AGENCY STRATEGIC PLAN

Fiscal Years 2021 to 2025

By

THE TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Board Member	Term	Home Town
Chair -Vacant		
Leslie Bingham, Vice Chair	04/17/2013 – 01/31/2019	Brownsville, 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 1, 2020

SIGNED: _____

Bobby Wilkinson, Executive Director

APPROVED: _____

Leslie Bingham, Board Vice Chair

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

221 East 11th St., Austin, TX 78701 512-475-3800 info@tdhca.state.tx.us
PO Box 13941, Austin, TX 78711 800-525-0657 www.tdhca.state.tx.us

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 800-735-2989 (TTY/TDD) and 711 (Voice).

This page intentionally left blank

AGENCY STRATEGIC PLAN FOR 2021-2025
TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Table of Contents

TDHCA Mission **1**
Agency Goal and Action Plan **1**
Specific Action Items to Achieve Your Goals **1**
Describe How Your Goal or Action Item Supports Each Statewide Objective **2**
Describe Any Other Considerations Relevant to Your Goal or Action Item **3**
Redundancies and Impediments **7**
Disaster-Related Redundancies and Impediments **25**

Supplemental Schedules

A. Budget Structure- Goal, Objectives, and Performance Measures ..... A-i
B. List of Measure Definitions ..... B-i
C. Historically Underutilized Business Plan ..... C-i
F. Agency Workforce Plan ..... F-i
H. Report on Customer Service ..... H-i

TDHCA Mission

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

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

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

Agency Goal and Action Plan

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

Specific Action Items to Achieve Your Goals

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

Describe How Your Goal or Action Item Supports Each Statewide Objective

1. Accountable to the tax and fee payers of Texas

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

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

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

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

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

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

4. Attentive to providing excellent customer service

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

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

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

Describe Any Other Considerations Relevant to Your Goal or Action Item

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

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

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

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

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

- **Additional Resources (non CARES Act)**. The Department has seen recent minimal increases in annual allocations the HOME, NHTF, LIHEAP, ESG, and DOEWAP Programs. Additionally, the Department recently received a Fair Housing Education grant from HUD and has applied to HUD for an additional allocation of 811 PRA funds to provide rental assistance for households with disabilities eligible for Medicaid services.

- **Additional Resources (CARES Act).** Under the CARES Act the Department is already

receiving several allocations of funds and is expected to see more.

- TDHCA's Community Services Block Grant (CSBG) program will receive an estimated $48 million for Texas' Community Action Agencies (CAAs), which deliver of a broad range of services designed to eliminate poverty and foster self-sufficiency for very low-income Texas residents in all 254 counties.
- TDHCA's Comprehensive Energy Assistance Program (CEAP) program will receive approximately $89 million in Low-Income Home Energy Assistance Program (LIHEAP) funds designed to assist low-income households in meeting their immediate energy needs.
- TDHCA's Emergency Solutions Grant (ESG) program will receive an initial award of approximately $33 million for private nonprofit organizations, cities, and counties in the State of Texas to help persons who are at-risk of homelessness or homeless quickly regain stability in permanent housing. The CARES Act provides an additional $3 billion in ESG funding nationally that the Department of Housing and Urban Development (HUD) has not yet allocated and while it is expected TDHCA will receive additional funds, an estimate is not yet available.
- On April 13, 2020, the Governor of the State of Texas identified TDHCA as the designated state agency to receive the first allocation of CDBG CARES Act (CDBG-CV) funding. TDHCA will receive approximately $40 million in CDBG-CV funding allocated by the CARES Act. While the specific use of these funds has not yet been determined, TDHCA is committed to deploying these funds as quickly, effectively and fully as possible, and the Department is currently coordinating with the Office of the Governor to identify critical needs that can be addressed using CDBG funds.
- The CARES Act provides $1.25 billion in funding for the Housing Choice Voucher program (often referred to as Section 8) and $15 million in funding for the Section 811 Project Rental Assistance (PRA) program. As a current administrator of both of those funds, the Department has received its first allotted share of a first segment of the Section 8 funds (nationally $380 million) in the amount of approximately $117,000. It is possible that TDHCA will receive additional funds from one or both of these sources.
- For the above programs, TDHCA expects to augment its FTEs through temporary positions as authorized under Article IX.

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

by leveraging the Department's loan volume and resulting economies of scale. This will allow HFCs to remain active participants in affordable single family housing, while leveraging Department resources and state volume cap for private activity bonds, resulting in more affordable single family financing in the state.

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

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

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

technologies to meet Department needs. The IS division is overseen by the Director of Administration.

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

Redundancies and Impediments

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

	311, 84th Texas Legislature, which may cause confusion in administering programs serving households who originally purchased property through a contract for deed. Specifically, HB 311 changed the definition of "executory contracts" in Property Code such that the following is true: 1) CFDs now transfer title to the purchaser before the contract-for-deed is fully paid off. 2) While title is provided to purchaser, the seller can still retain a lien on the property at the same terms of the original contract. (36) provides the definition for Urban Area which is defined in part through reference to definition (28-a)(C). However, paragraph (C) of definition (28-a) relating to Rural Areas no longer includes a paragraph (C).
Provide Agency Recommendation for Modification or Elimination	Amend (3) to ensure that it conforms with HB 311 and to make clear in the definition that "contracts for deed" mean the same as "executory contracts" in order to avoid confusion elsewhere in Chapter 2306. Amend (36) to remove reference to (28-a)(C).
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Changes to (3) will provide clarity and therefore greater efficiency in efforts to serve colonia residents who may have purchased property using a contract for deed. Changes to (36) will ensure clarity in definitions.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code Subchapter C, §2306.053(b)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	TDHCA operates the Comprehensive Energy Assistance Program (CEAP), a significant utility payment assistance program. Occasionally the Department faces situations where it has concerns with the entities providing CEAP assistance (possible fraud, disallowed costs, mismanagement of funds), but simply defunding the subrecipient is not effective because the households needing the utility assistance are harmed. While the Department most likely has the authority to obligate subrecipients contractually to enter into a trustee relationship, TDHCA suggests adding a clause in this section that provides TDHCA with the explicit power to establish a Trustee for subrecipients, when needed to ensure ongoing delivery of services or assistance to clients.
Provide Agency Recommendation for Modification or Elimination	Add to (b), "establish requirements for subrecipients to enter into Trustee relationships to ensure ongoing

	delivery of services to households."
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This enables the Department to continue to assist low income households while not putting the state at risk for possible repayment of federal funds due to contractors that may perform in ways that disallow federal costs.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code 2306.057
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section provides that a compliance assessment is required for project approval by the Board. In (b) it says that a written report of that assessment must be included in the "appropriate project file for board and department review". Many years past, these assessments were performed on paper and were included in Board materials. Because the bulk of these assessments are now housed in databases, the results of these assessments are only summarized for the Board. To the extent that concerns arise and conditions are needed, those issues are part of the summary to the Board. The requirement that the assessment report must be included for board review is an unnecessary requirement and no longer relevant to the manner in which the information is currently retained.
Provide Agency Recommendation for Modification or Elimination	Revise (b) to require only a "summary of any concerns or conditions identified in the compliance assessment" be provided to the Board.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This creates more efficient Board materials and saves staff time.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.0723
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Because the State Low Income Plan (SLIHP) is not a "state agency statement of general applicability that implements, interprets or prescribes law or policy" and the Department never has a need or intention to enforce the report against anyone, it should not be a rule. The statute creates unnecessary rulemaking 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	Tex. Gov't Code §2306.0985 addresses the ability to require political entities with authority to tax to place a lien on properties that benefit from infrastructure improvements made with state or federal money; any funds recovered under this section may be appropriated to TDHCA for use in administering a program under a section that has since been eliminated from the code. This language serves no purpose.
Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes expectation that TDHCA undertake activity referred to in another portion of statute not under TDHCA's jurisdiction.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1071
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Definition of first time homebuyer for the Department's First Time Homebuyer (FTHB) Program. Statute defines FTHB as a Texas resident who has not owned a home in the last three years. However, the U.S. Internal Revenue Service (IRS), which governs the issuance of tax-exempt mortgage revenue bonds, authorized exceptions in Section 143(d)(2)(D) of the Code, including an exception for veterans and exceptions for borrowers that purchase homes in targeted areas.
Provide Agency Recommendation for Modification or Elimination	Amend definition as follows: "First-time homebuyer" means a person who: (A) resides in this state on the date on which an application is filed; and (B) has not owned a home during the three years preceding the date on which an application under this subchapter is filed <u>or satisfies an exception in accordance with IRS requirements</u>.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended	Change ensures veterans and homebuyers purchasing homes in targeted areas continue to receive the same degree of assistance they are currently receiving through

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

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1112
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section calls for the creation of the Executive Award and Review Advisory Committee (EARAC) comprised of only Department staff, to make recommendations to the Board. This creates a situation in which the Executive Director is not the final voice on Board recommendations and is not able to weigh the considerations of all relevant areas of the Department. Further, significant staff time is spent on the preparation for and attendance at these committee meetings.
Provide Agency Recommendation for Modification or Elimination	Remove the section or revise the section to indicate that prior to making a recommendation to the Board, the Executive Director should consult with the applicable program, underwriting, and compliance staff.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	A clear direct line of reporting from the agency to the Board and an estimated savings of at least 25 staff hours per month.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.1113
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tightly restricts the communication of TDHCA Board member and staff with persons associated with active applications for housing funds during the application period, including barring meetings outside of TDHCA headquarters and after regularly posted hours.
Provide Agency Recommendation 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	Tex. Gov't Code §2306.1114

