managing Office of Colonia Initiatives and other Department programs; follow-up on contract compliance measures with the Bootstrap Loan Program and Colonia Self-Help Centers; and general interview sessions with individuals to provide referral services to other office and agencies available to address issues of concern.

BL 2019 Data Limitations

No limitations.

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BL 2019 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2019 Methodology

On-site visits, e-mails and telephone calls are manually tracked by staff and maintained in the Department's database.

BL 2019 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.



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

Goal No.	2	Provide Information and Assistance
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits
Measure Type	OP	
Measure No.	2	# of Colonia Residents Receiving Direct Assist from Self-help Centers

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 02-02-01 OP 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2018 Data Limitations

Deviation from targeted performance could occur if participation of Colonia residents is lower than expected or with changes in available resources.

BL 2018 Data Source

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

BL 2018 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2018 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

BL 2019 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2019 Data Limitations

Deviation from targeted performance could occur if participation of Colonia residents is lower than expected or with changes in available resources.

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BL 2019 Data Source

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

BL 2019 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2019 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	1	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 EF 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

BL 2018 Purpose

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

BL 2019 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2019 Data Limitations

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

BL 2019 Data Source

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

BL 2019 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

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BL 2019 Purpose

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

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	2	Average Subrecipient Cost Per Person for the CSBG Program

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 EF 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

BL 2018 Purpose

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

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EF	
Measure No.	3	Average Subrecipient Cost Per Person for the HHSP Program

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 EF 03  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program.

BL 2018 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	EX	
Measure No.	1	Number of Persons in Poverty Meeting Income Eligibility

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 EX 02

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

BL 2018 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2018 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Data Source

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

BL 2019 Methodology

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

BL 2019 Purpose

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

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	1	Number of Persons Assisted through Homeless and Poverty-related Funds	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

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

BL 2018 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2018 Methodology

Performance reported is actual number.

BL 2018 Purpose

The purpose of the measure is to identify the number of persons assisted by all Community Services programs (including ESG, HHSP and CSBG).

BL 2019 Definition

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

BL 2019 Data Limitations

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

BL 2019 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2019 Methodology

Performance reported is actual number.



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BL 2019 Purpose

The purpose of the measure is to identify the number of persons assisted by all Community Services programs (including ESG, HHSP and CSBG).

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	2	Number of Persons Assisted That Achieve Incomes Above Poverty Level

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 OP 02  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG) that achieve incomes above 125% of poverty level for a minimum of 90 days.

BL 2018 Data Limitations

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

BL 2018 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

BL 2018 Methodology

Performance reported is actual number.

BL 2018 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

BL 2019 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG) that achieve incomes above 125% of poverty level for a minimum of 90 days.

BL 2019 Data Limitations

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

BL 2019 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

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BL 2019 Methodology

Performance reported is actual number.

BL 2019 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	3	# of Persons Assisted by the Community Services Block Grant Program	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 OP 03  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2018 Data Limitations

Data could be limited if subrecipients fail to submit required reports on a timely basis.

BL 2018 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2018 Methodology

Performance reported is the actual number.

BL 2018 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

BL 2019 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2019 Data Limitations

Data could be limited if subrecipients fail to submit required reports on a timely basis.

BL 2019 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2019 Methodology

Performance reported is the actual number.

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BL 2019 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	4	Number of Persons Enrolled in the Emergency Solutions Grant Program	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 OP 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2018 Data Limitations

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

BL 2018 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2018 Methodology

Performance reported is the actual number.

BL 2018 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2019 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2019 Data Limitations

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

BL 2019 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2019 Methodology

Performance reported is the actual number.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
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Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies
Measure Type	OP	
Measure No.	5	# of Persons Assisted by the Homeless and Housing Services Program

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-01-01 OP 05  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2018 Data Limitations

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

BL 2018 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2018 Methodology

Performance reported is the actual number.

BL 2018 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2019 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2019 Data Limitations

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

BL 2019 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2019 Methodology

Performance reported is the actual number.



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BL 2019 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

**Strategy-Related Measures Definitions**  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	EF	
Measure No.	1	Average Subrecipient Cost Per Household Served

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-02-01 EF 01

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

BL 2018 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP and WAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2018 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2018 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP and WAP from the subrecipient Monthly Funding Performance Report.

BL 2018 Methodology

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

BL 2018 Purpose

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

BL 2019 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP and WAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2019 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2019 Methodology

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

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BL 2019 Purpose

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

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	EF	
Measure No.	2	Average Cost Per Home Weatherized

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-02-01 EF 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2018 Data Limitations

Increase or decrease in funding could create a variance in the targeted goal.

BL 2018 Data Source

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

BL 2018 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2018 Purpose

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

BL 2019 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2019 Data Limitations

Increase or decrease in funding could create a variance in the targeted goal.

BL 2019 Data Source

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

BL 2019 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

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

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	EX	
Measure No.	1	Number of Very Low Income Households Eligible for Utility Assistance

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 03-02-01 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The number of very low income households income-eligible for energy assistance in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

BL 2019 Definition

The number of very low income households income-eligible for energy assistance in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2019 Data Limitations

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

BL 2019 Data Source

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

BL 2019 Methodology

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

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BL 2019 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	OP		
Measure No.	1	Number of Households Receiving Utility Assistance	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-02-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2018 Data Limitations

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

BL 2018 Data Source

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

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

BL 2019 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2019 Data Limitations

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

BL 2019 Data Source

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

BL 2019 Methodology

Number is actual.



**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

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

Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1	Administer State Energy Assistance Programs
Measure Type	OP	
Measure No.	2	Number of Dwelling Units Weatherized by the Department

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 03-02-01 OP 02  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2018 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department’s online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department’s DOE and LIHEAP Weatherization programs.

BL 2018 Methodology

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

BL 2018 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

BL 2019 Definition

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

BL 2019 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2019 Data Source

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Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

**BL 2019 Methodology**

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

**BL 2019 Purpose**

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	EX	
Measure No.	1	Total Number of Active Properties in the Portfolio

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-01 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Program totals are maintained by the Department's databases.

BL 2018 Methodology

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

BL 2018 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio.

BL 2019 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

Program totals are maintained by the Department's databases.

BL 2019 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio.

**Strategy-Related Measures Definitions**  
 85th Regular Session, Base Recon, Version 1  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	EX	
Measure No.	2	Total Number of Active Units in the Portfolio

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 04-01-01 EX 02

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

BL 2018 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units. Units associated with recent awards but not placed into service and units available for lease are included in the total.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Unit totals are maintained by the Department's databases.

BL 2018 Methodology

Figure represents actual number of units associated with recent awards but not placed into service as well as active units available for lease in the compliance monitoring and tracking system (CMTS).

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

Unit totals are maintained by the Department's databases.

BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	OP	
Measure No.	1	# of Annual Owners Compliance Reports Received and Reviewed

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

The data is gathered by program from Department databases.

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

The measure meets statutory and agency requirements.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	2	Total Number of File Reviews	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-01 OP 03  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered by program from Department databases.

BL 2018 Methodology

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

BL 2018 Purpose

The measure meets statutory and agency requirements.

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

The data is gathered by program from Department databases.

BL 2019 Methodology

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

BL 2019 Purpose

The measure meets statutory and agency requirements.

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type	OP	
Measure No.	3	Total Number of Physical Inspections

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-01 OP 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered by program from Department databases.

BL 2018 Methodology

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

BL 2018 Purpose

The measure meets statutory and agency requirements.



**Strategy-Related Measures Definitions**  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	EX	
Measure No.	1	Total Number of Non-formula Contracts Subject to Monitoring

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 04-01-02 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2018 Data Limitations

No limitations

BL 2018 Data Source

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

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

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

BL 2019 Data Limitations

No limitations

BL 2019 Data Source

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

BL 2019 Methodology

Number is actual.

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	EX	
Measure No.	2	Number of Previous Participation Reviews

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-02 EX 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Measure represents the number of previous participation reviews.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Data is maintained in the department's database.

BL 2018 Methodology

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

BL 2018 Purpose

The measure meets statutory and agency requirements.

BL 2019 Definition

Measure represents the number of previous participation reviews.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

Data is maintained in the department's database.

BL 2019 Methodology

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

BL 2019 Purpose

The measure meets statutory and agency requirements.

**Strategy-Related Measures Definitions**  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	EX	
Measure No.	3	Number of Formula-Funded Subrecipients

**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-02 EX 03

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered from Department databases.

BL 2018 Methodology

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

BL 2018 Purpose

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

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	1	Total Number of Monitoring Reviews of All Non-formula Contracts	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 04-01-02 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered from Department databases.

BL 2018 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

BL 2018 Purpose

The measure meets statutory and program requirements.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

The data is gathered from Department databases.

BL 2019 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

BL 2019 Purpose

The measure meets statutory and program requirements.

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	2	Number of Single Audit Reviews	
<b>Calculation Method: C</b>			
<b>Target Attainment: H</b>		<b>Priority: M</b>	
Cross Reference: Agy 332 084-R-S70-1 04-01-02 OP 02			
<b>Key Measure: N</b>		<b>New Measure: N</b>	
		<b>Percentage Measure: N</b>	

BL 2018 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by OMB Circular A-133 or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered from Department data bases.

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

The measure meets statutory and program requirements.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

The data is gathered from Department data bases.

BL 2019 Methodology

Number is actual.

BL 2019 Purpose

The measure meets statutory and program requirements.

**Strategy-Related Measures Definitions**  
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 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Ensure Compliance with Program Mandates
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.	2	Monitor Subrecipient Contracts
Measure Type	OP	
Measure No.	3	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 04-01-02 OP 03

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The data is gathered from Department databases.

BL 2018 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

BL 2018 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	1	Provide SOL and Licensing Services in a Timely Manner
Measure Type	EF	
Measure No.	1	Avg. Cost Per Manufact Housing Stmt. of Ownership and Location Issued

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 05-01-01 EF 01

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

BL 2018 Definition

The average cost to the Department of the processing of a Statement of Ownership and Location (SOL) application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing SOLs. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to SOLs, including document review, handling, proofing, and notification.

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

To obtain the average, divide the total funds by the total number of SOLs issued in a reporting period.

BL 2018 Purpose

The measure shows the efficiency in costs to issue a SOL.

BL 2019 Definition

The average cost to the Department of the processing of a Statement of Ownership and Location (SOL) application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing SOLs. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to SOLs, including document review, handling, proofing, and notification.

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

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

BL 2019 Methodology

To obtain the average, divide the total funds by the total number of SOLs issued in a reporting period.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

The measure shows the efficiency in costs to issue a SOL.



**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	1	Provide SOL and Licensing Services in a Timely Manner	
Measure Type	EX		
Measure No.	1	Number of Manufactured Homes of Record in Texas	

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-01 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2018 Methodology

Actual number.

BL 2018 Purpose

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

BL 2019 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2019 Data Limitations

No limitations of data.

BL 2019 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2019 Methodology

Actual number.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code: **332** Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	1	Provide SOL and Licensing Services in a Timely Manner
Measure Type	OP	
Measure No.	1	No. of Manufactured Housing Stmtns. of Ownership and Location Issued

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of manufactured housing Statements of Ownership and Location (SOL) issued for which a fee is charged (includes SOLs issued as a result of changes in ownership, location, lien information, election, and use).

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

This measure identifies the total number of SOLs issued in a reporting period. It is important because it shows the workload associated with issuing SOLs.

BL 2019 Data Limitations

No limitations.

BL 2019 Methodology

Number is actual.

BL 2019 Purpose

This measure identifies the total number of SOLs issued in a reporting period. It is important because it shows the workload associated with issuing SOLs.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	1	Provide SOL and Licensing Services in a Timely Manner	
Measure Type	OP		
Measure No.	2	Number of Licenses Issued	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 05-01-01 OP 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2018 Data Limitations

No limitations of data.

BL 2018 Data Source

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

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

BL 2019 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2019 Data Limitations

No limitations of data.

BL 2019 Methodology

Number is actual.

BL 2019 Purpose

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
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This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EF	
Measure No.	1	Average Cost Per Inspection

**Calculation Method: N**      **Target Attainment: L**      **Priority: M**      Cross Reference: Agy 332 084-R-S70-1 05-01-02 EF 01

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

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division's Database and the Inspector's Travel Voucher Database.

BL 2018 Methodology

To obtain the average, divide the total funds expended by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations.

BL 2019 Methodology

To obtain the average, divide the total funds expended by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	EX	
Measure No.	1	Number of Installation Reports Received

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-02 EX 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Actual number.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

Actual number.



**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	EX		
Measure No.	2	Number of Installation Inspections with Deviations	

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-02 EX 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Actual number.

BL 2018 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

BL 2019 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

Actual number.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type	OP	
Measure No.	1	Number of Routine Installation Inspections Conducted

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-02 OP 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Number is actual.

BL 2018 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

BL 2019 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2019 Data Limitations

No limitations.

BL 2019 Methodology

Number is actual.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	OP		
Measure No.	2	Number of Non-routine Inspections Conducted	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-02 OP 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA, and retailer monitoring.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

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

BL 2018 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

BL 2019 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA, and retailer monitoring.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

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

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
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BL 2019 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EF	
Measure No.	1	Average Cost Per Complaint Resolved

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-03 EF 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency’s enforcement function.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

Data is obtained from either a management report from the Department’s Financial Administration Division or USAS, and the Manufactured Housing Division’s Database.

BL 2018 Methodology

To obtain the average, divide the total funds expended by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2018 Purpose

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

BL 2019 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency’s enforcement function.

BL 2019 Data Limitations

No limitations.

BL 2019 Methodology

To obtain the average, divide the total funds expended by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.



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BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code: **332**      Agency: **Department of Housing and Community Affairs**

Goal No.	5	Regulate Manufactured Housing Industry
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EF	
Measure No.	2	Average Time for Complaint Resolution

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-03 EF 02  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is, divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2018 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

BL 2019 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

**Strategy-Related Measures Definitions**

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The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is, divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

**BL 2019 Purpose**

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	EX		
Measure No.	1	Number of Jurisdictional Complaints Received	

---

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-03 EX 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

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

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Actual number.

BL 2018 Purpose

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

BL 2019 Definition

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

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

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

BL 2019 Methodology

Actual number.

BL 2019 Purpose

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

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>332</b>	Agency:	<b>Department of Housing and Community Affairs</b>
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	OP		
Measure No.	1	Number of Complaints Resolved	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 332 084-R-S70-1 05-01-03 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

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

BL 2018 Methodology

Actual number.

BL 2018 Purpose

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

BL 2019 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2019 Data Limitations

No limitations.

BL 2019 Methodology

Actual number.

BL 2019 Purpose

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

## C. Historically Underutilized Business Plan

### INTRODUCTION

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

State HUB participation goals have been achieved consistently by the Department, with a focus toward maintaining high goals in future acquisitions. The Department routinely participates in vendor forums, trains Department staff, actively researches possible businesses to participate in opportunities, as well as assists vendors in becoming HUB certified.

#### Goal

The Texas Department of Housing and Community Affairs strive to provide procurement and contracting opportunities for all businesses, with efforts to maximize inclusion of minority, women, and disabled veteran owned businesses.

#### Objective

The Department shall make a good faith effort to maximize the award of goods and services to HUBs in all facets of contracting, subcontracting, and purchases. Through all reasonable means, the Department seeks to award procurement and subcontracting opportunities to minority, women, and disabled veteran owned businesses.

#### Strategy

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

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

## Output Measures

### HUB Goals and TDHCA Performance

Category	TDHCA Performance 2016	TDHCA Performance 2017	TDHCA Goals for 2018
Heavy Construction	N/A	N/A	N/A
Building Construction	N/A	N/A	N/A
Special Trades Contracts	100%	100%	N/A
Professional Services Contracts	N/A	N/A	N/A
Other Services Contracts	26.58%	32.46%	24.6%
Commodities Contracts	67.11%	66.83%	21.0%
Grand Total HUB Participation	38.96%	39.95%	

### TDHCA Performance – Fiscal Year 2016

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	11.00	11.00	100%	32.7%
Professional Services Contracts	N/A	N/A	N/A	23.6%
Other Services Contracts	1,585,685.00	421,543.00	26.58%	24.6%
Commodities Contracts	697,322.00	467,959.00	67.11%	21.0%
Grand Total Expenditures	2,283,020.00	889,514.00	38.96%	

### TDHCA Performance – Fiscal Year 2017

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	-11.00	-11.00	100%	32.7%
Professional Services Contracts	N/A	N/A	N/A	23.6%
Other Services Contracts	1,460,115.00	474,001.00	32.46%	24.6%
Commodities Contracts	406,545.00	271,695.00	66.83%	21.0%
Grand Total Expenditures	1,866,649.00	745,685.00	39.95%	

## External/Internal Assessment

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



## F. Agency Workforce Plan and Texas Workforce Strategic Plan

### Introduction

Each state agency is required to conduct a strategic planning staffing analysis and develop a workforce plan that follows guidelines developed by the State Auditor. This workforce plan addresses the agency's critical staffing and training needs, including the need for experienced employees to impart knowledge to their potential successors pursuant to Tex. Gov't Code §2056.002.

### Agency Overview

This section describes the mission, strategic goals, objectives, and business functions of the agency. Potential changes to these items over the next five years are also discussed.

### TDHCA Mission

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

State resources entrusted to the Department are limited and cannot accommodate every need or demand. Therefore, the Department's ultimate objective is to provide unassailable quality in all we do such that our programs and services command universal respect.

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

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

Objective 1. Make loans, grants, and incentives available to fund eligible housing activities and preserve/create single and multifamily units for very low, low, and moderate income households.

Strategy 1. Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low, low, and moderate income homebuyers.

Strategy 2. Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program and the Multifamily Direct Loan Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

Strategy 3. Provide Funding for Affordable Housing through the Texas Bootstrap and Amy Young Barrier Removal Programs funded through the Texas Housing Trust Fund

Strategy 4. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Strategy 5. Provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program

Strategy 6. Provide federal tax credits to develop rental housing for very low and low income households.

Strategy 7. Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.

Goal 2. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1. Provide information and assistance regarding affordable housing resources and community support services

Strategy 1. Provide information and technical assistance to the public through the Housing Resource Center.

Objective 2. Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas-Mexico border

Strategy 1. Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, the Bootstrap Self-Help program, the Contract for Deed conversion program and other Department programs.

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

Objective 1. To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

Strategy 1. Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related

services are available to very low income persons throughout the state.

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

Strategy 1. Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

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

Objective 1. Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy 1. Monitor and inspect for federal and state housing program requirements.

Strategy 2. Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal 5. Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1. Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.

Strategy 1. Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Strategy 2. Conduct inspections of manufactured homes in a timely and efficient manner.

Strategy 3. Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Strategy 4. Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.

## Core Business Functions

TDHCA business functions can be broadly grouped into four categories: providing housing and community services assistance, affirmatively furthering fair housing, regulating the manufactured housing industry, serving as an informational resource. To ensure the success of the Department's efforts in these areas, a variety of supporting functions are required. These support areas include financial administration, human resources, information systems, asset management, portfolio

management and compliance, policy and public affairs, purchasing, and real estate analysis.

## Housing and Community Services Assistance

Types of housing and community services assistance include:

- Housing assistance for individual households (homebuyer mortgage and down payment, home repair, and rental payment assistance);
- Ensuring programs affirmatively further fair housing efforts;
- Funding for the development of apartments (new construction or rehabilitation of rental units);
- Energy assistance (utility payments or home weatherization activities);
- Assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- Capacity building assistance (training and technical assistance, assistance with operating costs, and predevelopment loans to help local housing organizations develop housing).

## Manufactured Housing Activities

TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

## Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, the Legislature, community organizations, advocacy groups, housing developers, and supportive services providers. Examples of information provided includes: general information on TDHCA activities, application and implementation technical assistance, housing need data and analysis, and direct consumer information on available assistance statewide. This information is provided through a myriad of communication methods: a 1-800 phone line, publications and guidebooks, via email and the TDHCA website, public hearings, trainings and workshops, planning roundtables, field offices, mass mailings, television, radio, and print media, speaking engagements, and conferences. TDHCA uses online forums to encourage topical discussions and gather feedback on proposed policies, rules, plans, reports, or other activities. Forums may be used in combination with public hearings and other public comment opportunities as a means for the Department to collect stakeholder input.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; prevent discrimination; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

## Anticipated Changes to the Mission, Strategies, and Goals over the Next Five Years

The Department does not anticipate any significant changes of the mission, strategies and goals over the next five years.

## Current Workforce Profile (Supply Analysis)

This section describes the agency’s current workforce by assessing whether current employees have the knowledge, skills, and abilities needed to address critical business issues in the future.

### Size and Composition of Workforce

As of April 30, 2018, TDHCA had a total headcount of 283 employees. The following tables profile the agency’s workforce. TDHCA’s workforce is comprised of 38.9 percent males and 61.1 percent females. Over 45 percent of the agency’s work force is over 50 years old with 41 percent of the work force having 16 or more years of state service.

Statistics show that under one-half or 43 percent of the work force has 10 years or less of experience working at TDHCA with proficiency levels ranging from working knowledge of processes to gaining mastery level of processes. 30 percent of TDHCA’s workforce has 11-20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert. Employees with 21 years or more of tenure compromise 27 percent of the work force and are also keepers of institutional business knowledge.

The agency realizes that to prevent disparity in knowledge and experience levels and to mitigate future program operational challenges, succession planning strategies must address the transfer of institutional business knowledge and professional expertise.

### Work Force Breakdown

#### Gender

	Number of Employees	Percent of Employees
Male	110	38.9%
Female	173	61.1%

*Source: Centralized Accounting and Payroll/ Personnel System*

#### Age

	Number of Employees	Percent of Employees
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Under 30	13	4.59%
30-39	46	16.25%
40-49	96	33.92%
50 – 59	87	30.74%
60 and over	41	14.5%

*Source: Centralized Accounting and Payroll/ Personnel System*

### Agency Tenure

	Number of Employees	Percent of Employees
0-5 years	87	30.74%
6-10 years	64	22.62%
11-15 years	42	14.84%
16-20 years	43	15.20%
21-25 years	37	13.07.%
Over 25 years	10	3.53%

*Source: Centralized Accounting and Payroll/ Personnel System*

### State Tenure

	Number of Employees	Percent of Employees
0-5 years	62	21.91%
6-10 years	59	20.85%
11-15 years	45	15.90%
16-20 years	40	14.13%
21-25 years	42	14.84%
Over 25 years	35	12.37%

*Source: Centralized Accounting and Payroll/ Personnel System*

## TDHCA Work Force Compared to Statewide Civilian Workforce

The “Statewide Employment Statistics” table below compares the percentage of African American, Hispanic and Female TDHCA employees (as of April 30, 2018) to the statewide civilian work force as reported by the Texas Workforce Commission’s Civil Rights Division. For most job categories, the agency is comparable to or above statewide work force statistics; however, there are some areas that are under-represented. TDHCA is dedicated to ensuring quality in the workforce and specifically targets recruitment resources such a diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

### Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/Administrators	4.17	7.40%	25.00%	22.10%	37.50%	37.40%
Professionals	7.73%	10.40%	37.11%	19.30%	71.65%	55.30%
Technicians	10.20%	14.40%	26.53%	27.20%	20.41%	55.30%
Para-Professionals	36.36%	N/A	36.36%	N/A	90.91%	N/A
Administrative Support	33.33%	14.80%	16.67%	34.80%	83.33%	72.10%

*Source: Centralized Accounting and Payroll/Personnel System (CAPPs) and Texas Workforce Commission (TWC).*

TWC statistics extracted from “Equal Employment Opportunity and Minority Hiring Practices Report, Fiscal Years 2015-2016.”

The January 2015 TWC EEO and Minority Hiring Practices Report indicated that TWC has combined the statewide percentages for the Paraprofessional and the Service Maintenance EEO categories because they were not available separately from their BLS source report, accordingly, there is no Statewide paraprofessional statistic available for comparison.

## Employee Turnover

According to the State Auditor’s Office Turnover Report for fiscal year 2017, the statewide turnover rate for full-time and part-time classified employees at state agencies was 18.6 percent. This does not include interagency transfers since the state does not consider this to be a loss to the state.

As shown by the chart below, TDHCA’s turnover rates have historically been at least 5 percent under the state turnover rates. In fiscal year 2017 the turnover rate was 2.1 percent higher than the previous fiscal year. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job. There can be a financial gain as experienced employees are replaced with entry level staff, however, loss of those experienced employees can negatively impact the agency due to loss of institutional knowledge and skill.

### Overall Turnover

Fiscal Year	TDHCA	State
2017	7.4%	18.6%
2016	5.6%	17.6%
2015	12.0%	18%
2014	8.0%	17.5%
2013	7.1%	17.6%

*Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2017.*

*Turnover rates exclude interagency transfers*

### Turnover by Length of Agency Service

FY	# Terms	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15-19.99 Years	Over 20 Years
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2017	21	5	3	2	3	5	3
2016	16	4	1	4	3	0	4
2015	34	8	9	6	3	4	4
2014	23	1	10	7	3	1	1
2013	22	5	6	4	4	2	1

*Source: SAO E-Class. Data excludes interagency transfers*

### Turnover by Age

FY	# Terms	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years
2017	21	1	5	4	6	5
2016	16	0	6	2	4	4
2015	34	1	8	11	11	3
2014	23	0	12	4	4	3
2013	22	1	4	5	5	7

*Source: SAO E-Class. Data excludes interagency transfers*

### Retirement Eligibility

Data obtained from the Employees Retirement System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- Employee Development
- On-the-job training
- Leadership Development
- Succession Planning
- Cross divisional training
- Mentoring

### Projected TDHCA Retirements



Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 312)
2018	43	13.8
2019	9	2.8
2020	8	2.6
2021	11	3.5
2022	14	4.5
Total Projected Retirements	85	27.2%

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

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

### Core Functions

- Asset Management
- Building Inspection and Weatherization
- Capital Market Bond Financing
- Community Services
- Construction Management and Oversight
- Contract Management
- Data Analysis and Reporting
- Emergency Response and Management
- Environmental science
- Governmental Accounting and Reporting
- Information Systems and Security and Web Administration
- Knowledge of federal regulations, particularly OMB requirements
- Knowledge of Loan Closing and Titling processes
- Knowledge of Real Estate Transactions
- Legislative and governmental relations
- Loan Management
- Mortgage and loan management
- Portfolio management and compliance
- Program Planning and Administration
- Underwriting

### Critical Work Force Skills

Although the agency has many talented and qualified employees, there are a number of critical skills the Department's workforce needs in order to effectively accomplish its business functions and provide a high level of customer service which include:

- Analysis/research/planning/problem solving
- Auditing
- Communication (verbal and written)
- Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- Customer service
- Financial management, financial analysis, and accounting expertise
- Housing market industry
- Information security analysis
- Inspection
- Investigation
- Leadership and management
- Legal analysis
- Legislative relations and bill tracking
- Manufactured housing rules and regulations
- Marketing
- Multi-lingual
- Outreach and technical assistance
- Project management, quality oversight, and evaluation
- Titling and licensing

### Use of Consultants

To effectively achieve its mission, TDHCA will continue to use consultants and contract workers in areas where their unique skills and experience represents the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems, and Bond Finance.