(Provide Specific Citation if applicable)	
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires notification of application of funds to a long list of persons for any proposed application for housing funds that include HOME funds or any other affordable housing program. Statutory language does not explicitly limit this to multifamily or to competitive activities and therefore this could be construed to place extensive notification requirements on single family HOME activities and HTF activities. Because the HOME and HTF Programs no longer release funds competitively, but do so on a reservation basis (meaning reserving funds as each household is identified), this would require that every household reservation trigger notification. For competitive single family applications under HOME, the households are not yet even identified so that exact location is not yet known. Furthermore, the requirements in statute are clearly reflective of "developments" and not applications for housing funds in which individuals households are assisted. Notifications outlined in statute on single family activity would be extremely onerous.
Provide Agency Recommendation for Modification or Elimination	Amend statute to specify that this requirement is for Housing Tax Credit and other multifamily activities and not "all funds" captured in §2306.111.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Provides clarity to the notification requirement and minimizes likelihood of future expectations that TDHCA provide notification for single family activities
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.142-143
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	§2306.142 requires a market study to determine underserved economic and geographic submarkets in the state. §2306.142(l) requires specific set-asides or allocations to meet those underserved markets. Much of this section was to address issues relating to sub-prime lending. The parameters for the market study are outdated, cannot be complied with, and are no longer relevant due to changes in the credit and sub-prime lending markets following the crash of 2008. The set-asides are economically unfeasible and could damage the economic condition of the Department. In addition, Section 2306.143 requires TDHCA to develop a subprime

	lender list using the survey required under 2306.142 if the U.S. Department of Housing and Urban Development (HUD) does not release a subprime lender list. The staff time and cost related to generating a subprime lender list would waste Department resources due to the outdated nature of these provisions in statute.
Provide Agency Recommendation for Modification or Elimination	Recommend elimination. Because compliance with the requirements of Tex. Gov't Code §2306.142 is cost prohibitive and not consistent with the reasonable financial operation of the Department, TDHCA seeks (and receives) an annual waiver from BRB each January. TDHCA's FTHB and TMP programs serve all eligible economic and geographic submarkets of the State, providing continuous funding to homebuyers that meet program requirements, such as a 620 FICO score. Using these financing methods, 65% of TDHCA's loans are to first time homebuyers earning less than 80% of the median income in their economic and geographic submarket and various TDHCA programs provide homeownership assistance to rural and border communities.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Eliminating the need to apply for the annual waiver will save Department the cost of annual report, compiled by its financial advisor, in support of waiver, and will save staff time and resources. It will also reduce time and expense for the Bond Review Board in the review and approval of the waiver.
Service, Statute, Rule or Regulation (Provide Specific Citation if 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 that could conflict with federal law. This decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake these activities.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.186
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The reference in subsection (k) to Tex. Gov't Code §2306.6023 is incorrect. Tex. Gov't Code §2306.6023 is a citation relating to the Manufactured Housing Division requiring that they adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making
Provide Agency Recommendation for Modification or Elimination	Amend statute to refer to the correct citation (Tex. Gov't Code §2306.041)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Corrects potentially confusing legislation.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.252
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	In the list of duties of TDHCA's Housing Resource Center (HRC) under Tex. Gov't Code §2306.252(b)(4), statute states that the HRC provides, in cooperation with the state energy conservation office, the Texas Commission on Environmental Quality and other governmental entities, information on the use of sustainable and energy efficient housing construction products and assist local governments and nonprofits in identifying information on sustainable and energy efficient housing construction and energy efficient resources and techniques. The State Energy Conservation Office (SECO) has excellent resources for this, with a specific section for residential consumers. Requiring this of TDHCA is redundant and requires TDHCA to coordinate on something for which another agency is more qualified and is already performing such work.
Provide Agency Recommendation	Delete Tex. Gov't Code §2306.252

for Modification or Elimination	
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes redundancy in state government and statute. Because TDHCA already refers people to SECO and appropriate agencies, there would be no cost savings.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.253
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Statute requires in this section that the Department develop a homebuyer education program and provides considerable specificity relating to how the activity should be funded and directing specific organizations with whom the Department should collaborate. Over time, the Department has become central to homebuyer counseling in Texas by funding train-the-trainer programs conducted by experienced third-parties, such as NeighborWorks, to increase the volume of those who can train homebuyers. In addition, several years ago TDHCA launched *Texas Homebuyer U,* an online homebuyer education program. By restricting the manner in which the Department should perform its program, this section, written in 1997, places requirements that no longer create the most efficient means of reaching homeowners.
Provide Agency Recommendation for Modification or Elimination	Delete Tex. Gov't Code §2306.253
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	By removing the section, flexibility can be returned to creatively supporting the activity of providing homebuyer education.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.255
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Contract for Deed Conversion Program under Tex. Gov't Code §2306.255. This section requires the Department to work with private lenders to convert contracts for deed; the Department's role is to provide some type of guarantee in case of default. TDHCA tried to implement this section many years ago with no success. Due to the passage of HB311 84(R)-2015 by Representative Canales and Senator Lucio, transfers of title occur through the recordation of the contract for deed; therefore a conversion is no longer necessary.

Provide Agency Recommendation for Modification or Elimination	Delete section.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Program is no longer necessary due to passage of HB 311. Additionally, TDHCA has not been allocated resources with which to administer the program as codified. Removing the language removes the expectation that TDHCA undertake this activity.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.2561 and 2306.805
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.2561 requires an Affordable Housing Preservation Program with specificity on how that should be designed, while Tex. Gov't Code §2306.805 creates a similar but different program, the Housing Preservation Incentives Program. In neither section is the program that is designed one that is readily consistent with the resources the Department actually has access to or the federal applicable regulations of those funds. Although the Department does utilize funds for preservation, neither statutory program is implemented as written in statute because of these challenges.
Provide Agency Recommendation for Modification or Elimination	Either: 1) delete Tex. Gov't Code §2306.2561 and §2306.805 as the programs are inconsistent with each other, and neither program is compatible with our funding sources and their associated federal regulations, or 2) revise these sections to reconcile with federal requirements.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes requirements that TDHCA undertake activities that are inconsistent with TDHCA funding sources and federal requirements.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.541 and 2306.542
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These two sections created an Advisory Committee (the Natural Disaster Housing Reconstruction Advisory Committee) and a program, the Housing Reconstruction Demonstration Pilot. These sections were established in response to the significant disaster recovery efforts that were historically housed at TDHCA. The committee, which was created and used as needed when TDHCA administered federal disaster recovery (DR) funds, is no

	longer in existence; nor does such a program exist. As the Department no longer oversees DR funds, it is appropriate to remove these sections.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §§2306.541 and 2306.542.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code 2306.589
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Tex. Gov't Code §2306.589 requires the Department establish a Colonia Set-Aside fund in collaboration with the Texas Water Development Board specifically focused on paying for water and sewer service lines and hookups, and plumbing. The requirement was written when TDHCA was designated to oversee Community Development Block Grant (CDBG) funds and water/ wastewater infrastructure projects. The program that is required to be designed is not an eligible activity under any of the Department's current funding sources. The Department does operate the Self-Help Centers, under Tex. Gov't Code 2306.582, funded with CDBG.
Provide Agency Recommendation for Modification or Elimination	Either 1) delete the section, as the program is incompatible with our funding sources and their associated federal regulations, or 2) work to revise the section to reconcile with federal requirements.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity that TDHCA has no ability to fund or implement; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.590
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Establishes a Colonia Initiatives Advisory Committee which reviews water and wastewater projects. This was enacted at a time when TDHCA was responsible for oversight of CDBG funds and water and wastewater infrastructure. Because TDHCA no longer performs those activities or oversees those funds, TDHCA does not operate this committee, and does not have staff experienced in this area. It is an activity of the Texas

	Water Development Board and should be deleted from TDHCA's statute.
Provide Agency Recommendation for Modification or Elimination	Delete all of Tex. Gov't Code §2306.590.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6702(5)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The definition for At-Risk development for purposes of the Housing Tax Credit program is explicitly defined in statute. As federal agencies change regulations, and change their handling of their older housing portfolios, it is increasingly important for the Department to be able to respond nimbly so that as much preservation can occur as is possible.
Provide Agency Recommendation for Modification or Elimination	Specify that the definition for an At-Risk development is "as defined by rule by the Department"
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	A definition that can be revised as needed to respond to the changes in federal programs, regulations and trends relating to preserving affordable housing.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6711(b)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section limits awards per development to $2 million, and limits the total credits an applicant can get in any round to $3 million. The $3 million cap was originally established when applications were typically requesting $1 million per development. This cap ensured that no more than approximately 3 awards could be made for large urban developers or more for small rural developers. As construction costs have increased over time, the per application cap has changed but not the total application round limit.
Provide Agency Recommendation for Modification or Elimination	Revise the cap in a single application round per applicant to either $6 million (allowing them roughly three awards) or to a limit of no more than three awards per Applicant.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended	Allows the Housing Tax Credit program to adjust with more recent cost increases and enables applicants to experience some economies of scale while still spreading

Change	the awards equitably across all applicants.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6712
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section relates to amendments made to housing tax credit applications and directs in explicit detail what amendments rise to the level of requiring Board approval by defining those items that are material alterations. This section, now almost 20 years old, has created a system in which very routine and minimal real estate development changes are taking up a disproportional amount of time as staff prepares Board materials, and delays progress as approvals must wait for the monthly Board meeting.
Provide Agency Recommendation for Modification or Elimination	Either revise section (d) from having an explicit list of what a material alteration is to saying "material alteration of a development must be defined by the Department by rule" or revise the specific clauses within (d) to allow for minimal modifications without being considered material for the number of units or bedroom mixes, the scope of tenant services, and increase the square footage limitation and density percentages.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will save staff time each month in preparing Board materials and streamline the development process for applicants who must wait for the board meeting timeline to hear that they have amendment approvals.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6717(4)
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Requires TDHCA to post the director's recommendation for material Housing Tax Credit (HTC) amendment requests 15 days prior to the Board meeting at which the amendment will be discussed.
Provide Agency Recommendation for Modification or Elimination	Eliminate the requirement. TDHCA already posts all policy recommendations to the Board seven days prior to the Board meeting or three days in case of emergency items, including other items of analogous import, such as applicant appeals. The advanced posting harms applicants who have to wait another month for a decision if they cannot meet the earlier deadline.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Streamlines process and improve Department timely response to developers.

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6723
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This section requires that the Department jointly administer the rural Housing Tax Credit set-aside with the Texas Department of Agriculture (the rural development agency). The requirement indicates that TDA should assist in development of the threshold, scoring, and underwriting criteria applied to rural applications and that the criteria "must be approved by that agency." It also requires that TDHCA and TDA jointly, with TDHCA funds, host outreach, training and capacity building to ensure sufficient rural applications are received. Furthermore, the regional allocation formula is required to be jointly considered by TDHCA and TDA.
Provide Agency Recommendation for Modification or Elimination	Delete the section. When first added into statute, efforts were made to comply with these requirements by both agencies at the time; however, the rule process for the QAP and the review process for the RAF are both widely discussed for public comment including input from rural advocates. The requirements of this section are no longer being met.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	No cost savings will be achieved, as these requirements are not being met currently; however, elimination would remove an obsolete requirement.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.6733
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Bars former board members and staff specified in statute from participating in the Housing Tax Credit (HTC) program for two years from their departure from the agency. Because the statute refers to positions that existed at the time the statute was written but which no longer corresponds to the agencies current structure, the Department may be applying it in an overly broad manner in order to ensure compliance.
Provide Agency Recommendation for Modification or Elimination	Amend that statute to be based on roles or duties rather than specific positions.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This would ensure that even when the staffing structure changes the persons performing certain substantive duties are subject to the restriction while making it clear the regardless of titles, persons performing other duties

	are not subject to this provision.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.6734
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Subsection (b) of this section requires that every Housing Tax Credit awardee report to the Department at least every 90 days the percentage of businesses with which the awardee has contracted that qualify as minority-owned businesses.
Provide Agency Recommendation for Modification or Elimination	Revise to require a one-time report at the end of construction. To require a report every 90 days in onerous for the developers and creates a paperwork/reporting burden for staff.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Reduced reporting and paperwork burden on HTC developers.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §§2306.781-786, Subchapter GG
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	These sections required the creation of a Colonia Model Subdivision Program and an associated Colonia Model Subdivision Revolving Loan Fund. This is a duplicative concept because the HOME Community Housing Development Organization (CHDO) set aside already offers this opportunity and the Department holds funds for these types of single family developments. For a number of years, TDHCA offered single family development primarily under the Colonia Model Subdivision Program but had limited applicants. TDHCA now offers the assistance under the broader HOME Single Family Development category, while still offering funds in the colonias. Participants who had sought Colonia Model Subdivision Program funds continue to seek funds under the broader Single Family Development funds such that this has not caused a decrease in access to funds for these entities. It should be noted that even under the Single Family Development category, participation is limited.
Provide Agency Recommendation for Modification or Elimination	Delete entire Subchapter.
Describe the Estimated Cost Savings or Other Benefit	Removes unnecessary language; decreases the likelihood that unnecessary restrictions will be placed on single