## ISD

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department continues to employ one contract systems analyst to provide the majority of PeopleSoft Financials support and plans to hire an additional contract software developer to assist with Community Affairs Contract System support.

## Bond Finance

Bond Finance uses the following types of consultants:

Bond Counsel	A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.
Disclosure Counsel	A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.
Financial Advisor	Typically an investment banking firm experienced in issuance of mortgage revenue bonds.
Interest Rate Swap Advisor	Primarily monitors interest rate swaps used to hedge single family mortgage revenue bonds.
Investment Bankers	A firm specializing in the underwriting, issuance and sale of mortgage revenue bonds and provides advice relating to financial structure and cash flows.
Master Servicer	A financially sound bank or trust company experienced in loan servicing for tax-exempt and taxable single family programs.
Program Administrator	A company experienced in programmatic and tax compliance review for tax-exempt and taxable single family programs.
Rating Agencies	A national rating agency which analyzes bond issues and assigns a rating to them to indicate to prospective bondholders the investment quality of the issue.
TBA Provider	An investment banking firm experienced with the pooling and hedging of mortgage-backed securities in the TBA market.

## Future Workforce Profile (Demand Analysis)

This section describes the Department's future business and staffing outlook. This analysis helps to identify trends, future influences, and challenges for the agency's business functions, new and at-risk business, and workforce composition.

### Future Workforce Skills Needed

In addition to those skills described above in the “Workforce Skills Critical to the Mission and Goals of the Agency” section, it is expected that the following skills will also be needed:

- The Bond Finance Division may need to bring some specialized functions in-house over the next several years that the Department currently relies upon consultants to complete. Those tasks may require new staff and new skill sets.
- The Legal Services Division is called upon to provide increasingly complex transactional documentation skills and assist in developing increasingly detailed and complex rules, as new programs continue to emerge in response to federal legislative changes and new strategic directions. Both require significant real estate experience, detailed knowledge of state and federal laws, plus exceptional drafting skills. As more asset resolution and enforcement issues are brought forward, additional capabilities in contested case proceedings, loan restructurings, and bankruptcy matters are required.
- The Texas Housing Trust Fund has a current and future need for data analysis and programming skills.
- Legislative mandates impacting the administration and delivery of agency programs.
- The Human Resources Division anticipates needing to build strong overall HR knowledge, including HR certification; compensation skills; recruitment skills; the ability to administer HR programs effectively (strategically and assisting with development of programs); and skills in becoming an effective change agent for the Department.
- Many of the program areas have ongoing needs for expertise in data management and reporting.
- Other skill requirements with increased focus include team building and the ability to adapt to changing workplace demands.

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

#### Anticipated Increases:

- At a minimum maintain current staffing level.
- Reallocate employees within the agency to address shifts in program funding and/or increased demands.
- Continuously review processes and develop efficiencies as needed.
- Provide training and effectively manage succession planning.
- Awarding of new federal funds or appropriation of state funds.
- The Compliance & Asset Oversight Division anticipates the need for more staff as the size of the multifamily portfolio continues to expand and if the volume of utility allowance reviews for the housing tax credit program continues or increases. Address increased programmatic regulations including new federal OMB requirements.
- The Real Estate Analysis Division anticipates an increase in the number of employees needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

### Gap Analysis

#### Anticipated Surplus or Shortage of Employees/ Skills

Overall the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level

professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department it is anticipated that there may be a shortage of the following personnel and/or skills:

- The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and LIHTC issues.
- The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.

## Strategy Development

This section describes strategies for workforce transition.

TDHCA has always encouraged training for staff. This is an essential part of developing and maintaining a skilled workforce that encompasses the quality performance needed to carry out the mission and goals of the agency.

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of 46 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. The TDHCA must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TDHCA workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

In addition to the diversity and composition of the future TDHCA workforce, fair pay will continue to impact recruitment and retention. The TDHCA and state agencies, in general, currently cannot compete with other organizations in terms of compensating its employees. Many existing employees continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. The TDHCA must continue to foster an environment that offers not only fair compensation but also other incentives that attract and retain staff.

## Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been developed.

**Gap: Retain and Attract the Right Employees for the Job.**

**Goal:** To attract and retain a competent workforce.

**Rationale:** Recruiting excellent workers with the knowledge, skills, and abilities to perform their job duties is essential for a quality work force. It is also a challenge to retain those same employees in such a competitive market. The agency must recruit quality workers, learn to recognize excellent performance and provide development opportunities to employees.

The Department must also develop those employees with interest and ability to learn new skills and develop leadership skills in order to be prepared to advance into critical positions. The Department must also be prepared to recruit external candidates with the necessary skills needed.

**Action Steps:**

- Identify positions and also classification job series with the highest turnover and implement more aggressive retention strategies for these positions.
- Conduct an assessment of risk at TDHCA regarding the potential loss of knowledge, particularly in areas of loss due to retirement of key positions.
- Identify positions that should be targeted for succession planning, determine critical competencies and skills needed for those positions, and consider how to develop staff for these position and how to aggressively recruit for these positions.
- Provide employee training to develop critical skills needed.
- Develop and provide cross/rotational training for employees who are seeking new challenges or who wish to move across divisions.
- Create training and development plans for employees to assume higher level positions as vacancies occur.
- Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed, and use the Work in Texas database to recruit applicants, and continue to have TDHCA job fairs in an effort to recruit and achieve a diverse qualified pool of applicants.
- Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed. Encourage management to identify recruitment resources, organizations, colleges, and university to establish and applicant pool of individuals with the critical skills needed for their positions.
- Continue to conduct the Survey of Employee Engagement to determine trends in employee satisfaction and address areas of concern.
- Continue to allow employees to utilize the agency's alternative work schedule program to the extent possible.
- Create programs that allow employees who are seeking new challenges to work on special projects, rotations and/or developmental assignments.
- Adjust salaries within assigned pay ranges for employees in positions that are either critical or key functions or that have high turnover rates.
- Promote the use of non-monetary rewards for exceptional performance (e.g. Administrative Leave for Outstanding Performance, etc.)
- Promote the Wellness Program.

**Gap: IS staff with advanced technology skills needed to maintain the Department's continually advancing computer systems and programs.**

**Goal:** To provide the Department with technology that will increase efficiency of information for customers and staff, increase customer satisfaction, and provided streamlining of technology based

programs

Rationale: Training is needed to stay current with emerging technology. There are increased requests for changes to IT systems to better serve our customers and staff

Action Steps:

- Continue to develop IT staff by providing ongoing training.
- Determine anticipated changes needed to systems and allow for training and staff development of new technologies.
- Cross functional training of IT staff.
- Develop plans for future needs of the Department web-based programs.

**Gap: Develop a Competent and Well-Trained Diverse Work Force**

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

Rationale: Over 27 percent of TDHCA’s workforce is projected to be eligible to retire within the next five years. The agency relies heavily on a competent and knowledgeable staff and the loss of mastery-level expertise and institutional business knowledge will have a significant impact on agency services. The agency must continually assess existing staff to determine which employees demonstrate interest and also potential to develop new competencies and also assume new positions. Also, as the workforce continues to change there is an increase in multi-generational and diverse backgrounds entering the workforce. Employees will need to be able to work with and manage people with differing opinions and work ethics.

Action Steps:

- Identify agency critical skills and competencies with input from divisions.
- Provide management with tools and training to assist in the management of a multi-generational diverse workforce.
- Promote the agency’s tuition reimbursement program to encourage employees to further their education.
- Identify staff with leadership potential and send them to leadership development training. Require employees to participate in professional and personal development training to address undeveloped strengths.
- Provide staff with agency online training offerings and usage.
- Encourage employees to pursue professional certification(s) in their areas of employment when possible.
- Regularly review Department demographics to determine EEO shortfalls in EEO categories.
- Include “job shadowing” of new employee with more seasoned employees, as a routing part of both employees’ job descriptions.

## Survey of Organizational Excellence Results and Utilization Plans

### Employees’ Attitudes and Possibilities for Change

In February of 2018, TDHCA participated in the Survey of Employee Engagement sponsored by the University of Texas Institute for Organizational Excellence. The results of the survey are

outlined below.

## **Response Rate**

Of the 280 employees invited to take the survey, 248 responded for a response rate of 88.6%. As a general rule, rates higher than 50 percent suggest soundness, while rates lower than 30% may indicate problems. At 88.6% the response rate for TDHCA is considered high. High rates mean that employees have an investment in the organization and are willing to contribute toward making improvements within the workplace. This survey forms the basis of the following observations concerning TDHCA's strengths and weaknesses according to the employees of the Department:

## **Overall Score**

The overall survey score for TDHCA was 395. The overall survey score is a broad indicator for comparison with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

## **Levels of Employee Engagement**

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TDHCA, 37% of employees are Highly Engaged, 22% are Engaged, 34% are Moderately Engaged, and 7% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged.

Based on the survey, the following provides employee years of service with TDHCA:

- 16% New Hires (0-2 years)
- 31% Experienced (3-10 years)
- 41% Very Experienced (11+ years)
- 12% Did Not Answer

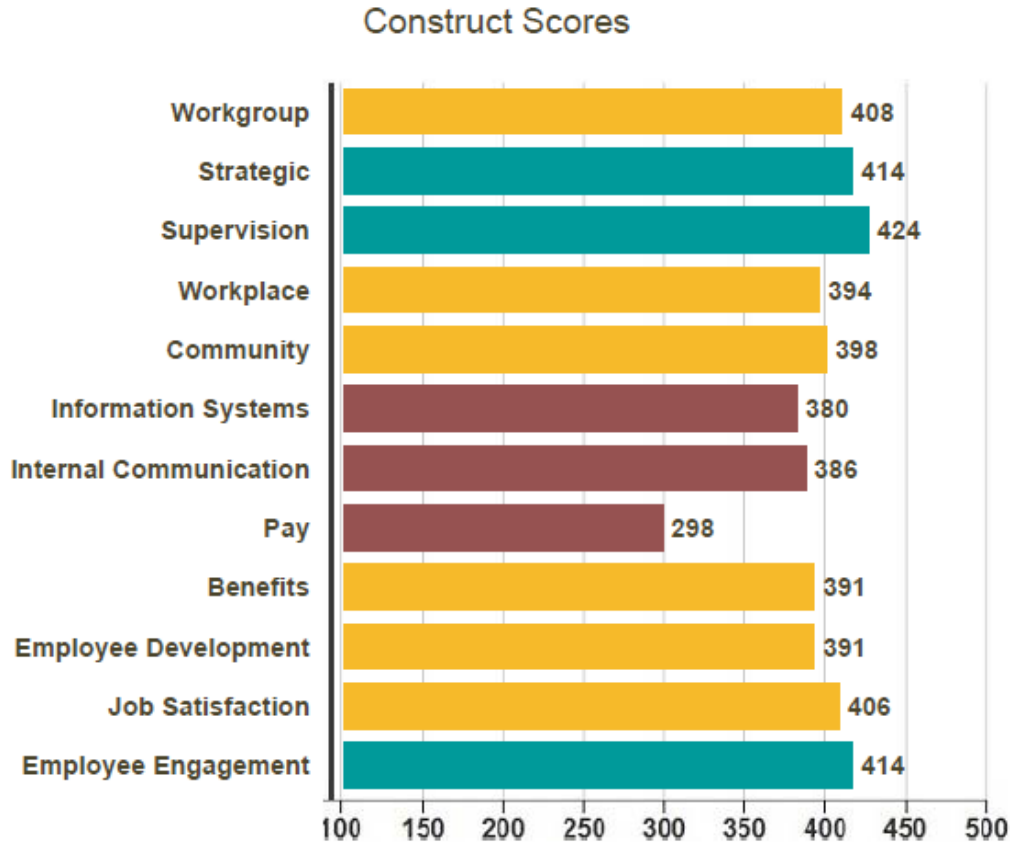
Focusing forward, there are 6% of employees that indicated they intend to leave TDHCA within the next year and there are 19% of employees that indicated they are eligible for retirement, or will be within the next two years.

## **Constructs**

Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below

to highlight the Department’s areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.





## Areas of Strength and Concern

### Areas of Strength



**Supervision**

**Score: 424**

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.



**Employee Engagement**

**Score: 414**

The employee engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. Higher scores suggest that employees feel their ideas count, their work impacts the organization and their well-being and development are valued.



**Strategic**

**Score: 414**

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.

### Areas of Concern



**Pay**

**Score: 298**

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.



**Information Systems**

**Score: 380**

The information systems construct captures employees' perceptions of whether computer and communication systems provide accessible, accurate, and clear information. The lower the score, the more likely employees are frustrated with their ability to secure needed information through current systems.



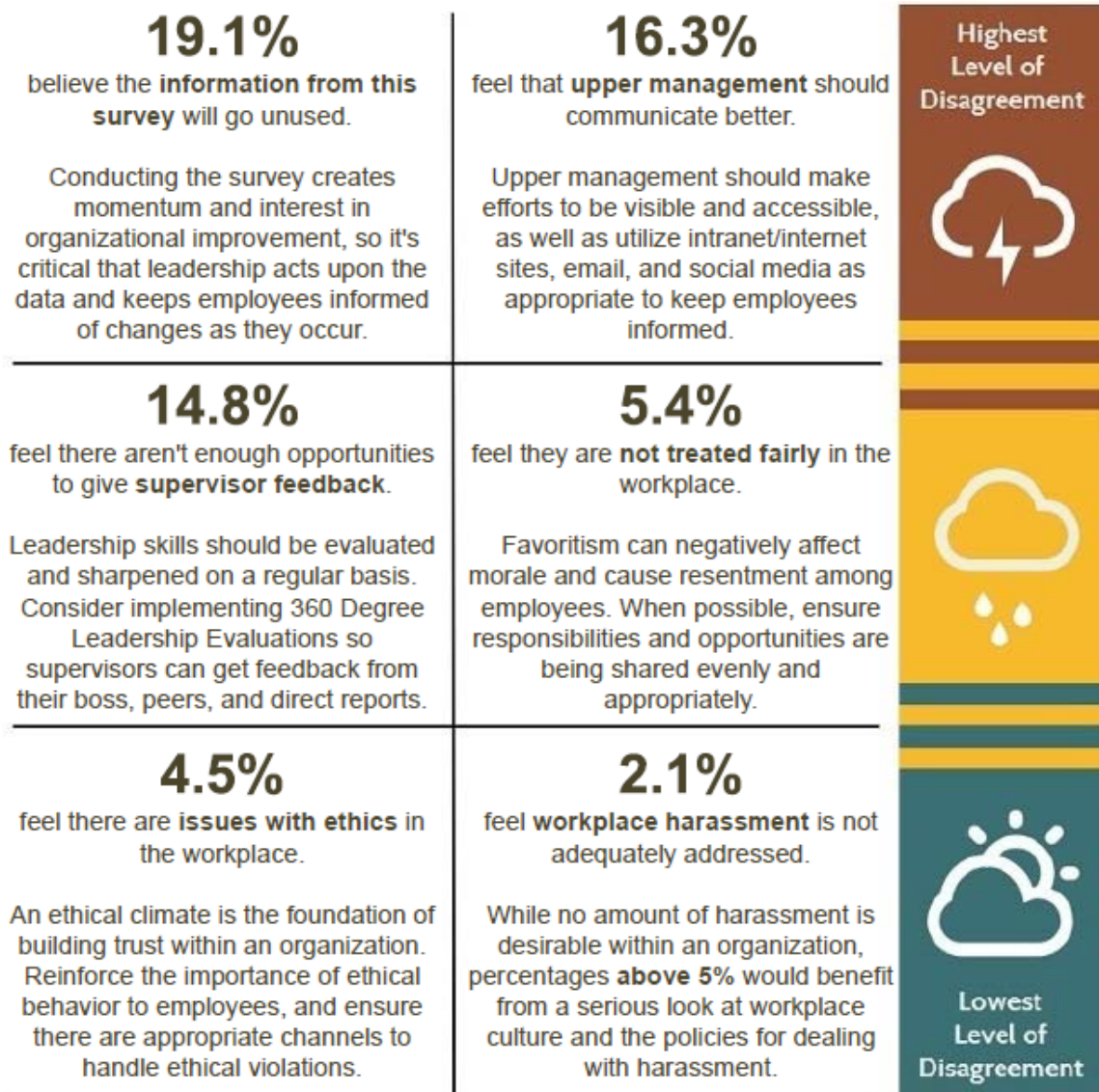
**Internal Communication**

**Score: 386**

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.

**Climate**

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.



**Strategies for Improvement**

The Department will continue to capitalize on the information derived from the 2018 Survey of Employee Engagement to improve in areas of concern as noted below.

**Pay**

While fair pay continues to be the lowest scoring category for the Department, the Department will continue to review equity among similar positions and make adjustments as appropriate to ensure equitable pay among positions.

**Information Systems**

The Department will continue to work with the Information Systems division to address the IT needs and system enhancements of staff.

**Internal Communication**

The Department created a recurring weekly meeting for Directors and Managers to discuss updates in their areas. All talking points are recorded and posted in employee break rooms and on the Agency Water Cooler to keep employees apprised of agency wide communications. The Department will also continue to have internal communications with staff through the Department Water Cooler and Agency wide emails.

## **G. Report on Customer Service**

*See Board Report Item 2b.*

3

**AUDIT AND FINANCE COMMITTEE ACTION ITEM**

**EXTERNAL AFFAIRS**

**MAY 24, 2018**

Presentation, discussion, and possible action regarding policy items for inclusion in the Legislative Appropriations Request for State Fiscal Years 2020-21.

**RECOMMENDED ACTION**

**WHEREAS**, the Texas Department of Housing and Community Affairs (“TDHCA” or “the Department” or “the agency”) must submit to the Office of the Governor (“OOG”) and the Legislative Budget Board (“LBB”) a legislative appropriations request (“LAR”) identifying its funding needs for the 2020-21 biennium;

**WHEREAS**, the instructions for the LAR have not yet been released but may possibly provide for an earlier submission date as compared to the August 5, 2016 due date required the last session;

**WHEREAS**, included in the LAR are various policy elements, including the agency’s capital budget and requested changes to budget riders;

**WHEREAS**, Executive Staff has reviewed these elements and made appropriate recommendations; and

**WHEREAS**, additional elements of the LAR may be brought to the Board for approval during the June meeting,

**NOW, therefore, it is hereby**

**RESOLVED**, that staff is authorized to include in the LAR for 2020-21 the aforementioned elements as presented in this meeting when the LAR is submitted to the OOG and the LBB by the date to be provided in instructions posted on LBB website.

**BACKGROUND**

Since 1992, the Office of the Governor (“OOG”) and the Legislative Budget Board (“LBB”) have requested each state agency to develop an LAR as the first step in developing the state budget as part of a Strategic Planning and Budgeting system. Through the LAR, agencies provide information regarding funding needed to maintain current funding; projected information related to funding, expenditure, and performance measures; and other information such as historical funding, revenue projections, and estimated projections for funds maintained outside the State Treasury. The LAR also allows agencies to request funding or staffing above current levels (“Exceptional Item Requests”) and changes to appropriations riders within an

agency's bill pattern. The second rider in every agency's bill pattern reflects the agency's requested capital budget, which includes requested funding to address information services needs.

The 2020-21 cycle for allocating state resources for the Texas Department of Housing and Community Affairs ("TDHCA") began in March 2018 with the issuance of *Instructions for Preparing and Submitting Agency Strategic Plans for Fiscal Years 2019-23*. Below you are major milestones in the current cycle:

### **Key Milestones in LAR Development, Budget Process**

TDHCA Budget Structure and Performance Measure Change Request	<i>Submitted to OOG and LBB on March 29, 2018</i>
TDHCA Base Reconciliation (Determines amount of General Revenue that would constitute level funding from current biennium)	<i>Submitted to OOG and LBB on May 17, 2018</i>
Release of SFY 2018-19 LAR Instructions	<i>Anticipated in May 2018</i>
TDHCA Customer Service Report*	<i>Due June 1, 2018</i>
Strategic Plan	<i>Due June 8, 2018</i>
Development of 2019 Operating Budget (Serves as basis for LAR)	<i>June 2018</i>
Submission Date for TDHCA Fiscal Years ("FY") 2020-21 LAR and Biennial Operating Plan ("BOP")	<i>TBD**</i>
OOG and LBB hearings on TDHCA budget	<i>August or September</i>

*\*Presented as a report item separately on this meeting agenda*

*\*\*LAR was due on August 5 in the previous biennium; this biennium the budget structure and the base reconciliation have had earlier deadlines so an earlier deadline is possible for the LAR*

### *Development of Budget Elements Due Prior to LAR*

As noted above, TDHCA has submitted requested changes to its budget structure and performance measures to the OOG and the LBB; this is the first step in the budgeting process. The only significant change requested by TDHCA was to split the existing Housing Trust Fund strategy into two separate strategies for the Texas Bootstrap Program and the Amy Young Barrier Removal Program in order to provide more transparency to the agency's bill pattern, which outlines the agency's funding by strategy with the General Appropriations Act. The OOG and LBB had not yet approved a final budget structure for TDHCA at the time of this action item's preparation. The budget structure that is approved will serve as the foundation around which TDHCA develops its LAR. The base reconciliation was submitted May 17, 2018. The base reconciliation helps the OOG and LBB determine TDHCA's base General Revenue ("GR") as it relates to the level of funding between the FY 2018-19 and FY 2020-21 biennia.

During the May 24, 2018, board meeting, TDHCA staff will seek the Audit and Financial Committee's approval and, upon the Committee's approval, the full Board's approval of the Strategic Plan for FY 2019-25. This document outlines TDHCA's guiding principles and identifies statutory requirements that, as currently written, are redundant with other requirements or pose impediments to the agency's effective

administration of its programs. Included in the Plan and provided as a separate report item at this Board meeting is the agency's customer service report.

#### *Development of LAR*

TDHCA is currently developing its FY 2020-21 LAR based on guidance provided for the last biennium. Instructions for the FY 2020-21 are anticipated to be released within the next month and will include a submission deadline. In the previous biennium, the Department's due date was August 5. As the deadlines for other budget-related items (requests for changes to the budget structure and the base reconciliation estimate) have been moved forward, TDHCA is assuming the deadline for the LAR will likewise be earlier and therefore is bringing anticipated policy-related items before the Board for consideration earlier than typical. Items essential to the LAR that are being brought to the Board are recommended changes to TDHCA appropriations riders and the capital budget. As has been the case in recent biennia, TDHCA staff is not proposing exceptional item requests before the Board.

#### *Additional LAR Items to be Brought to June Board Meeting*

It is anticipated that by the next Board meeting the OOG and LBB will have approved a budget structure and base General Revenue funding level for TDHCA and the LAR instructions will be available on the LBB website. Typically the LAR instructions are released with a policy letter. The policy letter typically includes directives for state agencies. The 2019 Operating Budget which will be brought to the Committee and full Board for approval in June and will serve as the basis for the FY 2020-21 LAR.

#### *Policy Elements for Board Approval During May Meeting*

##### **Rider Change Requests**

Each state agency has riders attached to its appropriations that provide directives on use of funds. Through the LAR, state agencies may request changes to their appropriation riders. Beyond performance measures, capital budget rider, and other updates, staff recommends changes to Housing Trust Fund-related riders to conform to the requested budget structure change and changes in state law; changes to the migrant labor housing facility rider to allow TDHCA to utilize all related fees collected for administration of the program; changes to the Affordable Housing Research and Information Program to remove reference to funding under strategy B.1.1., Housing Resource Center, as no funds are specifically appropriated under that strategy for the program; and other technical corrections as noted. *(See attached Rider Change Recommendations. A copy of the current TDHCA bill pattern within the General Appropriations Act reflecting all riders is also included for informational purposes.)*

##### **Capital Rider Request/Biennial Operating Project**

Within the LAR, state agencies communicate their information systems needs for the coming biennium. This is done through the previously referenced Capital Budget Rider and through a separate document, the Biennial Operating Plan ("BOP"), which outlines all anticipated information technology needs, inclusive of the Capital Budget. The FY 2020-21 Capital Budget Rider will request approval to spend appropriations on disaster recovery services, information technology hardware and software replacement, and (as required in



previous LAR instructions) PeopleSoft Financials maintenance. TDHCA will propose funding these projects through Appropriated Receipts and Federal Funds. (*See attached Capital Rider Recommendation.*)

*Attachments:*

- Proposed Rider Changes for 2020-21 Biennium
- Proposed Capital Rider for 2020-21 Biennium
- TDHCA Bill Pattern for 2018-19 Biennium

# Proposed Rider Changes for 2020-21 Biennium

Exclusive of Rider 1 (Performance Measures) and Rider 2 (Capital Budget)

## Proposed Changes to Current 2018-19 TDHCA Appropriations Rider

- 2. Capital Budget.** None of the funds appropriated above may be expended for capital budget items except as listed below. The amounts shown below shall be expended only for the purposes shown and are not available for expenditure for other purposes. Amounts appropriated above and identified in this provision as appropriations either for "Lease Payments to the Master Lease Purchase Program" or for items with an "(MLPP)" notation shall be expended only for the purpose of making lease purchase payments to the Texas Public Finance Authority pursuant to Government Code §1232.103.