Associated with Recommended Change	family development funds.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code §2306.921
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The definition of "Migrant labor housing facility" contains no exception for the inspection or licensing of hotels, motels, and other places of public accommodation/short term rentals, as federal regulation does. Accordingly, the state statute compels the inspection and licensing of hotels and other rental properties if they are used for more than three days as living quarters for three or more migrant, seasonal, or temporary workers. Federal regulation (specifically 29 CFR §500.131) excepts persons who regularly provide housing on a commercial basis to the general public who then provide housing to a migrant agricultural worker on the same or comparable terms and conditions as provided to the general public.
Provide Agency Recommendation for Modification or Elimination	Add an exception at the beginning of the definition of "Migrant labor housing facility" at §2306.921(3): "unless excepted or excluded from housing safety or health requirements by federal law or regulation . . ."
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	Removes an inconsistency between state and federal regulation of farmworker housing, and reduces the cost of licensing and inspecting facilities that would not otherwise be subjected to such regulation but for the fact that some of their occupants are seasonal, temporary, or migrant workers.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Gov't Code, Chapter 2304, Housing Rehabilitation
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	This chapter, created in 1993, broadly promotes the rehabilitation of housing and a means to prevent the deterioration of residential areas. The Department does, in fact, program several of its federal and state funds for the purpose of single family home rehabilitation. However, this chapter also requires the Department to adopt housing, building, and fire codes for certain local areas, and adopt rules for this program; specifies that funds for this activity are in the state treasury; and lays out parameters for local governments to create and establish rehabilitation plans for approval by the Department that are then a part of the program. It is

	unknown to current agency staff if such funds were ever made available in the Treasury, however for at least the last 20 years no such funds or program has existed.
Provide Agency Recommendation for Modification or Elimination	Delete the chapter.
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	No cost savings will be achieved, as these requirements are not being met currently; however, elimination would remove an obsolete requirement.
Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Tex. Utility Code §39.905. Goal for Energy Efficiency.
Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	The last sentence of subsection (f) requires TDHCA to provide expert testimony at State Office of Administrative Hearings (SOAH) rate case hearings concerning whether the targeted low income weatherization programs of each unbundled Transmission and Distribution Utility (TDU) is "consistent with federal weatherization programs" or "adequately funded." TDHCA staff does not have sufficient expertise with TDU "hard-to-reach" programs to determine if these are consistent with federal weatherization programs. The Texas Public Utility Commission ("PUC") has represented to TDHCA that it has sufficient expertise with the federal weatherization programs to determine if the TDU programs are consistent without TDHCA's assistance. However, because of the statutory language, TDHCA and TDU staff must send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings.
Provide Agency Recommendation for Modification or Elimination	Delete last sentence of subsection (f)
Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change	This will save staff time by eliminating the need to send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings. This will also remove unnecessary requirements.

Disaster-Related Redundancies and Impediments

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

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

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

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

Supplemental Schedules

.

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

The Department did not request changes to its Fiscal Years (FY) 2022-23 budget structure. As the Department is pending approval requested changes to its FY 2022-23 performance measures, an official report reflecting its FY 2022-23 is not yet available and therefore the following FY 2020-21 reports are provided:

- Report reflecting FY 2020-21 Goals, Strategies, and Objectives
- Report reflecting FY 2020-21 Objective Outcomes
- Report reflecting FY 2020-21 Strategy Measures

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM

86th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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

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

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

Goal/Objective/Strategy Structure 5/10/2020 3:10:18PM

86th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

1	SHORT NAME:	%VLI/LI/MI RECEIVE HOUSING
	FULL NAME:	Percent Households/Individuals Assisted
	DESCRIPTION:	Percent of Households/Individuals of Very Low, Low, and Moderate Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance
2	SHORT NAME:	% VLI RECEIVING HOUSING
	FULL NAME:	Percent Very Low Income Households Receiving Housing Assistance
	DESCRIPTION:	Percent of Households/Individuals of Very Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance
3	SHORT NAME:	% LI RECEIVING HOUSING
	FULL NAME:	Percent Low Income Households Receiving Housing Assistance
	DESCRIPTION:	Percent of Households/Individuals of Low Income Needing Affordable Housing That Subsequently Receive Housing or Housing-related Assistance
4	SHORT NAME:	% MI RECEIVING HOUSING
	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

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION

Goal Sequence: **1** Increase Availability of Safe/Decent/Affordable Housing

Objective Sequence: **1** Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing

Strategy Sequence: **1** Mortgage Loans & MCCs through the SF MRB Program

MEASURE TYPE: **EF** Efficiency Measures

1 SHORT NAME: AVERAGE LOAN AMOUNT W / O ASST.
FULL NAME: Average Loan Amount w/o Down Payment Assistance
DESCRIPTION: Average Loan Amount Per Household without Down Payment Assistance

2 SHORT NAME: AVERAGE DOWN PMT. ASST. LOAN AMT.
FULL NAME: Avg Loan Amount with Down Payment Assistance
DESCRIPTION: Average Loan Amount with Down Payment Assistance

MEASURE TYPE: **EX** Explanatory/Input Measures

1 SHORT NAME: # HH REC LOANS W/O DOWN PAY ASST
FULL NAME: Households Receiving Mortgage Loans w/o Down Payment Assistance
DESCRIPTION: Number of Households Receiving Mortgage Loans without Down Payment Assistance

2 SHORT NAME: # DOWN PAYMENT ASSIST. HOUSEHOLDS
FULL NAME: Number Households Receiving Mortgage Loans w/ Down Payment Assistance
DESCRIPTION: Number of Households Receiving Loans with Down Payment Assistance.

3 SHORT NAME: # HH REC'G MCC UP TO $2000/YR
FULL NAME: # HH Rec'g Mortgage Credit Certificate to $2000/yr w/o Mortgage Loan
DESCRIPTION: Number of Households Receiving a Mortgage Credit Certificate (up to $2000 Per Year) without a Mortgage Loan

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
4	SHORT NAME:	# HH REC'G MCC TO $2000/YR W/LOAN
	FULL NAME:	# HH Rec'g Mortgage Credit Cert up to $2000/yr w/Loan & Down Pmt Asst
	DESCRIPTION:	Number of Households Receiving a Mortgage Credit Certificate (up to $2000 Per Year) and a Mortgage Loan with Down Payment Assistance

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# HOUSEHOLDS ASSIST. W / FINANCING
	FULL NAME:	# Households Asst. through Bond Authority or Other Mortgage Financing
	DESCRIPTION:	Number of Households Assisted through Bond Authority or Other Mortgage Financing

Strategy Sequence: **2** Provide Funding through the HOME Program for Affordable Housing

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVG AMT SF DEVELOPMENT
	FULL NAME:	Avg Amt Per Household for Single Family Development
	DESCRIPTION:	Average Amount Per Household for Single Family Development Activities
2	SHORT NAME:	AVERAGE AMOUNT SF REHABILITATION
	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
3	SHORT NAME:	AVG AMT HOMEBUYER W/ REHAB ASST
	FULL NAME:	Average Amount for Homebuyer and Homebuyer with Rehab Assistance
	DESCRIPTION:	Average Amount Per Household Assisted with Homebuyer and Homebuyer with Rehabilitation Assistance
4	SHORT NAME:	AVERAGE AMOUNT RENTAL ASSISTANCE
	FULL NAME:	Average Amount Per Household of Tenant-based Rental Assistance
	DESCRIPTION:	Average Annual Amount Per Household Receiving Tenant-based Rental Assistance

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
5	SHORT NAME:	AVG HOME, TCAP RF, OTHER FUNDS\HHS
	FULL NAME:	Avg HOME, TCAP RF, Nat'l HTF, or Other Funds Per HH MF Development
	DESCRIPTION:	Average HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Funds Amount Per Household Multifamily Development

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# SF DEVELOPMENT HOUSEHOLDS
	FULL NAME:	# of Households Asst. through S.F. Development Activities
	DESCRIPTION:	Number of Households Assisted through Single Family Development Activities
2	SHORT NAME:	# SF REHAB/NEW/RECONSTR ACTIVITIES
	FULL NAME:	# of Households Asst through S.F. Rehab, New Const, or Reconst Act
	DESCRIPTION:	Number of Households Assisted through Single Family Rehabilitation, New Construction, or Reconstruction Activities
3	SHORT NAME:	# HOMEBUYER & HOMEBUYER/HOME REHAB
	FULL NAME:	# of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst
	DESCRIPTION:	Number of Households Assisted through Homebuyer and Homebuyer / Home Rehabilitation Assistance
4	SHORT NAME:	# OF RENTAL ASSISTANCE HOUSEHOLDS
	FULL NAME:	Number of Households Assisted through Tenant-based Rental Assistance
	DESCRIPTION:	Number of Households Assisted through Tenant-based Rental Assistance Annually
5	SHORT NAME:	# HH ASSISTED W/ HOME MF
	FULL NAME:	Number of Households Assisted through HOME Multifamily Activities
	DESCRIPTION:	Number of Households Assisted through HOME Multifamily Activities
6	SHORT NAME:	# HH ASST. TCAP RF, OTHER MF LOAN
	FULL NAME:	# HH Assisted thru TCAP RF, National HTF & MF Direct Loan Activities
	DESCRIPTION:	Number of Households Assisted through Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, and Other Mulitfamily Direct Loan Activities

MEASURE TYPE: **OP** Output Measures

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
1	SHORT NAME:	# HOUSEHOLDS ASST. W/SF HOME FUNDS
	FULL NAME:	Number of Households Assisted with Single Family HOME Funds
	DESCRIPTION:	Number of Households Assisted with Single Family HOME Funds
2	SHORT NAME:	#HH ASS. W/MF HOME, TCAP RF, OTHER
	FULL NAME:	#HH Ass. W/ Multifamily HOME, TCAP RF, National HTF, MF Direct Loans
	DESCRIPTION:	Number of Households Assisted with Multifamily HOME, Tax Credit Assistance Program Repayment Fund, National Housing Trust Fund, or Other Multifamily Direct Loan Funds

Strategy Sequence: **3** Provide Loans through the Texas Bootstrap Program (TBP) - HTF

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVG AMOUNT HOUSEHOLD BOOTSTRAP
	FULL NAME:	Average Amount Per Household for Texas Bootstrap - HTF
	DESCRIPTION:	Average Amount Per Household for Texas Bootstrap - HTF

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# HOUSEHOLDS ASSIST TX BOOTSTRAP
	FULL NAME:	Number of Households Assisted through Texas Bootstrap - HTF
	DESCRIPTION:	Number of Households Assisted through Texas Bootstrap - HTF

Strategy Sequence: **4** Provide Funding through the Amy Young Barrier Removal (AYBR) - HTF