	<u>2018</u>	<u>2019</u>
a. Acquisition of Information Resource Technologies		
(1) Community Affairs System	\$ 600,000	\$ 0
(2) Cybersecurity Initiatives	235,000	100,000
(3) Legacy Systems Modernization	86,500	84,500
(4) PC Replacements	\$ 13,500	\$ 15,500
Total, Acquisition of Information- Resource Technologies	<u>\$ 935,000</u>	<u>\$ 200,000</u>
b. Data Center Consolidation		
(1) Disaster Recovery Services Provided By- DHR Data Center Services	\$ 39,092	\$ 39,428
c. Centralized Accounting and Payroll/Personnel System (CAPPS)		
(1) PeopleSoft Financials Upgrade	500,000	200,000
(2) PeopleSoft Financials Annual Maintenance	<u>\$ 55,000</u>	<u>\$ 55,000</u>
Total, Centralized Accounting and- Payroll/Personnel System (CAPPS)	<u>\$ 555,000</u>	<u>\$ 255,000</u>
Total, Capital Budget	<u>\$ 1,529,092</u>	<u>\$ 494,428</u>
Method of Financing (Capital Budget):		
Community Affairs Federal Fund No. 127	\$ 789,830	\$ 101,022
Appropriated Receipts	739,262	393,406
Total, Method of Financing	<u>\$ 1,529,092</u>	<u>\$ 494,428</u>

**Explanation:**

Separate Capital Budget attachment

- 3. Low/Moderate Income Housing Construction.** Out of the funds appropriated above, no less than \$500,000 each year of the biennium shall be expended on low/moderate income housing construction in Texas enterprise zone areas.

**Explanation:** Clarifies that "enterprise zone" refers to the state program administered by the Governor's Office. The federal designation no longer exists.

- 4. Appropriations Limited to Revenue Collections.** Fees, fines, and other miscellaneous revenues as authorized and generated by the operation of the strategy items in Goal E, Manufactured Housing, pursuant to Occupations Code 1201, Manufactured Housing Standards Act, shall cover, at a minimum, the cost of appropriations made above in strategy items in Goal E, as well as the "other direct and indirect costs" made elsewhere in this Act associated with this program. Direct

# Proposed Rider Changes for 2020-21 Biennium

*Exclusive of Rider 1 (Performance Measures) and Rider 2 (Capital Budget)*

costs for the operation of the strategy items in Goal E, Manufactured Housing, are estimated to be \$5,670,617 in fiscal year 2018~~20~~ and \$5,610,617 in fiscal year 2019~~21~~ and "other direct and indirect costs" are estimated to be \$1,458,888 for fiscal year 2018~~20~~ and \$1,458,930 for fiscal year 2019~~21~~.

In the event that actual and/or projected revenue collections are insufficient to offset the costs identified by this provision, the Legislative Budget Board may direct that the Comptroller of Public Accounts reduce the appropriation authority provided above to be within the amount of revenue expected to be available.

**Explanation:** Updating years. LBB will update costs estimates.

8. **Appropriation: Housing Trust Fund Interest Earnings and Loan Repayments.** Interest earnings and loan repayments received from loans made through the Housing Trust Fund program from the General Revenue Fund are included above in Strategy A.1.3, ~~Strategies~~ A.1.3, Texas Bootstrap Program -HTF Housing Trust Fund and A.1.4., Amy Young -HTF, estimated to be \$2,200,000 each year.

**Explanation:** Changes conform to requested budget structure changes creating two separate Housing Trust Fund ("HTF") strategies. Please note that TDHCA will be assessing projected HTF repayments such that estimated amount in the rider might be amended in the LAR. Also, the LBB may request that we develop repayment estimates specific to each strategy rather than a general HTF loan repayment estimates.

9. **Housing Trust Fund Deposits to the Texas Treasury Safekeeping Trust Company.**

- a. Out of funds appropriated above in ~~Strategies~~ A.1.3, Texas Bootstrap Program - HTF Housing Trust Fund and A.1.4., Amy Young -HTF, and out of any funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, and subject to prior notice to the Legislative Budget Board and the Comptroller, all funds above those retained for administrative purposes in fiscal year 2018 and fiscal year 2019 shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306, at the beginning of each fiscal year. The amounts to be transferred in fiscal years 2018~~20~~ and 2019~~21~~ include an estimated \$2,200,000 in each fiscal year from interest earnings and loan repayments received, identified above in Rider 8, Appropriation: Housing Trust Fund Interest Earnings and Loan Repayments.
- b. Interest earnings and loan repayments received from loans made through the Housing Trust Fund program from the General Revenue Fund or the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, and subject to prior notice to the Legislative Budget Board and the Comptroller, shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306, for the same purpose.
- c. The Department of Housing and Community Affairs shall provide ~~an annual a~~ biennial report to the Legislative Budget Board, the House Appropriations Committee, and the Senate Finance Committee no later than October 1 detailing the agency's plan to expend funds from the Housing Trust Fund during the current fiscal year. ~~As a part of this report the Department of Housing and Community Affairs shall include any plans necessary to address the possible expiration during the next five years of any statutes relevant to the Department's mission.~~
- d. Out of funds appropriated above in Strategy A.1.3, Housing Trust Fund, and out of any funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, all funds above those retained for administrative purposes in fiscal year 2018 and fiscal year 2019 and above amounts required in §(a) of this rider, shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306, no later than October 1 of each fiscal year.

# Proposed Rider Changes for 2020-21 Biennium

*Exclusive of Rider 1 (Performance Measures) and Rider 2 (Capital Budget)*

- e. At the end of each fiscal year, any unexpended administrative balances appropriated under Strategy A.1.3, Housing Trust Fund, and any funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, shall, subject to prior notice to the Legislative Budget Board and the Comptroller, be transferred to the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306.
- f. ~~Funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code are appropriated to the Department of Housing and Community Affairs for the purpose of fulfilling the requirements of all subsections of this rider.~~
- g. ~~Contingent on the enactment of legislation relating to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code or any similar fund by the 85th Legislature, the Comptroller, on approval of the Legislative Budget Board, may change an applicable method of financing source name as provided in this Act or other Act of the 85th Legislature to reflect changes made by the legislation that affects the status of the funding source. No change in the amount of the appropriation would be affected by this change.~~

**Explanation:** Changes conform to requested budget structure changes creating two separate Housing Trust Fund (“HTF”) strategies and to changes made to statute through House Bill 1512, 85<sup>th</sup> Texas Legislature, Regular Session, which, among other things, eliminates Texas Government Code §2306.7581.

- 12. Manufactured Homeowner Consumer Claims.** Included above in Goal E, Manufactured Housing, the Manufactured Housing Division of the Department of Housing and Community Affairs is appropriated an amount required for the purpose of paying manufactured housing consumer claims from Appropriated Receipts according to the Occupations Code Chapter 1201, Manufactured Housing Standards Act, from Statement of Ownership ~~and Location (SOL)~~ issuance fees involving manufactured housing that are collected during the ~~2018-1920-21~~ biennium. No General Revenue is appropriated for the payment of these claims.

**Explanation:** Conforms rider language with current statutory name for ownership instrument and updates years.

- 13. Affordable Housing Research and Information Program.** Out of funds appropriated above ~~in Strategy B.1.1, Housing Resource Center~~, the Department of Housing and Community Affairs shall conduct the Affordable Housing Research and Information Program with the assistance of the Texas Department Agriculture, to the extent allowed by state law, in order to avoid a duplication of effort. It is the intent of the Legislature that no funds shall be transferred between the Department of Housing and Community Affairs and the Texas Department of Agriculture for this purpose.

**Explanation:** Removes reference to Strategy B.1.1. as specific funds are no longer appropriated to this strategy for the program. TDHCA will administer the program within existing, agency-wide resources.

- 14. Reporting on Weatherization Efforts.** As part of its efforts to help low-income Texans eligible for weatherization to conserve energy and lower bills, Texas Department of Housing and Community Affairs (TDHCA) shall use funds appropriated above to coordinate with investor-owned utilities, from which TDHCA receives funds, and that offer energy efficiency programs for Texans meeting low-income eligibility criteria to make sure the monies available for low-income energy efficiency programs spent both through the agency and through utility programs are effectively and adequately spent. The TDHCA shall use funds appropriated above to produce an annual report with information about the number of low-income households benefiting from energy efficiency monies through state, federal and utility-funded programs, the total amount of federal, utility and state funds expended on the programs, the average amount spent per unit weatherized in each program, as well as the peak electricity demand reduction, the amount overall electric energy saved, the amount of money saved and the number of job and job years created. A copy of the

## Proposed Rider Changes for 2020-21 Biennium

*Exclusive of Rider 1 (Performance Measures) and Rider 2 (Capital Budget)*

annual report shall be delivered to the Lieutenant Governor, Speaker and Governor, as well as made available on TDHCA's website by March 15th of 2018~~20~~ and March 15th of 2019~~21~~.

**Explanation:** Updates years. Small correction to language.

15. **Migrant Labor Housing Funding.** ~~Out of the amounts appropriated above to the Texas Department of Housing and Community Affairs Included in Strategy D.1.1, Monitor Housing Requirements, is an estimated \$10,250 in fiscal year 2020 and \$10,250 in fiscal year 2021 in General Revenue collected as licensing and inspection fees of the migrant labor housing program, the amounts of \$10,250 in fiscal year 2018 and \$10,250 in fiscal year 2019 out of the General Revenue Fund are to be deposited appropriated to the Texas Department of Housing and Community Affairs for the purpose of inspections and enforcement of the migrant labor housing program, pursuant to Subchapter LL, Chapter 2306, Government Code.~~

**Explanation:** The purpose of the changes is to provide TDHCA access to all fees collected under the migrant labor housing program for the purposes of inspection and enforcement. Please note that TDHCA will be assessing projected migrant labor fees such that estimated amount in the rider might be amended in the LAR.

## Proposed Capital Rider for 2020-21 Biennium

Capital Budget Projects: Estimated \$750,000 over the 2020-21 Biennium

*Method of Finance: Appropriated Receipts, Federal Funds (Note: Distribution of costs over the two methods of finance is still being assessed.)*

*Disaster Recovery Services Provided By DIR Data Center Services, Estimated SFY 20 - \$65,000 SFY 21 - \$65,000*

Beginning in February 2016, the Department of Information Resources (“DIR”) began providing disaster recovery services to TDHCA through DIR’s Data Center Services (“DCS”) group. Through these services, all TDHCA production data is backed up to the two State Data Centers, which would be used instead of TDHCA’s data center in the event of a disaster. The estimated costs for SFY 20-21 are \$65,000 each year. DIR will provide the Department with an updated estimate before the due date for submitting the LAR. Although this is a noncapital expense that would normally be placed in the Daily Operations budget, the Legislative Budget Board (“LBB”) instructs agencies to include DCS costs in their capital budget submissions.

*Information Technology (“IT”) Hardware and Software Replacements, SFY 20 - \$300,000 SFY 21 - \$200,000*

The IT Hardware and Software Replacements project will allow the Department to replace 1) 183 laptops and desktop computers that will be six years old and older in the coming biennium and 2) server hardware and software that will be at end of life. Because of the Department’s six year plus replacement schedule, a much smaller number of computers -- 17 laptops and two desktop computers -- were budgeted for the SFY 2018-2019 biennium. The computers being replaced in SFY 20-21 will be out of warranty and can present cybersecurity risks. The server hardware and software replacements will support the continued use of web-based systems accessed by hundreds of thousands of Texans, including nonprofit and local governing subrecipients, property managers, and people seeking assistance through the Department’s website. These systems are essential tools in administering all Department programs.

*PeopleSoft Financials Maintenance, Estimated SFY 20 - \$60,000 SFY 21 - \$60,000*

In summer 2014, LBB instructed agencies that make payments to the Comptroller’s Office for PeopleSoft maintenance costs associated with internal accounting systems to identify these costs in their SFY 2016-2017 capital budget submissions. The Comptroller’s Office centrally administers Texas’ PeopleSoft maintenance contract with Oracle on behalf of these agencies. Prior to SFY 2016-2017, agencies included these costs in the Daily Operations (noncapital) budget instead. For SFY 2018-2019, LBB instructed agencies to identify these costs in capital budget submissions again, and will likely do so for SFY 2020-2021. *The Comptroller’s Office has not yet provided cost estimates for SFY 2020-2021. \$120,000 is a TDHCA estimate based on SFY 2018-2019 costs.*

**ARTICLE VII**

**BUSINESS AND ECONOMIC DEVELOPMENT**

Sec. 1. The several sums of money herein specified, or so much thereby as may be necessary, are appropriated out of any funds in the State Treasury not otherwise appropriated, or out of special funds as indicated, for the support, maintenance, or improvement of the designated business and economic development agencies.

**DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**

	For the Years Ending	
	August 31, 2018	August 31, 2019
	<u>                    </u>	<u>                    </u>
<b>Method of Financing:</b>		
General Revenue Fund	\$ 12,122,660	\$ 12,231,310
<u>Federal Funds</u>		
Community Affairs Federal Fund No. 127	197,221,120	197,221,120
Federal American Recovery and Reinvestment Fund	6,500,000	6,500,000
Subtotal, Federal Funds	<u>\$ 203,721,120</u>	<u>\$ 203,721,120</u>
<u>Other Funds</u>		
Appropriated Receipts	20,373,168	20,169,094
Interagency Contracts	828,106	1,078,106
Subtotal, Other Funds	<u>\$ 21,201,274</u>	<u>\$ 21,247,200</u>
<b>Total, Method of Financing</b>	<u>\$ 237,045,054</u>	<u>\$ 237,199,630</u>
<b>Other Direct and Indirect Costs Appropriated Elsewhere in this Act</b>	\$ 1,458,888	\$ 1,458,930
<b>This bill pattern represents an estimated 30% of this agency's estimated total available funds for the biennium.</b>		
<b>Number of Full-Time-Equivalents (FTE):</b>	313.0	313.0
<b>Schedule of Exempt Positions:</b>		
Executive Director, Group 5	\$180,084	\$180,084
<b>Items of Appropriation:</b>		
<b>A. Goal: AFFORDABLE HOUSING</b>		
Increase Availability of Safe/Decent/Affordable Housing.		
<b>A.1.1. Strategy:</b> MRB PROGRAM - SINGLE FAMILY Mortgage Loans & MCCs through the SF MRB Program.	\$ 1,518,016	\$ 1,508,278
<b>A.1.2. Strategy:</b> HOME PROGRAM Provide Funding through the HOME Program for Affordable Housing.	\$ 35,022,772	\$ 35,026,966
<b>A.1.3. Strategy:</b> HOUSING TRUST FUND Provide Funding through the HTF for Affordable Housing.	\$ 5,184,451	\$ 5,258,951

## DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

(Continued)

<b>A.1.7. Strategy:</b> MRB PROGRAM - MULTIFAMILY Federal Mortgage Loans through the MF Mortgage Revenue Bond Program.	\$ <u>492,727</u>	\$ <u>488,014</u>
<b>Total, Goal A:</b> AFFORDABLE HOUSING	\$ <u>49,946,089</u>	\$ <u>49,990,049</u>
<b>B. Goal:</b> INFORMATION & ASSISTANCE Provide Information and Assistance.		
<b>B.1.1. Strategy:</b> HOUSING RESOURCE CENTER Center for Housing Research, Planning, and Communications.	\$ 1,500,932	\$ 1,743,584
<b>B.2.1. Strategy:</b> COLONIA SERVICE CENTERS Assist Colonias, Border Communities, and Nonprofits.	\$ <u>367,673</u>	\$ <u>366,187</u>
<b>Total, Goal B:</b> INFORMATION & ASSISTANCE	\$ <u>1,868,605</u>	\$ <u>2,109,771</u>
<b>C. Goal:</b> POOR AND HOMELESS PROGRAMS Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs.		
<b>C.1.1. Strategy:</b> POVERTY-RELATED FUNDS Administer Poverty-related Funds through a Network of Agencies.	\$ 47,915,413	\$ 47,912,673
<b>C.2.1. Strategy:</b> ENERGY ASSISTANCE PROGRAMS Administer State Energy Assistance Programs.	\$ <u>119,214,713</u>	\$ <u>119,214,713</u>
<b>Total, Goal C:</b> POOR AND HOMELESS PROGRAMS	\$ <u>167,130,126</u>	\$ <u>167,127,386</u>
<b>D. Goal:</b> ENSURE COMPLIANCE Ensure Compliance with Program Mandates.		
<b>D.1.1. Strategy:</b> MONITOR HOUSING REQUIREMENTS Monitor and Inspect for Federal & State Housing Program Requirements.	\$ 3,231,707	\$ 3,223,328
<b>D.1.2. Strategy:</b> MONITOR CONTRACT REQUIREMENTS Monitor Subrecipient Contracts.	\$ <u>695,226</u>	\$ <u>693,772</u>
<b>Total, Goal D:</b> ENSURE COMPLIANCE	\$ <u>3,926,933</u>	\$ <u>3,917,100</u>
<b>E. Goal:</b> MANUFACTURED HOUSING Regulate Manufactured Housing Industry.		
<b>E.1.1. Strategy:</b> TITLING & LICENSING Provide SOL and Licensing Services in a Timely Manner.	\$ 1,927,130	\$ 1,906,130
<b>E.1.2. Strategy:</b> INSPECTIONS Conduct Inspections of Manufactured Homes in a Timely Manner.	\$ 1,970,218	\$ 1,949,818
<b>E.1.3. Strategy:</b> ENFORCEMENT Process Complaints/Conduct Investigations/Take Administrative Actions.	\$ 1,754,149	\$ 1,735,549
<b>E.1.4. Strategy:</b> TEXAS.GOV Texas.gov fees. Estimated and Nontransferable.	\$ <u>19,120</u>	\$ <u>19,120</u>
<b>Total, Goal E:</b> MANUFACTURED HOUSING	\$ <u>5,670,617</u>	\$ <u>5,610,617</u>
<b>F. Goal:</b> INDIRECT ADMIN AND SUPPORT COSTS Indirect Administration and Support Costs.		
<b>F.1.1. Strategy:</b> CENTRAL ADMINISTRATION	\$ 5,909,658	\$ 5,873,846
<b>F.1.2. Strategy:</b> INFORMATION RESOURCE TECHNOLOGIES	\$ 1,985,924	\$ 1,970,442



**DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**  
(Continued)

Consumable Supplies	117,238	117,238
Utilities	112,114	112,114
Travel	924,578	924,578
Rent - Building	300,579	300,579
Rent - Machine and Other	57,244	57,244
Other Operating Expense	2,869,273	2,803,673
Client Services	5,516,562	5,761,199
Grants	202,151,442	202,858,252
Capital Expenditures	<u>1,275,000</u>	<u>350,000</u>

**Total, Object-of-Expense Informational Listing** \$ 237,045,054 \$ 237,199,630

**Estimated Allocations for Employee Benefits and Debt Service Appropriations Made Elsewhere in this Act:**

Employee Benefits

Retirement	\$ 1,795,857	\$ 1,795,857
Group Insurance	3,713,953	3,804,199
Social Security	1,428,661	1,428,661
Benefits Replacement	<u>46,472</u>	<u>39,966</u>

Subtotal, Employee Benefits \$ 6,984,943 \$ 7,068,683

**Total, Estimated Allocations for Employee Benefits and Debt Service Appropriations Made Elsewhere in this Act** \$ 6,984,943 \$ 7,068,683

- 1. Performance Measure Targets.** The following is a listing of the key performance target levels for the Department of Housing and Community Affairs. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Department of Housing and Community Affairs. In order to achieve the objectives and service standards established by this Act, the Department of Housing and Community Affairs shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2018</u>	<u>2019</u>
<b>A. Goal: AFFORDABLE HOUSING</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Households/Individuals of Very Low, Low, and Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance	0.34%	0.34%
Percent of Households/Individuals of Very Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance	0.51%	0.51%
Percent of Households/Individuals of Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance	0.11%	0.11%
Percent of Households/Individuals of Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance	0.16%	0.16%
<b>A.1.1. Strategy: MRB PROGRAM - SINGLE FAMILY Output (Volume):</b>		
Number of Households Assisted through Bond Authority or Other Mortgage Financing	2,981	2,099
<b>A.1.2. Strategy: HOME PROGRAM Output (Volume):</b>		
Number of Households Assisted with Single Family HOME Funds	875	875
<b>A.1.3. Strategy: HOUSING TRUST FUND</b>		

**DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**  
(Continued)

<b>A.1.7. Strategy: MRB PROGRAM - MULTIFAMILY</b>		
<b>Output (Volume):</b>		
Number of Households Assisted through the Multifamily Mortgage Revenue Bond Program	644	1,048
<b>B. Goal: INFORMATION &amp; ASSISTANCE</b>		
<b>B.1.1. Strategy: HOUSING RESOURCE CENTER</b>		
<b>Output (Volume):</b>		
Number of Information and Technical Assistance Requests Completed	7,000	7,100
<b>B.2.1. Strategy: COLONIA SERVICE CENTERS</b>		
<b>Output (Volume):</b>		
Number of Technical Assistance Contacts and Visits Conducted Annually from the Border Field Offices	1,380	1,380
<b>C. Goal: POOR AND HOMELESS PROGRAMS</b>		
<b>Outcome (Results/Impact):</b>		
Percent Eligible Population That Received Homeless and Poverty-Related Assistance	6.5%	6.5%
Percent of Very Low Income Households Receiving Utility Assistance	5.8%	5.8%
<b>C.1.1. Strategy: POVERTY-RELATED FUNDS</b>		
<b>Output (Volume):</b>		
Number of Persons Assisted through Homeless and Poverty-related Funds	379,923	379,923
Number of Persons Assisted That Achieve Incomes above Poverty Level	1,100	1,100
<b>C.2.1. Strategy: ENERGY ASSISTANCE PROGRAMS</b>		
<b>Output (Volume):</b>		
Number of Households Assisted through the Comprehensive Utility Assistance Program	149,000	149,000
Number of Dwelling Units Weatherized by the Department	4,100	4,100
<b>D. Goal: ENSURE COMPLIANCE</b>		
<b>D.1.1. Strategy: MONITOR HOUSING REQUIREMENTS</b>		
<b>Output (Volume):</b>		
Total Number of File Reviews Conducted	615	700
<b>D.1.2. Strategy: MONITOR CONTRACT REQUIREMENTS</b>		
<b>Output (Volume):</b>		
Total Number of Monitoring Reviews of All Non-formula Contracts	150	150
<b>E. Goal: MANUFACTURED HOUSING</b>		
<b>Outcome (Results/Impact):</b>		
Percent of Consumer Complaint Inspections Conducted within 30 Days of Request	100%	100%
Percent of Complaints Resulting in Disciplinary Action	20%	20%
<b>E.1.1. Strategy: TITLING &amp; LICENSING</b>		
<b>Output (Volume):</b>		
Number of Manufactured Housing Statements of Ownership and Location (SOL) Issued	61,000	61,000
<b>E.1.2. Strategy: INSPECTIONS</b>		
<b>Explanatory:</b>		
Number of Installation Reports Received	15,000	15,000
<b>E.1.3. Strategy: ENFORCEMENT</b>		
<b>Output (Volume):</b>		
Number of Complaints Resolved	500	500
<b>Efficiencies:</b>		
Average Time for Complaint Resolution (Days)	180	180
<b>Explanatory:</b>		
Number of Jurisdictional Complaints Received	450	450

2. **Capital Budget.** None of the funds appropriated above may be expended for capital budget items

## DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

(Continued)

(3) Legacy Systems Modernization	86,500	84,500
(4) PC Replacements	\$ 13,500	\$ 15,500
Total, Acquisition of Information Resource Technologies	\$ 935,000	\$ 200,000
b. Data Center Consolidation		
(1) Disaster Recovery Services Provided By DIR Data Center Services	\$ 39,092	\$ 39,428
c. Centralized Accounting and Payroll/Personnel System (CAPPS)		
(1) PeopleSoft Financials Upgrade	500,000	200,000
(2) PeopleSoft Financials Annual Maintenance	\$ 55,000	\$ 55,000
Total, Centralized Accounting and Payroll/Personnel System (CAPPS)	\$ 555,000	\$ 255,000
Total, Capital Budget	\$ 1,529,092	\$ 494,428
Method of Financing (Capital Budget):		
Community Affairs Federal Fund No. 127	\$ 789,830	\$ 101,022
Appropriated Receipts	739,262	393,406
Total, Method of Financing	\$ 1,529,092	\$ 494,428

- 3. Low/Moderate Income Housing Construction.** Out of the funds appropriated above, no less than \$500,000 each year of the biennium shall be expended on low/moderate income housing construction in enterprise zone areas.
- 4. Appropriations Limited to Revenue Collections.** Fees, fines, and other miscellaneous revenues as authorized and generated by the operation of the strategy items in Goal E, Manufactured Housing, pursuant to Occupations Code 1201, Manufactured Housing Standards Act, shall cover, at a minimum, the cost of appropriations made above in strategy items in Goal E, as well as the "other direct and indirect costs" made elsewhere in this Act associated with this program. Direct costs for the operation of the strategy items in Goal E, Manufactured Housing, are estimated to be \$5,670,617 in fiscal year 2018 and \$5,610,617 in fiscal year 2019 and "other direct and indirect costs" are estimated to be \$1,458,888 for fiscal year 2018 and \$1,458,930 for fiscal year 2019.

In the event that actual and/or projected revenue collections are insufficient to offset the costs identified by this provision, the Legislative Budget Board may direct that the Comptroller of Public Accounts reduce the appropriation authority provided above to be within the amount of revenue expected to be available.

- 5. Housing Assistance.** To the extent allowed by state and federal program guidelines the department shall adopt an annual goal to apply no less than \$30,000,000 of the funds available from the Housing Trust Fund, HOME Program, Section 8 Program, and Housing Tax-Credit Program and any other state or federal housing programs total housing funds toward housing assistance for individuals and families earning less than 30 percent of the Area Median Family Income (AMFI). No less than 20 percent of the funds available from the Housing Trust Fund, HOME Program, Section 8 Program, and Housing Tax-Credit Program and any other state or federal housing programs shall be spent for individuals and families earning between 31 percent and 60 percent of the area median family income. To the extent allowed by state and federal program guidelines in those counties where the area median family income is lower than the state average median family income, the department shall use the average state median income in

## DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

(Continued)

estimated amount of funding to be spent on contract for deed conversions and other activities for families that reside in a colonia and earn 60 percent or less of the applicable area median family income.

- c. The Department of Housing and Community Affairs shall provide a quarterly report to the Legislative Budget Board detailing the number of, and cost for each, contract for deed conversions completed.