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVG AMOUNT HOUSEHOLD AMY YOUNG
	FULL NAME:	Average Amount Per Household for Amy Young Barrier Removal - HTF
	DESCRIPTION:	Average Amount Per Household for Amy Young Barrier Removal - HTF

MEASURE TYPE: **OP** Output Measures

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
1	SHORT NAME:	# HOUSEHOLDS ASSIST TX AYBR
	FULL NAME:	Number of Households Assisted through Amy Young Barrier Removal - HTF
	DESCRIPTION:	Number of Households Assisted through Amy Young Barrier Removal Program - HTF

Strategy Sequence: **5** Federal Rental Assistance through Section 8 Vouchers

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVG ADMIN COST/HH FOR HCVP
	FULL NAME:	Average Admin Cost Per Household for Housing Choice Voucher Program
	DESCRIPTION:	Average Administration Cost Per Household for Housing Choice Voucher Program

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	TOTAL # HOUSEHOLDS ASSISTED
	FULL NAME:	Total # of HHs Assisted thru Statewide Housing Asst. Payments Program
	DESCRIPTION:	Total Number of Households Assisted through Statewide Housing Assistance Payments Program
2	SHORT NAME:	# OF SEC 8 HH IN PROJ ACCESS PGM
	FULL NAME:	# of Section 8 Households Participating in Project Access Program
	DESCRIPTION:	Number of Section 8 Households Participating in the Project Access Program

Strategy Sequence: **6** Assistance Through Federal Sec 811 Project Rental Assistance Program

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# OF HHS ASS. THRU SEC 811 PRA
	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 Sequence: **7** Provide Federal Tax Credits to Develop Rental Housing for VLI and LI

MEASURE TYPE: **EF** Efficiency Measures

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
1	SHORT NAME:	AVERAGE AMOUNT NEW CONSTRUCTION
	FULL NAME:	Avg Annual Tax Credits Amount Per Household for New Construction
	DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for New Construction Activities
2	SHORT NAME:	AVERAGE COST NEW CONSTRUCTION
	FULL NAME:	Average Total Development Costs per Household for New Construction
	DESCRIPTION:	Average Total Development Costs Per Househod for New Construction Activities
3	SHORT NAME:	AVERAGE AMOUNT ACQU/REHAB
	FULL NAME:	Average Annual Tax Credits Amount Per Household for Acqu/Rehab
	DESCRIPTION:	Average Amount of Annual Tax Credits Per Household for Acquisition/Rehabilitation Activities
4	SHORT NAME:	AVERAGE COST ACQU/REHAB
	FULL NAME:	Average Total Development Costs Per Household for Acquisition/Rehab
	DESCRIPTION:	Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# NEW CONSTRUCTION HOUSEHOLDS
	FULL NAME:	Number of Households Assisted through New Construction Activities
	DESCRIPTION:	Number of Households Assisted through New Construction Activities
2	SHORT NAME:	# ACQU/REHAB HOUSEHOLDS
	FULL NAME:	Number of Households Assisted through Acqu/Rehab Activities
	DESCRIPTION:	Number of Households Assisted through Acquisition/Rehabilitation Activities

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# HOUSEHOLDS ASST THRU HTC PROGRAM
	FULL NAME:	Number of Households Assisted through the Housing Tax Credit Program
	DESCRIPTION:	Number of Households Assisted through the Housing Tax Credit Program

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION

Strategy Sequence: **8** Federal Mortgage Loans through the MF Mortgage Revenue Bond Program

MEASURE TYPE: **EF** Efficiency Measures

1 SHORT NAME: AVERAGE AMOUNT NEW CONSTRUCTION
FULL NAME: Average Amount of Bond Proceeds Per Household for New Construction
DESCRIPTION: Average Amount of Bond Proceeds Per Household for New Construction Activities

2 SHORT NAME: AVERAGE COST NEW CONSTRUCTION
FULL NAME: Average Total Development Costs Per Household for New Construction
DESCRIPTION: Average Total Development Costs Per Household for New Construction Activities

3 SHORT NAME: AVERAGE AMT ACQU/REHAB
FULL NAME: Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation
DESCRIPTION: Average Amount of Bond Proceeds Per Household for Acquisition/Rehabilitation Activities

4 SHORT NAME: AVERAGE COST ACQU/REHAB
FULL NAME: Average Total Development Costs Per Household for Acqu/Rehab
DESCRIPTION: Average Total Development Costs Per Household for Acquisition/Rehabilitation Activities

MEASURE TYPE: **EX** Explanatory/Input Measures

1 SHORT NAME: # CONSTRUCTION HOUSEHOLDS
FULL NAME: Number of Households Assisted through New Construction Activities
DESCRIPTION: Number of Households Assisted through New Construction Activities

2 SHORT NAME: # ACQU/REHAB HOUSEHOLDS
FULL NAME: Number of Households Assisted through Acqu/Rehab Activities
DESCRIPTION: Number of Households Assisted through Acquisition/Rehabilitation Activities

MEASURE TYPE: **OP** Output Measures

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
1	SHORT NAME:	# HOUSEHOLDS ASST MF MRB PROG
	FULL NAME:	Number of Households Assisted with Multifamily MRB Program
	DESCRIPTION:	Number of Households Assisted through the Multifamily Mortgage Revenue Bond Program

Goal Sequence: **2** Provide Information and Assistance

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

Strategy Sequence: **1** Housing Resource Center

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# REQUESTS COMPLETED
	FULL NAME:	Number of Information and Technical Assistance Requests Completed
	DESCRIPTION:	Number of Information and Technical Assistance Requests Completed

Objective Sequence: **2** Promote and Improve Homeownership Along the Texas-Mexico Border

Strategy Sequence: **1** Assist Colonias, Border Communities, and Nonprofits

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	TECHNICAL ASSISTANCE CONTACTS
	FULL NAME:	# of Tech Assistance Contacts Conducted by Field Offices
	DESCRIPTION:	Number of Technical Assistance Contacts Conducted Annually from the Border Field Offices
2	SHORT NAME:	COLONIA RESIDENTS ASSISTED
	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 Sequence: **3** Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs

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

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
Strategy Sequence:	**1**	Administer Poverty-related Funds through a Network of Agencies
MEASURE TYPE:	**EF**	Efficiency Measures
1	SHORT NAME:	AVERAGE COST/CLIENT
	FULL NAME:	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Emergency Solutions Grant Program
2	SHORT NAME:	AVG. SUB. COST P/P FOR THE CSBG PRG
	FULL NAME:	Average Subrecipient Cost Per Person for the CSBG Program
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Community Services Block Grant Program
3	SHORT NAME:	AVG. SUB. COST P/P FOR HHSP PRG
	FULL NAME:	Average Subrecipient Cost Per Person for the HHSP Program
	DESCRIPTION:	Average Subrecipient Cost Per Person for the Homeless Housing and Services Program
MEASURE TYPE:	**EX**	Explanatory/Input Measures
1	SHORT NAME:	# IN POVERTY MTG INC ELIGIBILITY
	FULL NAME:	Number of Persons in Poverty Meeting Income Eligibility
	DESCRIPTION:	Number of Persons in Poverty Meeting Income Eligibility
MEASURE TYPE:	**OP**	Output Measures
1	SHORT NAME:	# PERSONS ASSISTED
	FULL NAME:	Number of Persons Assisted through Homeless and Poverty-related Funds
	DESCRIPTION:	Number of Persons Assisted through Homeless and Poverty-related Funds
2	SHORT NAME:	# PERSONS IMPROVED
	FULL NAME:	Number of Persons Assisted That Achieve Incomes Above Poverty Level
	DESCRIPTION:	Number of Persons Assisted That Achieve Incomes above Poverty Level

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
3	SHORT NAME:	# ASSISTED BY CSBG PROGRAM
	FULL NAME:	# of Persons Assisted by the Community Services Block Grant Program
	DESCRIPTION:	Number of Persons Assisted by the Community Services Block Grant Program
4	SHORT NAME:	# ENROLLED IN ESG PROGRAM
	FULL NAME:	Number of Persons Enrolled in the Emergency Solutions Grant Program
	DESCRIPTION:	Number of Persons Enrolled in the Emergency Solutions Grant Program
5	SHORT NAME:	# PERSONS ASSISTED BY HHSP
	FULL NAME:	# of Persons Assisted by the Homeless and Housing Services Program
	DESCRIPTION:	Number of Persons Assisted by the Homeless and Housing Services Program

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

Strategy Sequence: **1** Administer State Energy Assistance Programs

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVERAGE SUBRECIPIENT COST/HH
	FULL NAME:	Average Subrecipient Cost Per Household Served for Utility Assistance
	DESCRIPTION:	Average Subrecipient Cost Per Household Served for Utility Assistance
2	SHORT NAME:	AVERAGE COST/HOME WEATHERIZED
	FULL NAME:	Average Cost Per Home Weatherized
	DESCRIPTION:	Average Cost Per Home Weatherized

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# VLI ELIGIBLE HOUSEHOLDS
	FULL NAME:	Number of Very Low Income Households Eligible for Utility Assistance
	DESCRIPTION:	Number of Very Low Income (VLI) Households Eligible for Utility Assistance

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
MEASURE TYPE:	**OP**	Output Measures
1	SHORT NAME:	# RECEIVING UTILITY ASSIST
	FULL NAME:	Number of Households Receiving Utility Assistance
	DESCRIPTION:	Number of Households Assisted through the Comprehensive Utility Assistance Program
2	SHORT NAME:	# WEATHERIZED DWELLINGS
	FULL NAME:	Number of Dwelling Units Weatherized by the Department
	DESCRIPTION:	Number of Dwelling Units Weatherized by the Department

Goal Sequence: **4** Ensure Compliance with Program Mandates

Objective Sequence: **1** Monitor Developments & Subrecipient Contracts for Compliance

Strategy Sequence: **1** Monitor and Inspect for Federal & State Housing Program Requirements

MEAS SEQ	TITLE	DESCRIPTION
MEASURE TYPE:	**EX**	Explanatory/Input Measures
1	SHORT NAME:	# ACTIVE PROPERTIES IN PORTFOLIO
	FULL NAME:	Total Number of Active Properties in the Portfolio
	DESCRIPTION:	Total Number of Active Properties in the Compliance Monitoring Portfolio
2	SHORT NAME:	# ACTIVE UNITS IN PORTFOLIO
	FULL NAME:	Total Number of Active Units in the Portfolio
	DESCRIPTION:	Total Number of Active Units in the Portfolio
MEASURE TYPE:	**OP**	Output Measures
1	SHORT NAME:	# OF ANNUAL OCR RECEIVED AND REVIEW
	FULL NAME:	# of Annual Owners Compliance Reports Received and Reviewed
	DESCRIPTION:	Number of Annual Owners Compliance Reports Received and Reviewed

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
2	SHORT NAME:	# OF FILE REVIEWS
	FULL NAME:	Total Number of File Reviews
	DESCRIPTION:	Total Number of File Reviews Conducted
3	SHORT NAME:	TOTAL # OF PHYSICAL INSPECTIONS
	FULL NAME:	Total Number of Physical Inspections
	DESCRIPTION:	Total Number of Physical Inspections Conducted by the Compliance Division

Strategy Sequence: **2** Monitor Subrecipient Contracts

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# NF SUBJECT TO MONITORING
	FULL NAME:	Total Number of Non-formula Contracts Subject to Monitoring
	DESCRIPTION:	Total Number of Non-formula Contracts Subject to Monitoring
2	SHORT NAME:	# OF PREVIOUS PART REVIEWS
	FULL NAME:	Number of Previous Participation Reviews
	DESCRIPTION:	Number of Previous Participation Reviews
3	SHORT NAME:	# OF FORMULA-FUNDED SUBRECIPIENTS
	FULL NAME:	Number of Formula-Funded Subrecipients
	DESCRIPTION:	Total Number of Formula-Funded Subrecipients

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# MONITOR REVIEW NON-FORM CONTRACTS
	FULL NAME:	Total Number of Monitoring Reviews of All Non-formula Contracts
	DESCRIPTION:	Total Number of Monitoring Reviews of All Non-formula Contracts

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
2	SHORT NAME:	# AUDIT REVIEWS
	FULL NAME:	Number of Single Audit Reviews
	DESCRIPTION:	Number of Single Audit Reviews Conducted
3	SHORT NAME:	# FORMULA SUB REC. MONITOR REVIEWS
	FULL NAME:	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews
	DESCRIPTION:	Total Number of Formula-Funded Subrecipients Receiving Monitoring Reviews

Goal Sequence: **5** Regulate Manufactured Housing Industry

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

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

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVG COST/SOL ISSUED
	FULL NAME:	Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued
	DESCRIPTION:	Average Cost Per Manufactured Housing Statement of Ownership Issued

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# OF MANUFACTURED HOMES OF RECORD
	FULL NAME:	Number of Manufactured Homes of Record in Texas
	DESCRIPTION:	Number of Manufactured Homes of Record in Texas

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# STATEMENTS OF OWNERSHIP ISSUED
	FULL NAME:	No. of Manufactured Housing Stmts. of Ownership Issued
	DESCRIPTION:	Number of Manufactured Housing Statements of Ownership Issued

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
2	SHORT NAME:	# LICENSES ISSUED
	FULL NAME:	Number of Licenses Issued
	DESCRIPTION:	Number of Licenses Issued

Strategy Sequence: **2** Conduct Inspections of Manufactured Homes in a Timely Manner

MEASURE TYPE: **EF** Efficiency Measures

1	SHORT NAME:	AVERAGE COST PER INSPECTION
	FULL NAME:	Average Cost Per Inspection
	DESCRIPTION:	Average Cost Per Inspection

MEASURE TYPE: **EX** Explanatory/Input Measures

1	SHORT NAME:	# INSTALLATION REPORTS
	FULL NAME:	Number of Installation Reports Received
	DESCRIPTION:	Number of Installation Reports Received
2	SHORT NAME:	# INSTALLATION INSPECTIONS
	FULL NAME:	Number of Installation Inspections with Deviations
	DESCRIPTION:	Number of Installation Inspections with Deviations

MEASURE TYPE: **OP** Output Measures

1	SHORT NAME:	# ROUTINE INSPECTIONS
	FULL NAME:	Number of Routine Installation Inspections Conducted
	DESCRIPTION:	Number of Routine Installation Inspections Conducted
2	SHORT NAME:	# NON-ROUTINE INSPECTIONS
	FULL NAME:	Number of Non-routine Inspections Conducted
	DESCRIPTION:	Number of Non-routine Inspections Conducted

Output Structure - Without Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

5/10/2020 3:15:56PM

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

MEAS SEQ	TITLE	DESCRIPTION
Strategy Sequence:	**3**	Process Complaints/Conduct Investigations/Take Administrative Actions

MEASURE TYPE: **EF** Efficiency Measures

1 SHORT NAME: AVERAGE COST COMPLAINT RESOLVED
FULL NAME: Average Cost Per Complaint Resolved
DESCRIPTION: Average Cost Per Complaint Resolved

2 SHORT NAME: AVERAGE TIME RESOLUTION
FULL NAME: Average Time for Complaint Resolution
DESCRIPTION: Average Time for Complaint Resolution (Days)

MEASURE TYPE: **EX** Explanatory/Input Measures

1 SHORT NAME: # JURISDICTIONAL COMPLAINT RECEIVED
FULL NAME: Number of Jurisdictional Complaints Received
DESCRIPTION: Number of Jurisdictional Complaints Received

MEASURE TYPE: **OP** Output Measures

1 SHORT NAME: # COMPLAINTS RESOLVED
FULL NAME: Number of Complaints Resolved
DESCRIPTION: Number of Complaints Resolved

B. List of Measure Definitions

As of the time of this posting, the Department's performance measure definitions for Fiscal Years (FY) 2022-23 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 2020-21 performance measure definitions. Please note that there were two additional changes after the original submission. These have been added to the document and indicated as "*Amended"* and "*Added*" as appropriate.
- Report reflecting FY 2020-21 definitions for Outcome Measures
- Report reflecting FY 2020-21 definitions for Strategy Measures.

AGENCY NAME: Texas Dept. of Housing and Community Affairs (332)

ELEMENT Identify the current Goal, Strategy, Measure or Measure Definition.	REQUESTED CHANGE Indicate requested change using strike-through to delete text and underscore to add text.	JUSTIFICATION FOR REQUESTED CHANGE Explain the reason for the proposed change.	LBB AND/OR OOG APPROVED CHANGE (if different from agency request)	LBB / OOG COMMENTS	STATUS

Note: The most recent goal, strategy and measure definition descriptions are located on Web ABEST. After logging on, select Performance then Reports to obtain the appropriate text. Measure definition must include all eight prescribed categories of information (i.e., short definition, 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 (if different from agency request)	LBB / OOG COMMENTS	STATUS
Goal 1 Objective 1 Strategy 1 Explanatory Measure #3 # HH Rec'g Mortgage Credit Certificate ~~to $2000/yr~~ w/o Mortgage Loan	Definition: A measure that tracks the number of "stand alone" Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. Households can receive a ~~up to $2,000 per year in~~ federal tax credit~~s~~ for the MCCs over the life of the loan.	The requested change reflects current program information on MCC limits.			

Goal 1 Objective 1 Strategy 1 Explanatory Measure No 4 # HH Rec'g Mortgage Credit Cert ~~up to $2000/yr~~ w/Loan & with or without Down Pmt Asst	Definition: A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans (combos), with or without down payment assistance provided by the department. Households can receive ~~up to $2,000 in~~ a federal tax credit per year through the MCC Program over the life of the loan.	The requested change reflects current program information on MCC limits. Additionally, broadening the measure to include MCCs combined with TDHCA loans that do not include down payment assistance will allow the measure to capture potential changes in TDHCA mortgage products offered as the agency responds to market needs.			

Goal 1 Objective 1 Strategy 2 Efficiency 3 Avg Amt/Household for Acquisition with/without Construction Assistance ~~Average Amount for Homebuyer and Homebuyer with Rehab Assistance~~	Definition: A measure that tracks the average amount of HOME funds per unit in support of Homebuyer Assistance (HBA~~,~~) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership Data Source: The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system. Methodology: The total dollar amount of HOME funds expended for acquisition of affordable housing will be divided by the number of households assisted through ~~Homebuyer Assistance (~~"HBA"~~)~~ and HANC funds.	The requested changes would capture activity under the recently launched HOME Homebuyer Assistance with New Construction (HANC) program.			

Goal 1 Objective 1 Strategy 2 Explanatory #3 ~~# of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst~~ # of Households Asst through Acquisition with/without Construction Asst	Definition: A measure that tracks the number of households awarded HOME funds provided in support of Homebuyer Assistance (HBA) activities and Homebuyer Assistance with New Construction (HANC) activities, including mortgage financing and homebuyer assistance provided in conjunction with construction, home modification for accessibility needs or rehabilitation of affordable housing for homeownership. Data Source: The amount of funds expended for each activity is tracked by the HOME division. Data is verified by staff and maintained in the agency's computer system. Methodology: The sum of households assisted through ~~Homebuyer Assistance (~~HBA~~)~~ and HANC awards of HOME funds for the acquisition of affordable housing will be exported from the Agency's Housing Contract System.	The requested changes would capture activity under the recently launched HOME Homebuyer Assistance with New Construction (HANC) program.			

Goal 1 Objective 1 Strategy 3 Efficiency Measure #1 Average Amount Per Household for Texas Bootstrap - HTF	Methodology: The total dollar amount of Bootstrap loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of households assisted through the Bootstrap Program utilizing the Housing Trust Fund. Performance is measured when loans are funded by Accounting. Methodology ~~excludes~~ includes sub-grantee administrative funds.	Keeps methodology consistent for efficiency measure with Amy Young program.			

Goal 1 Objective 1 Strategy 4 Efficiency Measure #1 Average Amount Per Household for Amy Young Barrier Removal - HTF	Methodology: The total dollar amount of AYBR loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of AYBR households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting. Methodology includes sub-grantee administrative funds.	Clarification of methodology. Clarification does not alter calculations currently used.			

Goal 1 Objective 1 Strategy 5 Efficiency Measure #1 Average Admin Cost Per Household for Housing Choice Voucher Program	Methodology: The average costs per household served is the sum of TDHCA administrative 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. Data Source: The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system record for the program.	Program update			

Goal 1 Objective 1 Strategy 5 Output Measure 2 # of Section 8 Households Participating in Project Access Program	Definitions: The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program. TDHCA utilizes vouchers from various programs/initiatives. This may change as resources become/no longer are available. The vouchers for various target populations as of FY 2020 include: First voucher type (Project Access): may include applicant over 62.; Second voucher type (NED): applicant under 62; Third voucher type (Pilot): applicants transitioning from a state hospital. No age limit; Fourth voucher type (Mainstream): any member of household under 62. At least 18 years old. Fifth voucher type (VASH).HUD-Veterans Affairs Supportive Housing program that combines Housing Choice Voucher rental assistance for homeless veterans with case management and clinical services that VA provides. Methodology: Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1, plus new contracts executed throughout the quarter. Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1. It will also include households issued vouchers through the Project Access system that were absorbed by PHAs prior to the TDHCA executing a contract. These households would not have been absorbed if not for having a Project Access voucher. This will include Mainstream, NED, PAV, Pilot, and VASH vouchers.	Requested change clarifies the various vouchers used through the Project Access Program and expands these to include VASH vouchers.			

Goal 1 Objective 1 Strategy 7 Efficiency Measure 3 Average Annual Tax Credits Amount Per Household for Acqu/Rehab	Methodology: This figure will be calculated by dividing the total annual amount of tax credits ~~awarded~~ for acquisition/rehabs by the number of restricted units acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credit awards and will be considered at the time of cost certification.	Clarification of wording.			

Goal 1 Objective 1 Strategy 8 Efficiency Measure 1 Average Amount of Bond Proceeds Per Household for New Construction	Methodology: This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units newly constructed.	Program area wants to clarify that this measure uses low income units.			