7. **Colonia Set-Aside Program Allocation.** The Texas Department of Agriculture (TDA) shall allocate 2.5 percent of the yearly allocation of Community Development Block Grant (CDBG) monies to support the operation of the Colonia Self-Help Centers and shall transfer such funds to the Department of Housing and Community Affairs on September 1 each year of the biennium.

Consistent with federal rules and regulations, the funds provided from TDA to the Colonia Self-Help Center in El Paso county shall be used to provide technology and computer access to residents of targeted colonias.

8. **Appropriation: Housing Trust Fund Interest Earnings and Loan Repayments.** Interest earnings and loan repayments received from loans made through the Housing Trust Fund program from the General Revenue Fund are included above in Strategy A.1.3, Housing Trust Fund, estimated to be \$2,200,000 each year.

9. **Housing Trust Fund Deposits to the Texas Treasury Safekeeping Trust Company.<sup>1</sup>**

- a. Out of funds appropriated above in Strategy A.1.3, Housing Trust Fund, and out of any funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, and subject to prior notice to the Legislative Budget Board and the Comptroller, all funds above those retained for administrative purposes in fiscal year 2018 and fiscal year 2019 shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306, at the beginning of each fiscal year. The amounts to be transferred in fiscal years 2018 and 2019 include an estimated \$2,200,000 in each fiscal year from interest earnings and loan repayments received, identified above in Rider 8, Appropriation: Housing Trust Fund Interest Earnings and Loan Repayments.
- b. Interest earnings and loan repayments received from loans made through the Housing Trust Fund program from the General Revenue Fund or the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, and subject to prior notice to the Legislative Budget Board and the Comptroller, shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company established under Government Code, Chapter 2306, for the same purpose.
- c. The Department of Housing and Community Affairs shall provide an annual report to the Legislative Budget Board, the House Appropriations Committee, and the Senate Finance Committee no later than October 1 detailing the agency's plan to expend funds from the Housing Trust Fund during the current fiscal year. As a part of this report the Department of Housing and Community Affairs shall include any plans necessary to address the possible expiration during the next five years of any statutes relevant to the Department's mission.
- d. Out of funds appropriated above in Strategy A.1.3, Housing Trust Fund, and out of any funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code, all funds above those retained for administrative purposes in fiscal year 2018 and fiscal year 2019 and above amounts required in §(a) of this rider, shall be deposited in the Housing Trust Fund in the Texas Treasury Safekeeping Trust Company

## DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

(Continued)

- f. Funds deposited to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code are appropriated to the Department of Housing and Community Affairs for the purpose of fulfilling the requirements of all subsections of this rider.
  - g. Contingent on the enactment of legislation relating to the owner-builder revolving loan fund established under Sec. 2306.7581, Government Code or any similar fund by the 85th Legislature, the Comptroller, on approval of the Legislative Budget Board, may change an applicable method of financing source name as provided in this Act or other Act of the 85th Legislature to reflect changes made by the legislation that affects the status of the funding source. No change in the amount of the appropriation would be affected by this change.
- 10. Mortgage Revenue Bond Program.** The Department of Housing and Community Affairs shall operate the First-Time Homebuyer Mortgage Revenue Bond Program in a manner that maximizes the creation of very low-income single family housing by ensuring that at least 30 percent of the lendable bond proceeds are set aside for a period of one year for individuals and families at 80 percent and below the area median family income (AMFI), while assuring the highest reasonable bond rating. In an effort to facilitate the origination of single family mortgage loans to individuals and families at 80 percent and below the AMFI, the department shall utilize down payment and closing cost assistance or other assistance methods.
- 11. Additional Appropriated Receipts.**
- a. Except during an emergency as defined by the Governor, no appropriation of appropriated receipts in addition to the estimated amounts above may be expended by the Department of Housing and Community Affairs until:
    - (1) the department's governing board files a finding of fact along with a written plan outlining the source, use, and projected impact of the funds on performance measures with the Legislative Budget Board and the Governor and indicating that additional appropriations are required to maintain adequate levels of program performance; and,
    - (2) the 30th business day after completion of a review by Legislative Budget Board staff and forwarding of a recommendation to the Chair of the House Appropriations Committee, Chair of the Senate Finance Committee, Speaker of the House, and Lieutenant Governor there is no notification of disapproval issued to the Comptroller and the agency by the Legislative Budget Board or the Governor, the Comptroller of Public Accounts shall release the funds. Any requests for additional information made by the Legislative Budget Board shall interrupt the counting of the 30 business days.
  - b. This provision does not apply to appropriated receipts included in the amounts appropriated above that are collected under Object Codes 3719 and 3802. Appropriated receipts collected under these revenue object codes are governed under provisions found in Article IX, Part 13 and Article IX, §12.02.
- 12. Manufactured Homeowner Consumer Claims.** Included above in Goal E, Manufactured Housing, the Manufactured Housing Division of the Department of Housing and Community Affairs is appropriated an amount required for the purpose of paying manufactured housing consumer claims from Appropriated Receipts according to the Occupations Code Chapter 1201, Manufactured Housing Standards Act, from Statement of Ownership and Location (SOL) issuance fees involving manufactured housing that are collected during the 2018–19 biennium. No General Revenue is appropriated for the payment of these claims.
- 13. Affordable Housing Research and Information Program.** Out of funds appropriated above in Strategy B.1.1, Housing Resource Center, the Department of Housing and Community Affairs

**DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**  
(Continued)

energy efficiency programs spent both through the agency and through utility programs are effectively and adequately spent. The TDHCA shall use funds appropriated above to produce an annual report with information about the number of low-income household benefiting from energy efficiency monies through state, federal and utility-funded programs, the total amount of federal, utility and state funds expended on the programs, the average amount spent per unit weatherized in each program, as well as the peak electricity demand reduction, the amount overall electric energy saved, the amount of money saved and the number of job and job years created. A copy of the annual report shall be delivered to the Lieutenant Governor, Speaker and Governor, as well as made available on TDHCA's website by March 15th of 2018 and March 15th of 2019.

- 15. Migrant Labor Housing Funding.** Out of the amounts appropriated above to the Texas Department of Housing and Community Affairs in Strategy D.1.1, Monitor Housing Requirements, collected as licensing and inspection fees of the migrant labor housing program, the amounts of \$10,250 in fiscal year 2018 and \$10,250 in fiscal year 2019 out of the General Revenue Fund are to be deposited to the Texas Department of Housing and Community Affairs for the purpose of inspections and enforcement of the migrant labor housing program, pursuant to Subchapter LL, Chapter 2306, Government Code.

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<sup>1</sup> HB 1512, 85th Legislature, Regular Session, relating to the administration of the owner-builder loan program, passed and was enacted, resulting in the repeal of Section 2306.7581, Government Code; therefore, references to this section of code and the owner-builder revolving loan fund take no effect.

**TEXAS LOTTERY COMMISSION**

	For the Years Ending	
	August 31, 2018	August 31, 2019
	<u>2018</u>	<u>2019</u>
<b>Method of Financing:</b>		
<u>General Revenue Fund - Dedicated</u>		
Lottery Account No. 5025 <sup>1</sup>	\$ 230,568,190	\$ 227,966,621
Bingo Administration Account No. 5175 <sup>2</sup>	2,549,315	2,549,315
Subtotal, General Revenue Fund - Dedicated	<u>\$ 233,117,505</u>	<u>\$ 230,515,936</u>
<b>Total, Method of Financing</b>	<u>\$ 233,117,505</u>	<u>\$ 230,515,936</u>
<b>Other Direct and Indirect Costs Appropriated Elsewhere in this Act</b>	\$ 865,744	\$ 868,912
<b>This bill pattern represents an estimated 100% of this agency's estimated total available funds for the biennium.</b>		
<b>Number of Full-Time-Equivalents (FTE):</b>	323.5	323.5
<b>Schedule of Exempt Positions:</b>		
Executive Director, Group 6	\$211,191	\$211,191
<b>Items of Appropriation:</b>		
<b>A. Goal: OPERATE LOTTERY</b>		
Run Self-supporting, Revenue-producing, and Secure Lottery.		

# REPORT ITEM

R1



**AUDIT and FINANCE COMMITTEE REPORT ITEM**

**INTERNAL AUDIT DIVISION**

**May 24, 2018**

Presentation and discussion of the Report on the Internal Audit “Emergency Solutions Grants” Program.

**TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS**  
**An Internal Audit of the Emergency Solution Grant (ESG) program**  
**Audit Report # 18-004**

**Executive Summary**

The Office of Internal Audit (OIA) reviewed TDHCA's Emergency Solution Grant program processes and controls that are currently in place. This included review of the application process by the sub-recipients, reporting requirements, and disbursement of funds by the program. Based on our surveys, reviews, and testings, the ESG program provides good service to its stakeholders. Various procedures and controls related to sub-recipients should be strengthened, as described in the detailed report.

**Findings and Recommendations**

- The program should consider establishing program specific Standard Operating Procedure to improve efficiency and consistency within the division
- In order to meet future Performance Measures OIA recommends that the program re-evaluate their forecasting and program evaluation process, and make edits and revisions as needed and to set more realistic goals.
- To ensure consistency and compliance among Sub-recipients OIA recommends that the Division establish more precise and direct guidance for sub-recipients and collaborative partners.
- To ensure timely reporting of MER and MPR, and gathering of necessary and important data, OIA recommends the program develop incentives for timely submission of reports

**Response:**

Management agreed with our recommendations  
Detailed responses are included in the body of the audit report.

**Responsible Area:**

Director of HOME and Homelessness program

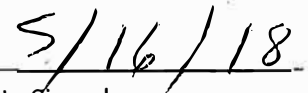
**Objective, Scope and Methodology**

Our scope included a review of the relevant portions of Texas Government Code, applicable federal regulations, as well as the ESG program's policies, processes, and procedures. Based upon our preliminary understanding of the ESG program we identified critical points and risk, to develop audit objectives and an audit program including methodology.

We reviewed the ESG program goals, processes, and roles and responsibilities. We reviewed the controls related to the program and tested certain transactions and controls. The Texas Internal Auditing Act, Tex. Gov't Code §2102.005 requires testing of the controls of a state agency's major programs and systems, and the controls related to them.



Mark Scott, CPA, CIA, CISA, CFE, MBA  
Director, Internal Audit



Date Signed



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

[www.tdhca.state.tx.us](http://www.tdhca.state.tx.us)

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May 16, 2018

Writer's direct phone # 512.475.3813  
Email: [mark.scott@tdhca.state.tx.us](mailto:mark.scott@tdhca.state.tx.us)

Members of the Governing Board of the Texas Department of Housing and Community Affairs ("TDHCA" or the "Department")

RE: REVIEW OF THE EMERGENCY SOLUTION GRANT PROGRAM

Dear Board Members:

This report presents the results of the Office of Internal Audit ("OIA") "*Review of the Emergency Solution Grant Program.*" This audit was conducted in accordance with applicable audit standards. It included the objectives to evaluate and explain the *Emergency Solution Grant (ESG)* and to evaluate the administrative and internal control procedures related to the program.

The ESG Program audit was identified during the 2018 fiscal year risk assessment. The ESG program rated high on the risk assessment due to turnover of staff and management.

This report includes the following sections:

- A. Overall Result
- B. Background
- C. Scope and Methodology
- D. Standard Operating Procedures ("SOPs")
- E. Eligible Activities
- F. Client Survey
- G. Performance Measure
- H. Monitoring of Sub-recipients and their Collaborative Partners
- I. Submission of monthly reports by Sub-recipients
- J. Matching Funds requirements
- K. Other audit work

## **A) OVERALL RESULTS**

Based on our surveys, reviews, and testings, the ESG program provides good service to its stakeholders. Various procedures and controls related to sub-recipients should be strengthened, as described in the detailed report.

## **B) BACKGROUND**

ESG funds are federal funds awarded to the State of Texas by the U.S. Department of Housing and Urban Development (“HUD”) and administered by the Department. In May, 2009, the Homeless Emergency Assistance and Rapid Transition to Housing (“HEARTH”) Act (“the Act”) was signed into law. The HEARTH Act amended and reauthorized the McKinney-Vento Homelessness Assistance Act, with important changes related to the Emergency Shelter Grants Program (“ESGP”). In response to passage of the Act, the governing regulations of the ESGP were amended, and the ESGP became the Emergency Solutions Grant program, subject to the interim rule at 24 CFR Part 576, made effective in January of 2012. The change from ESGP to ESG reflects the change in the program’s focus from addressing the needs of the persons experiencing homelessness in emergency shelters to assisting people to quickly regain housing.

The ESG program is a HUD funded program that supports street outreach, homelessness prevention, rapid re-housing, emergency shelter, and related services. Funds are allocated to the states, metropolitan cities, counties, and US territories based on the percentage of Community Development Block Grant (“CDBG”) funding granted to eligible areas in the previous fiscal year. CDBG uses population, population in poverty, overcrowding, and age of housing stock to determine the allocation for the CDBG program, so the same factors are utilized to determine the annual ESG allocation by default. In federal fiscal year 2017, the State of Texas received an allocation of approximately \$9M, which includes an extra allocation specified by HUD for the Amarillo Continuum of Care. TDHCA only administers the allocation to the State of Texas.

In 2016, the ESG program was transferred from oversight by the Community Affairs Division to oversight by the HOME Program Division. The division was then renamed to HOME and Homelessness Programs Division. The ESG program is overseen at the federal level by the HUD Office of Community Planning and Development (“HUD CPD”). The HOME Program is also overseen by HUD CPD.