Goal 1 Objective 1 Strategy 8 Efficiency Measure 2 Average Total Development Costs Per Household for New Construction	Methodology: This figure will be calculated by dividing the sum of total development costs at cost-certification by the total number of units newly constructed	Program area wants to clarify that this measure uses the total number of units and not just low income units.			

Goal 1 Objective 1 Strategy 8 Efficiency Measure 3 Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation	Data Source: ~~A measure that tracks the average bond amount per low income unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition.~~ The number of low income units and amount of bonds for acquisition/rehabilitation is based on cost certification data reported by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. Methodology: This figure will be calculated by dividing the total value of mortgage revenue bonds at cost-certification by the number of low income units to be acquired/rehabilitated.	Program area wants to clarify that this measure uses low income units. Also, the data source is clarified.			

Goal 2 Objective 2 Strategy 1 Output Measure #1 # of Tech Assistance Contacts Conducted by Field Offices	Definition: The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers ~~also~~ provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program. 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.~~ This measure identifies program support and compliance with legislative mandates.	Clarification of wording.			

Goal 3 Objective 1 Outcome 2 Percent of Persons Assisted That Achieve Incomes above Poverty Level ***Amended from original submission*** *NOTE: The change to the Definition and related additional changes to the Methodology were requested to provide TDHCA flexibility to track persons transitioned out of poverty based on the program poverty level/TOPS guidelines in place in a given time, especially in light of some related CARES Act provisions. While TDHCA has determined that it will maintain current income requirements for this activity, the requested change is still appropriate as it ensure the measure will capture performance based*	Definition: The percent of persons assisted in the CSBG program that achieve incomes above 125% of poverty is the number of persons assisted that achieve incomes above 125% of poverty, and maintain that income level for a minimum of 90 days, divided by the total number of persons at or below 125% of poverty in Texas. For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels. Methodology: The percentage is derived using the total number of very low income persons assisted by the CSBG program ~~(persons at or below 125% of poverty)~~ maintaining ~~that~~ the level of income required for TOPS for a minimum of 90 days divided by the total number of persons at or below ~~125% of~~ the level of poverty required for CSBG in Texas using the most recent census data available. Information on the number of persons assisted is submitted to the Department by subrecipients.	The new language being requested provides TDHCA flexibility to track persons transitioned out of poverty based on the program poverty level/TOPS guidelines in place in a given time and clarification of wording.			

Goal 3 Objective 1 Strategy 1 Output #2 Number of Persons Assisted That Achieve Incomes Above Poverty Level ***Added to original submission*** *NOTE: The new language was requested to provide TDHCA flexibility to track persons transitioned out of poverty based on the program poverty level/TOPS guidelines in place in a given time, especially in light of some related CARES Act provisions. While TDHCA has determined that it will maintain current income requirements for this activity, the requested change is still appropriate as it ensure the measure will capture performance based on current program guidelines.*	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. <u>For this measure, if the levels of poverty for CSBG eligibility and TOPS change, the methodology will use the new poverty levels.</u>	The new language being requested provides TDHCA flexibility to track persons transitioned out of poverty based on the program poverty level/TOPS guidelines in place in a given time.			

Goal 3 Objective 1 Strategy 1 Output Measure #4 Number of Persons Enrolled in the Emergency Solutions Grant Program	Definition: This measure tracks the number of persons ~~assisted~~ entering through the Emergency Solutions Grant (ESG) Program. Methodology: ~~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~~. The total number of persons entering the ESG Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department's database.	The requested change in methodology for ESG would capture a person receiving program services at one time (upon entry) and would not count the person again upon the individual receiving additional services. This will reduce duplicated counts of individuals and will provide a more accurate representation of the total number of persons served. The existing methodology does not adjust for duplication of services and therefore provides less accurate information.			

Goal 3 Objective 1 Strategy 1 Output Measure #5 # of Persons Enrolled in the Homeless and Housing Services Program	Definition: This measure tracks the number of persons entering HHSP. ~~assisted through Homeless and Housing Services Program~~ Methodology: ~~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~~. The total number of persons entering the HHSP Program is gathered from the subrecipients' monthly performance reports. Data is checked for consistency by staff and maintained in the department's database.	The requested change in methodology for HHSP would capture a person receiving program services at one time (upon entry) and would not count the person again upon the individual receiving additional services. This will reduce duplicated counts of individuals and will provide a more accurate representation of the total number of persons served. The existing methodology does not adjust for duplication of services and therefore provides less accurate information			

Goal 3 Objective 1 Strategy 1 Efficiency Measure #**1** Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm	Definition: The average amount of ESG subrecipient funds per person ~~assisted~~ entering the ESG Program. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding. Data Source: The total number of persons ~~served~~ entering the ESG Program is gathered from the subrecipients' monthly performance reports, and the total amount spent is gathered from the subrecipients' monthly expenditure reports. Methodology: The efficiency measure is determined by dividing the total expenditure of ~~Emergency Solutions Grant~~ ESG funds by the total number of~~ clients served in the Emergency Solutions Grant Program~~ Program Participants entering the ESG Program.	The requested change in methodology for ESG would capture a person receiving program services at one time (upon entry) and would not count the person again upon the individual receiving additional services. This will reduce duplicated counts of individuals and will provide a more accurate representation of the amount of funds spent per person. The existing methodology does not adjust for duplication of services and therefore provides less accurate information.			

Goal 3 Objective 1 Strategy 1 Efficiency Measure #3 Average Subrecipient Cost Per Person for the HHSP Program	Definition: The average amount of HHSP subrecipient funds per person ~~assisted~~ entering HHSP. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding. Data Source: The total number of persons ~~served~~ entering the HHSP program is gathered from the subrecipients' monthly performance reports and the total amount spent is gathered from the subrecipients' monthly expenditure reports. Methodology: The efficiency measure is determined by dividing the total expenditure of ~~Homeless Housing and Services Program~~. HHSP funds by the total number of ~~clients served in the Emergency Solutions Grant Program~~ Program Participants entering the HHSP Program.	The requested change in methodology for HHSP would capture a person receiving program services at one time (upon entry) and would not count the person again upon the individual receiving additional services. This will reduce duplicated counts of individuals and will provide a more accurate representation of the amount of funds spent per person. The existing methodology does not adjust for duplication of services and therefore provides less accurate information.			

Goal 4 Objective 1 Strategy 1 Explanatory #2 Total number of active units in the portfolio	Methodology: Figure represents actual number of units associated with active properties, which could include units from recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.	Clarification of methodology. The change will not change the calculation.			

Goal 2 Objective 1 Outcome Measure 1 ~~% of Info/TA Requests Completed Within Established Time Frames~~	~~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.~~ ~~Data Limitations~~ ~~No limitations~~ ~~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.~~ ~~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.~~ ~~Purpose~~ ~~To ensure that the Department is responding to consumer information and technical assistance requests in a timely manner.~~	This measure does not provide meaningful information as the measure consistently achieves 100%.			

Goal 1 Objective 1 Outcome 1 Percent Households/Individuals Assisted	Methodology: The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs (in terms of households or units built) and (denominator) the most recent data of extremely low, very low, low and moderate income Texans who need affordable housing; with respect to the moderate income population with housing needs~~, 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.)	Responding to the current market and needs of low to moderate income homebuyers, TDHCA developed the My Choice Texas Home loan product which does not require that program participants not have owned a home in the last three years. While previously the calculations for Outcomes 1-1-1 and 1-1-4 included only moderate income renters and not moderate income homeowners, the requested changes to these measure would now include all moderate income households to include the expanded households eligible to participate in the My Choice program.			

Goal 1 Objective 1 Outcome #2 Percent Very Low Income Households Receiving Housing Assistance	Methodology: The percent of households of very low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs or units built because of the programs and (denominator) the most recent data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once.	Clarification of wording.			

Goal 1 Objective 1 Outcome 3 Percent Low Income Households Receiving Housing Assistance	Methodology: The percent of households of low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals or units built using TDHCA's housing programs and (denominator) the most recent data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once. Purpose: The measure addresses the extent to which services are provided by all housing programs for low income and calculates the level of service provided to the low income population. This measure is important because it identifies, of the number of low income households, how many low income households/individuals the housing programs were able to serve.	Clarification of wording			

Goal 1 Objective 1 Outcome 4 Percent Households of Moderate Income Receiving Housing Assistance	Methodology: The percent of households of moderate income served with housing or housing related assistance is based on: (numerator) an actual count of moderate income households/individuals using TDHCA's housing programs or units built and (denominator) the most recent data of moderate income ~~renters~~ households 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.)~~	Responding to the current market and needs of low to moderate income homebuyers, TDHCA developed the My Choice Texas Home loan product which does not require that program participants not have owned a home in the last three years. While previously the calculations for Outcomes 1-1-1 and 1-1-4 included only moderate income renters and not moderate income homeowners, the requested changes to these measure would now include all moderate income households to include the expanded households eligible to participate in the My Choice program.			

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/10/2020
Time: 3:12:46PM
Page: 2 of 20

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/10/2020
Time: 3:12:46PM
Page: 6 of 20

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No Limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No Limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type		EX	
Measure No.		3	# HH Rec'g Mortgage Credit Certificate to $2000/yr w/o Mortgage Loan

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

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

BL 2020 Definition

A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. Households can receive up to $2,000 per year in federal tax credits for the MCCs over the life of the loan.

BL 2020 Data Limitations

There are no data limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. Households can receive up to $2,000 per year in federal tax credits for the MCCs over the life of the loan.

BL 2021 Data Limitations

There are no data limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.		1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.		1	Mortgage Loans & MCCs through the SF MRB Program
Measure Type		EX	
Measure No.		4	# HH Rec'g Mortgage Credit Cert up to $2000/yr w/Loan & Down Pmt Asst

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

Refunds are often applied after the activity is closed.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

Refunds are often applied after the activity is closed.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing
Strategy No.	2	Provide Funding through the HOME Program for Affordable Housing
Measure Type	EX	
Measure No.	3	# of Household Asst through Homebuyer & Homebuyer/Home Rehab Asst

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	1	Increase Availability of Safe/Decent/Affordable Housing	
Objective No.	1	Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing	
Strategy No.	6	Assistance Through Federal Sec 811 Project Rental Assistance Program	
Measure Type	OP		
Measure No.	1	Number of Households Assisted through Section 811 PRA Program	

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

no limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

no limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-06 OP 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 03

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 01-01-07 EF 04

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 01-01-07 OP 01

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. Units and households assisted may receive assistance from different programs.

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance	
Objective No.	1	Provide Information and Assistance for Housing and Community Services	
Strategy No.	1	Housing Resource Center	
Measure Type	OP		
Measure No.	1	Number of Information and Technical Assistance Requests Completed	

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

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

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance	
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border	
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits	
Measure Type	OP		
Measure No.	1	# of Tech Assistance Contacts Conducted by Field Offices	

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

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

BL 2020 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers also provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2020 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2020 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.

BL 2021 Definition

The border field officers report the number of technical assistance contacts based on on-site visits, telephone calls, written and electronic correspondence, meetings, and interactions with units of local government, nonprofit organizations and colonia residents. Border field officers also provide general information on the Department's programs and resources; assist other divisions as requested; and conduct interviews with individual Texans to provide referral services to other agencies, programs and services. Border field officers also provide concentrated technical assistance in managing and implementing the Department's Colonia Initiatives programs which include the Colonia Self-Help Center Program and Texas Bootstrap Loan Program.

BL 2021 Data Limitations

No limitations.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Source

Actual technical assistance contacts and visits are reported by staff.

BL 2021 Methodology

On-site visits, e-mails and telephone calls are tracked by staff and maintained in the Department's database.

BL 2021 Purpose

The purpose of the measure is to identify the level of technical assistance provided to nonprofit organizations and units of local government. This measure is important because it identifies the effectiveness of the program and compliance with legislative mandates.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	2	Provide Information and Assistance	
Objective No.	2	Promote and Improve Homeownership Along the Texas-Mexico Border	
Strategy No.	1	Assist Colonias, Border Communities, and Nonprofits	
Measure Type	OP		
Measure No.	2	# of Colonia Residents Receiving Direct Assist from Self-help Centers	

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

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

BL 2020 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2020 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

BL 2020 Data Source

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

BL 2020 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2020 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

BL 2021 Definition

The number of Colonia residents receiving direct assistance annually through the Colonia Self-Help Centers. This includes the following types of assistance: housing rehabilitation, new construction, surveying and platting, construction skills training, tool library access for self-help construction, housing finance; credit and debt counseling, infrastructure constructions and access, capital access for mortgages, and other activities which provide direct assistance and/or benefit to Colonia residents.

BL 2021 Data Limitations

Deviation from the targeted performance may occur if participation of eligible residents is lower than projected, or if there are changes in available resources over the four-year contract period. The reporting contracts have staggered terms and performance patterns may fluctuate over the lifetime of the contract.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Data Source

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

BL 2021 Methodology

The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records.

BL 2021 Purpose

This measure is important because it identifies the effectiveness of the program in providing assistance to Colonia residents with a wide array of services.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	EF		
Measure No.	1	Avg Subrecipient Cost Per Person for the Emergency Solutions Grant Pgm	

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

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

BL 2020 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

BL 2020 Purpose

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

BL 2021 Definition

The average amount of ESG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	EF		
Measure No.	2	Average Subrecipient Cost Per Person for the CSBG Program	

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

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

BL 2020 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

BL 2020 Purpose

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

BL 2021 Definition

The average amount of CSBG subrecipient funds per person assisted. This would include all funds given to the subrecipient. That figure excludes any funds set aside for TDHCA administrative funding.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program.

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	EF		
Measure No.	3	Average Subrecipient Cost Per Person for the HHSP Program	

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		EX	
Measure No.		1	Number of Persons in Poverty Meeting Income Eligibility

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

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

BL 2020 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2020 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

Figure represents the total number of persons income eligible for assistance under CSBG based on the most recent decennial Census or Census Bureau estimated data available.

BL 2021 Data Limitations

A census is conducted every ten years; updated poverty population estimates in the American Community Survey are also made available periodically. TDHCA will utilize the most recent Census datasets.

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	1	Number of Persons Assisted through Homeless and Poverty-related Funds	

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

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

BL 2020 Definition

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

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is actual number.

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		OP	
Measure No.		2	Number of Persons Assisted That Achieve Incomes Above Poverty Level

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

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

BL 2020 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG)that achieve incomes above 125% of poverty level for a minimum of 90 days.

BL 2020 Data Limitations

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

BL 2020 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is actual number.

BL 2020 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

BL 2021 Definition

Measure relates to the number of persons assisted through the Community Services Block Grant Program (CSBG)that achieve incomes above 125% of poverty level for a minimum of 90 days.

BL 2021 Data Limitations

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

BL 2021 Data Source

The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

Performance reported is actual number.

BL 2021 Purpose

The purpose of the measure is to identify the number of persons the CSBG program has helped to achieve incomes above the poverty level.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.		1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year
Strategy No.		1	Administer Poverty-related Funds through a Network of Agencies
Measure Type		OP	
Measure No.		3	# of Persons Assisted by the Community Services Block Grant Program

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

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

BL 2020 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

BL 2021 Definition

This measure tracks the number of persons enrolled in the Community Services Block Grant Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to identify the number of persons enrolled in the Community Services Block Grant Program in order to gauge impact of that program.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	4	Number of Persons Enrolled in the Emergency Solutions Grant Program	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 04

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

BL 2020 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2021 Definition

This measure tracks the number of persons assisted through the Emergency Solutions Grant Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	1	Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year	
Strategy No.	1	Administer Poverty-related Funds through a Network of Agencies	
Measure Type	OP		
Measure No.	5	# of Persons Assisted by the Homeless and Housing Services Program	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-01-01 OP 05

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

BL 2020 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2020 Data Limitations

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

BL 2020 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2020 Methodology

Performance reported is the actual number.

BL 2020 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

BL 2021 Definition

This measure tracks the number of persons assisted through the Homeless and Housing Services Program.

BL 2021 Data Limitations

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

BL 2021 Data Source

Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department.

BL 2021 Methodology

Performance reported is the actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to gauge the impact of the program in serving the needs of homeless persons and persons at-risk of homelessness.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EF		
Measure No.	1	Average Subrecipient Cost Per Household Served for Utility Assistance	

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

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

BL 2020 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2020 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2020 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

BL 2020 Methodology

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

BL 2020 Purpose

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

BL 2021 Definition

The average cost per household served is calculated based on the number of households assisted by CEAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities.

BL 2021 Data Limitations

Performance reports received past the due date from subrecipients could result in incomplete data. Increase or decrease in funding could create a variance in the targeted goal.

BL 2021 Data Source

The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP from the subrecipient Monthly Funding Performance Report.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

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

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	EF		
Measure No.	2	Average Cost Per Home Weatherized	

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

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

BL 2020 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2020 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2020 Data Source

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

BL 2020 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2020 Purpose

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

BL 2021 Definition

The statewide average cost to weatherize a home includes the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

BL 2021 Data Limitations

Adjustments in CPU (cost per unit) limits could create a variance in the targeted goal. If a household receives both DOE-funded WAP and LIHEAP-funded WAP, each program is counted separately.

BL 2021 Data Source

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

BL 2021 Methodology

Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

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

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency: **Department of Housing and Community Affairs**
Goal No.	3 Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs
Objective No.	2 Reduce Cost of Home Energy for 6% of Very Low Income Households
Strategy No.	1 Administer State Energy Assistance Programs
Measure Type	EX
Measure No.	1 Number of Very Low Income Households Eligible for Utility Assistance

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

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

BL 2020 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2020 Data Limitations

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

BL 2020 Data Source

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

BL 2020 Methodology

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

BL 2020 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

BL 2021 Definition

The number of very low income households income-eligible (150% poverty level) for utility assistance (CEAP) in Texas is determined based on the most recent decennial Census or Census Bureau estimates.

BL 2021 Data Limitations

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

BL 2021 Data Source

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

BL 2021 Methodology

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

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The purpose of the measure is to identify the eligibility population of the state. It is important because it identifies the level of need in the state.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	OP		
Measure No.	1	Number of Households Receiving Utility Assistance	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-02-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2020 Data Limitations

Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature.

BL 2020 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

BL 2021 Definition

The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs.

BL 2021 Data Limitations

Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature.

BL 2021 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system.

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The LIHEAP program provides direct financial assistance for energy needs of low income persons through the Comprehensive Energy Assistance Program (CEAP). The measure is important because it identifies the effectiveness of the CEAP program through the number of households receiving CEAP.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	3	Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs	
Objective No.	2	Reduce Cost of Home Energy for 6% of Very Low Income Households	
Strategy No.	1	Administer State Energy Assistance Programs	
Measure Type	OP		
Measure No.	2	Number of Dwelling Units Weatherized by the Department	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 03-02-01 OP 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients.

BL 2020 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2020 Data Source

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2020 Methodology

The performance number reported represents the actual number of dwelling units weatherized.

BL 2020 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

BL 2021 Definition

The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients.

BL 2021 Data Limitations

Targeted performance could be impacted by changes in funding levels. Units receiving both Department of Energy and Low Income Housing Energy Assistance Program funding may be double counted.

BL 2021 Data Source

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs.

BL 2021 Methodology

The performance number reported represents the actual number of dwelling units weatherized.

BL 2021 Purpose

The WAP program provides residential weatherization and other cost-effective energy-related home repair to increase the energy efficiency of dwellings owned or occupied by low-income persons. The measure is important because it identifies the effectiveness of the program through the number of homes receiving weatherization services.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	EX		
Measure No.	1	Total Number of Active Properties in the Portfolio	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Program totals are maintained by the Department's databases.

BL 2020 Methodology

Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)

BL 2020 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio as of the end of the fiscal year.

BL 2021 Definition

The total number of rental developments in the TDHCA compliance monitoring portfolio. This number represents the portfolio for which the Portfolio Management and Compliance division is responsible. This includes developments monitored by on-site file review, desk review, a combination of onsite and desk reviews, or other compliance activities depending on program requirements. Program development totals vary throughout the year.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Program totals are maintained by the Department's databases.

BL 2021 Methodology

Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS)

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure provides the total number of housing developments in the compliance monitoring portfolio as of the end of the fiscal year.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		4	Ensure Compliance with Program Mandates
Objective No.		1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.		1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type		EX	
Measure No.		2	Total Number of Active Units in the Portfolio

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-01 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Unit totals are maintained by the Department's databases.

BL 2020 Methodology

Figure represents actual number of units associated with recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

BL 2020 Purpose

The measure provides information of the total rental units monitored by the Department.

BL 2021 Definition

Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units, including units associated with recent awards but not placed into service, occupied units and units available for lease are included in the total.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Unit totals are maintained by the Department's databases.

BL 2021 Methodology

Figure represents actual number of units associated with recent awards but not placed into service, occupied units as well as active units available for lease in the compliance monitoring and tracking system (CMTS) as of the end of the fiscal year.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure provides information of the total rental units monitored by the Department.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		4	Ensure Compliance with Program Mandates
Objective No.		1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.		1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type		OP	
Measure No.		1	# of Annual Owners Compliance Reports Received and Reviewed

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and agency requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	1	Monitor and Inspect for Federal & State Housing Program Requirements	
Measure Type	OP		
Measure No.	2	Total Number of File Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite.

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite.

BL 2021 Purpose

The measure meets statutory and agency requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		4	Ensure Compliance with Program Mandates
Objective No.		1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.		1	Monitor and Inspect for Federal & State Housing Program Requirements
Measure Type		OP	
Measure No.		3	Total Number of Physical Inspections

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-01 OP 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS).

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered by program from Department databases.

BL 2020 Methodology

The number reported is the actual number of UPCS inspections performed.

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS).

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered by program from Department databases.

BL 2021 Methodology

The number reported is the actual number of UPCS inspections performed.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and agency requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	1	Total Number of Non-formula Contracts Subject to Monitoring	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2020 Data Limitations

No limitations

BL 2020 Data Source

Data on contracts administered is maintained in the Department's database.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.

BL 2021 Definition

This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, CSBG discretionary, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs.

BL 2021 Data Limitations

No limitations

BL 2021 Data Source

Data on contracts administered is maintained in the Department's database.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology
Number is actual.