## **C) Scope and Methodology**

Our scope included a review of the relevant portions of Texas Government Code, applicable federal regulations, as well as the ESG program’s policies, processes, and procedures. Based upon our preliminary understanding of the ESG program we identified critical points and risk, to develop audit objectives and an audit program including methodology.

We reviewed the ESG program goals, processes, and roles and responsibilities. We reviewed the controls related to the program and tested certain transactions and controls. The Texas Internal Auditing Act, Tex. Gov’t Code §2102.005 requires testing of the controls of a state agency’s major programs and systems, and the controls related to them.

Our review identified areas for process improvements, which are described in the report that follows. We did not audit for the purpose of issuing an opinion on compliance.

#### **D) Standard Operating Procedures (SOP)**

An SOP is a procedure specific to the operation of a division that describes the activities necessary to complete tasks in accordance with applicable rules and regulation. It defines expected practices in a process where quality standards exist. SOPs play an important role in any organization and division as they're policies, procedures and standards needed to operate in a successful way. They can create efficiencies, consistency and reliability, fewer errors, and value added to the division.

At the time of our review, the ESG program's policies and procedures, which were in the format of memoranda describing processes, were being assembled and organized in a comprehensive SOP.

Finding Item Number	Status Pertaining to the Recommendations and Action to be Taken	Target Completion Date	Responsible Party
18-004.01	The program should consider establishing program specific Standard Operating Procedure to improve efficiency and consistency within the division	July 2, 2018	Abigail Versyp, Director of HHPD

**Management Response:**

*While Standard Operating Procedures ("SOPs") for the ESG Program are in the process of being formalized, staff continues to use existing informal memoranda and notes drafted by staff to provide specific reminders for direction on performance of specific tasks. The SOPs in process are planned to be divided into two sections, one for the Production Team's responsibilities and one for the Performance Team's responsibilities.*

*The draft SOPs for the Performance Team's responsibilities will be finalized by May 15, 2018. The areas covered in this section include contract transfer procedures, contract review procedures, monthly performance report procedures, amendment procedures, draw procedures, request disapproval procedures, on-site training and technical assistance procedures, conflict of interest exception request processing procedures, and complaint management procedures.*

*The draft SOPs for the Production Team's responsibilities will be completed by July 2, 2018. The areas covered in this section include, but are not limited to, development of NOFAs, rules, applications, and contracts, financial reporting and reconciliation, and obligation and deobligation of funds.*

#### **E) Eligible Activities**

Eligible activities of ESG program include street outreach, emergency shelter, homelessness prevention, rapid re-housing, and costs for Homeless Management Information Systems (HMIS) and administrative expenses. Street outreach activities include costs for reaching out to unsheltered homeless persons to connect them to emergency shelter or housing services, and to provide urgent care to those who will not or cannot utilize an emergency shelter. Emergency shelter costs can be used to provide essential services to those in emergency shelters, including case management, child care, education, employment and job training

assistance, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment, transportation and services for special populations.

Homelessness prevention offers assistance to those clients who are currently housed, but in imminent risk of losing their housing, whereas rapid re-housing clients are homeless at the time of assistance. The assistance provided by the program includes short and medium term rental assistance, relocation stabilization services, utility payment assistance and moving costs.

The ESG program allows for up to 7.5% of the grant amount to be used to pay general administrative costs.

**F) Performance Measures**

Performance measurement is the “process of quantifying the efficiency and effectiveness of past actions.” In the ESG program the efficiency measure is determined by dividing the total expenditure of ESG funds by the total number of clients served in the program. Sub-recipients track the number of persons assisted through the ESG program on a regular basis and include this information in monthly reporting to the Department.

**2 CFR §200.301;**

*The Federal awarding agency must require the recipients to use OMB-approved government wide standard information collections when providing financial and performance information. The recipient’s performance should be measured in a way that will help the Federal awarding agency and other non-Federal entities to improve program outcomes, share lesson learned, and spread the adoption of promising practices. Performance reporting frequency and content should be established to not only allow the Federal awarding agency to understand the recipient progress but also to facilitate identification of promising practices among recipients and build the evidence upon which the Federal awarding agency’s program and performance decisions are made.*

In 2016 ESG program did not meet its Performance Measures. In “Eligible persons enrolled in ESG” the program was below the Fiscal Year target by 11%, and in “Average Sub-recipient Cost per person” the program was about 40% above the annual target. A contributing factor appears to be time lapse between the forecasting and actual reporting.

Finding Item Number	Status Pertaining to the Recommendations and Action to be Taken	Target Completion Date	Responsible Party
18-004.02	In order to meet future Performance Measures OIA recommends that the program re-evaluate their forecasting and program evaluation process, and make edits and revisions as needed and to set more realistic goals.	Ongoing	Abigail Versyp, Director of HHPD

**Management Response:**

*The HHPD Division has worked with the FHDMMR Division over the past several months to identify areas in the Performance Measures reported to the legislature for which methodology of data collection and reporting require updates. These updates were finalized for submission on March 23, 2018, and, if adopted by the Legislature, would be effective for the 2020-2021 biennium.*

### **G) Sub-recipient and Clients Surveys**

We administered one survey to TDHCA sub-recipients, and one survey specifically to the Board members of Sub-recipients who had once been a client of the ESG program. The surveys indicated overall satisfaction with the program activities administered by TDHCA. One of the respondents emphasized the variety of technical assistance she and her children received adding that “First, we felt safe. That was important after having felt unsafe for so long.”

One of the issues arising from the surveys is that, when people lose their identity documents, there is no program in place to help them get their identity documents. These people can no longer show that they are eligible for shelter or other benefits. According to the program management, assistance in this area is an eligible expense and is included in the online training provided to sub-recipients.

### **H) Monitoring of Sub-recipients and their Collaborative Partners**

10 TAC Chapter 7 states that the ESG Sub-recipients shall comply with the regulations applicable to the ESG program as set for in 24 CFR Part 91 and 24 CFR Part 576 (the “Federal Regulations”). Sub-recipients that subcontract or subgrant any portion of their award to another entity must, consistent with 2 CFR Part 200, monitor those subcontracts based on a risk assessment.

According to Catalog of Federal Domestic Assistance (CFDA) 14.231.Section 3.F, if Sub-recipient is a pass-through entities, defined in 2 CFR §200.74<sup>1</sup>, Sub-recipient will follow the requirements for pass-through entities in 2 CFR §200.331<sup>2</sup>, including but not limited to monitoring the activities of the subaward as necessary to ensure that the funds are in compliance with the Federal Regulations, ESG State Rules, and all terms and conditions of the subaward.

The Department’s Compliance Monitoring Division performs monitoring of ESG sub-recipients based on an annual risk assessment. In 2016 a total of 68% of active sub-recipients were selected for monitoring. The scope of their review was focused on sub-recipients’ previous financial and performance history, Program Income, eligible costs, Match Funds, and supporting documentation, as needed. Our review indicated that TDHCA’s monitoring of sub-recipients is effective. One issue did arise in both our surveys and review of single audits. It was noted that some Sub-recipients did not meet the compliance requirements due to lack of proper monitoring of their collaborative partners.

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<sup>1</sup> §200.74; Pass-through entity means a non-Federal entity that provides a subaward to a sub-recipient to carry out part of a Federal program.

<sup>2</sup> §200.331.a; All Pass-through entities must; Ensure that every subaward is clearly identified to the sub-recipient as a subaward and includes all the required information at the time of the subaward and if any of these data elements change, include the changes in subsequent subaward modification. When some of this information is not available, the pass-through entity must provide the best information available to describe the Federal award and subaward.

Finding Item Number	Status Pertaining to the Recommendations and Action to be Taken	Target Completion Date	Responsible Party
18-004.03	To ensure consistency and compliance among Sub-recipients OIA recommends that the Division establish more precise and direct guidance for sub-recipients and collaborative partners.	July 2, 2018	Abigail Versyp, HHPD Director and Earnest Hunt, Director of Subrecipient Monitoring

**Management Response:**

*Management agrees that clear guidance is necessary to ensure consistency with subrecipient monitoring. Staff currently provides comprehensive web-based training to Subrecipients, which includes an implementation training for which registration is required. The implementation training series, for 2017 grantees, includes over 6 hours of training. Topics covered include an ESG overview, environmental requirements, Fair Housing, eligible activities, eligible participants, reporting, financial management, and contract highlights. This training is also available online so that Subrecipients may review the training on their own time on an as-needed basis. Additionally, there is an existing library of training on specific topics accessible online at any given time, and webinars are presented on topics of note on a regular basis. The training library is extensive, includes both webinars and fact sheets, and covers myriad topics. The specific topic of compliance monitoring was the subject of a monthly webinar co-hosted by Compliance Monitoring Division staff the month after the most recent contracts began. A training based on this webinar will be incorporated as part of the implementation training plan for FY 2019 awards. HHPD will work with the Compliance Division to develop and issue best practices for subrecipient monitoring on or before July 2, 2018.*

**I) Submission of monthly reports from Sub-recipients**

ESG program Sub-recipients must submit a Monthly Performance Report (“MPR”) and a Monthly Expenditure Report (“MER”) through the Department’s electronic Community Affairs Contract System. For collaborative Sub-recipients, the lead agency is responsible for aggregating and submitting one set of comprehensive MPR / MERs capturing all the activities of the collaborative partners. The Department uses the financial and performance information submitted through these monthly reports to track the success and improve the administration of the program, to report performance data to the U.S Department of Housing and Urban Development (“HUD”) through the Consolidated Annual Performance and Evaluation Report (“CAPER”), and to report performance data to the Texas Legislature. The MPRs and MERs are due by the 15<sup>th</sup> of each month of the contract term.

The MPR collects demographic data of persons assisted through TDHCA ESG-funded activities, as well as information on outputs and outcomes achieved. The MER report contains Sub-recipients expenditures of program funds during the month being reported.

In our review we have noted that some Sub-recipients frequently missed the deadline for submitting their monthly reports. This condition could affect the accuracy and effectiveness of the reporting by the program and the Department to HUD and the Texas Legislature.



Finding Item Number	Status Pertaining to the Recommendations and Action to be Taken	Target Completion Date	Responsible Party
18-004.04	To ensure timely reporting of MER and MPR, and gathering of necessary and important data, OIA recommends the program develop incentives for timely submission of reports	Ongoing	Abigail Versyp, Director of HHPD

**Management Response:**

*Management recognizes that some Sub-recipients often miss deadlines for submitting their monthly reports. Staff works to incentivize timely reporting. During the last funding competition, ESG Applicants received negative points if they had been Subrecipients that had not submitted timely reports. Again, staff provides training and support to encourage Sub-recipients to report on time. As a normal course of business and as a function of the Community Affairs Contract system, Program staff cannot release disbursement of funding until performance reports are up-to-date. This means that there is a built-in strong monetary incentive to report timely and a strong disincentive to delay. The Department will continue to encourage timely submissions by continuing the existing training and support mechanisms already occurring and will continue to look for other ways to incentivize timely reporting.*

**J) Matching Fund requirements**

According to CFDA 14.231, Metropolitan city and urban county recipients must match grant funds with an equal amount of funds from cash or in-kind sources such as services contributed by volunteers, the donation of materials and buildings, or the value of any lease on a building. The State must match all but \$100,000 of their awards, but must pass on the benefit of that \$100,000 exception to their sub-recipients that are least capable of providing matching amounts.

24 CFR §576.51.b states that in calculating the amount of matching funds, in accordance with 42 U.S.C.11375(a)(3)<sup>3</sup>, the time contributed by volunteers shall be determined at the rate of \$5 per hour. For purposes of this paragraph, the grantee will determine the value of any donated material or building, or of any lease, using a method reasonably calculated to establish a fair market value.

As stated earlier in section F, review of Matching Funds is included in the monitoring performed by Compliance Monitoring Division which is based on an annual risk assessment. The sub-recipients who scored low on the annual risk assessment, and were not selected for monitoring during a specific year, will not be reviewed for their compliance with Matching Fund requirements. However, risk assessment is performed quarterly based on the Department's fiscal year. Any returning awardees will be risk assessed and reconsidered for monitoring if further funding is awarded.

<sup>3</sup> 42 U.S.C.11375(a)(3); In calculating the amount of supplemental funds provided by a recipient under this part, a recipient may include the value of any donated material or building, the value of any lease on a building, any salary paid to staff to carry out the program of the recipient, and the value of the time and services contributed by volunteers to carry out the program of the recipient at a rate determined by the Secretary.

### K) Other audit work

The Fort Worth Office of Community Planning and Development ("CPD") conducted an on-site monitoring review of FY 2010 Emergency Shelter Grant Program in June of 2014. They issued their report on August 8, 2014 which contained three findings of noncompliance. TDHCA submitted its response and corrective actions to the findings and after review all findings were closed. The next audit of ESG program is scheduled to be performed by HUD in July 2018.

OIA extends its sincere appreciation to management and staff of the ESG program for their cooperation and assistance during the course of this audit.

Sincerely,



Mark Scott, CPA, CIA, CISA, CFE, MBA  
Internal Audit Director

MS/NS

cc:

Tim Irvine, Executive Director

Abigail Versyp, Director of HOME

Brook Boston, Deputy Executive Director of Fair Housing

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