BL 2021 Purpose
The measure provides the total number of active contracts administered, exclusive of formula-funded contracts.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	2	Number of Previous Participation Reviews	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of previous participation reviews.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is maintained in the department's database.

BL 2020 Methodology

Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly.

BL 2020 Purpose

The measure meets statutory and agency requirements.

BL 2021 Definition

Measure represents the number of previous participation reviews.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is maintained in the department's database.

BL 2021 Methodology

Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly.

BL 2021 Purpose

The measure meets statutory and agency requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	EX		
Measure No.	3	Number of Formula-Funded Subrecipients	

Calculation Method: N **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 EX 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1 of that State Fiscal Year.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

Number is actual. Subrecipients may administer more than one network program.

BL 2020 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

BL 2021 Definition

Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1 of that State Fiscal Year.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

Number is actual. Subrecipients may administer more than one network program.

BL 2021 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		4	Ensure Compliance with Program Mandates
Objective No.		1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.		2	Monitor Subrecipient Contracts
Measure Type		OP	
Measure No.		1	Total Number of Monitoring Reviews of All Non-formula Contracts

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

BL 2020 Purpose

The measure meets statutory and program requirements.

BL 2021 Definition

Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure meets statutory and program requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		4	Ensure Compliance with Program Mandates
Objective No.		1	Monitor Developments & Subrecipient Contracts for Compliance
Strategy No.		2	Monitor Subrecipient Contracts
Measure Type		OP	
Measure No.		2	Number of Single Audit Reviews

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department data bases.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure meets statutory and program requirements.

BL 2021 Definition

The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department data bases.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology
Number is actual.

BL 2021 Purpose
The measure meets statutory and program requirements.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	4	Ensure Compliance with Program Mandates	
Objective No.	1	Monitor Developments & Subrecipient Contracts for Compliance	
Strategy No.	2	Monitor Subrecipient Contracts	
Measure Type	OP		
Measure No.	3	Total # of Formula-Funded Subrecipients Receiving Monitoring Reviews	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 04-01-02 OP 03

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

The data is gathered from Department databases.

BL 2020 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

BL 2020 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

BL 2021 Definition

Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

The data is gathered from Department databases.

BL 2021 Methodology

Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	EF		
Measure No.	1	Avg. Cost Per Manufactured Housing Stmt. of Ownership Issued	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-01 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

Information is obtained from either a management report from the Department's Financial Administration Division or USAS.

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

BL 2020 Purpose

The measure shows the efficiency in costs to issue a Statement of Ownership

BL 2021 Definition

The average cost to the Department of the processing of a Statement of Ownership application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing Statements of Ownership. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to Statements of Ownership, including document review, handling, proofing, and notification.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

Information is obtained from either a management report from the Department's Financial Administration Division or USAS.

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of Statement of Ownership issued in a reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure shows the efficiency in costs to issue a Statement of Ownership

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	EX		
Measure No.	1	Number of Manufactured Homes of Record in Texas	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-01 EX 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record.

BL 2021 Definition

The number of Manufactured Homes of record in Texas represents the total number of manufactured homes with an existing record in the official manufactured housing database that is maintained by the department.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

Automated compilation through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	OP		
Measure No.	1	No. of Manufactured Housing Stmts. of Ownership Issued	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-01 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of manufactured housing Statements of Ownership issued for
which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database and accounting receipts.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

BL 2021 Definition

The total number of manufactured housing Statements of Ownership issued for
which a fee is charged (includes Statements of Ownership issued as a result of changes in ownership, location, lien information, election, and use).

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database and accounting receipts.

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

This measure identifies the total number of Statements of Ownership issued in a reporting period. It is important because it shows the workload associated with issuing Statements of Ownership.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	1	Provide Statements of Ownership and Licenses in a Timely Manner	
Measure Type	OP		
Measure No.	2	Number of Licenses Issued	

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-01 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2020 Data Limitations

No limitations of data.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

BL 2021 Definition

The total number of manufactured housing licenses issued to qualifying applicants (applicant types broker, installer, manufacturer, retailer, retailer/broker, retailer/broker/installer, broker/installer, and sales persons). The number calculated includes updates to existing licenses. It does not include duplicate licenses that are reprinted or departmental corrections.

BL 2021 Data Limitations

No limitations of data.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Number is actual.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

This measure identifies the total number of licenses issued and updated in a reporting period. It is important because it shows the workload associated with issuing licenses.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	EF		
Measure No.	1	Average Cost Per Inspection	

Calculation Method: N **Target Attainment: L** **Priority: M** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division’s Database and the Inspector’s Travel Voucher Database.

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2020 Purpose

The measure identifies the cost efficiency to perform or attempt an inspection.

BL 2021 Definition

The average cost to the Department of each inspection based on the total funds expended and encumbered during the reporting period to conduct or attempt inspections, including both installation and non-routine inspections. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel; postage, and other costs directly related to the enforcement of the inspection function.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division’s Database and the Inspector’s Travel Voucher Database.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period.

BL 2021 Purpose

The measure identifies the cost efficiency to perform or attempt an inspection.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	2	Conduct Inspections of Manufactured Homes in a Timely Manner	
Measure Type	EX		
Measure No.	1	Number of Installation Reports Received	

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EX 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure provides information on the total number of installation reports received.

BL 2021 Definition

The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure provides information on the total number of installation reports received.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		5	Regulate Manufactured Housing Industry
Objective No.		1	Operate a Regulatory System To Ensure Efficiency
Strategy No.		2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type		EX	
Measure No.		2	Number of Installation Inspections with Deviations

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 EX 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

BL 2021 Definition

The total number of installation inspections with deviations documented. An inspector may list several deviations on a single installation inspection, but it only accounts for one reported inspection with deviations.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure provides information on the total number of installation inspections with deviations. The importance of this measure is to ensure that homes are installed in a safe manner to prevent injury to consumers and the general public.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		5	Regulate Manufactured Housing Industry
Objective No.		1	Operate a Regulatory System To Ensure Efficiency
Strategy No.		2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type		OP	
Measure No.		1	Number of Routine Installation Inspections Conducted

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 OP 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Number is actual.

BL 2020 Purpose

The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

BL 2021 Definition

The total number of routine inspections conducted to inspect the anchoring and support systems of manufactured homes (includes reviewing installation report for completeness, inspecting stabilizing devices to confirm that the installer used approved materials, inspecting the home for proper installation, and verifying that the installer is licensed with TDHCA). Unsuccessful attempted inspections (identified as skirted, not accessible, unable to locate, or no unit at location) are not included in the number reported.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology
Number is actual.

BL 2021 Purpose
The measure identifies the total number of inspections performed (attempted inspections are not included) in a reporting period. It is important because it shows the workload for inspections and confirms that the Department meets the statutory requirement to inspect at least 75 percent.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		5	Regulate Manufactured Housing Industry
Objective No.		1	Operate a Regulatory System To Ensure Efficiency
Strategy No.		2	Conduct Inspections of Manufactured Homes in a Timely Manner
Measure Type		OP	
Measure No.		2	Number of Non-routine Inspections Conducted

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-02 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Collection of data is based on the Inspector's Travel Voucher Database.

BL 2020 Methodology

The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.

BL 2020 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

BL 2021 Definition

The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA (State Administrative Agency for HUD), and retailer monitoring.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Collection of data is based on the Inspector's Travel Voucher Database.

BL 2021 Methodology

The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure identifies the total number of inspections performed in a reporting period. It is important because it identifies inspections that result from unusual or special circumstances.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	EF		
Measure No.	1	Average Cost Per Complaint Resolved	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EF 01

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

BL 2020 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2020 Purpose

The measure identifies the efficiency in costs for resolving a complaint.

BL 2021 Definition

The average cost to the Department to resolve a complaint based on the total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution divided by the number of complaints resolved. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, subpoena expenses, and other costs directly related to the agency's enforcement function.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Methodology

To obtain the average, divide the total funds expended and encumbered by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2021 Purpose

The measure identifies the efficiency in costs for resolving a complaint.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.	5	Regulate Manufactured Housing Industry	
Objective No.	1	Operate a Regulatory System To Ensure Efficiency	
Strategy No.	3	Process Complaints/Conduct Investigations/Take Administrative Actions	
Measure Type	EF		
Measure No.	2	Average Time for Complaint Resolution	

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EF 02

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2020 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

BL 2021 Definition

The average length of time to resolve a jurisdictional complaint, for jurisdictional complaints resolved during the reporting period. The number of days to reach a resolution is calculated from the initial date of receipt of a consumer complaint to the date closed.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities.

BL 2021 Purpose

The measure tracks the average number of days spent to resolve a complaint. The measure is important because it shows how efficient the division has been in resolving complaints.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **332**	Agency: **Department of Housing and Community Affairs**
Goal No.	5 Regulate Manufactured Housing Industry
Objective No.	1 Operate a Regulatory System To Ensure Efficiency
Strategy No.	3 Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type	EX
Measure No.	1 Number of Jurisdictional Complaints Received

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 EX 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload.

BL 2021 Definition

The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

BL 2021 Purpose

The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload.

5/10/2020 3:15:10PM

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**332**	Agency:	**Department of Housing and Community Affairs**
Goal No.		5	Regulate Manufactured Housing Industry
Objective No.		1	Operate a Regulatory System To Ensure Efficiency
Strategy No.		3	Process Complaints/Conduct Investigations/Take Administrative Actions
Measure Type		OP	
Measure No.		1	Number of Complaints Resolved

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 332 085-R-S70-1 05-01-03 OP 01

Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2020 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2020 Data Limitations

No limitations.

BL 2020 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2020 Methodology

Actual number.

BL 2020 Purpose

The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems.

BL 2021 Definition

The total number of complaints resolved during the reporting period upon which final action was taken by the board or the Department through informal and formal means. Non-jurisdictional complaints (closed as DISJ) are not included in this measure.

BL 2021 Data Limitations

No limitations.

BL 2021 Data Source

Data is computer generated through the Manufactured Housing Division's Database.

BL 2021 Methodology

Actual number.

Strategy-Related Measures Definitions
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems.

C. Historically Underutilized Business Plan

TDHCA HISTORICALLY UNDERUTILIZED BUSINESS PLAN

Introduction

TDHCA strives to include Historically Underutilized Businesses in all procurements. Opportunities are thoroughly reviewed to enable HUBs to participate in the Department acquisition of goods and services. TDHCA has specific Policies and Procedures for the Historically Underutilized Business Program as referenced in Texas Administrative Code, Title 10, Part 1, Chapter 1, SubChapter A, Rule §1.6. TDHCA also has a designated HUB Coordinator in accordance with Section 2161.062, Government Code.

State HUB participation goals have been achieved consistently by the Department, with a focus toward maintaining high goals in future acquisitions. The Department routinely participates in vendor forums, trains Department staff, actively researches possible businesses to participate in opportunities, as well as assists vendors in becoming HUB certified.

GOAL

The Texas Department of Housing and Community Affairs strives to provide procurement and contracting opportunities for all businesses, with efforts to maximize inclusion of minority, women, and disabled veteran owned businesses.

OBJECTIVE

The Department shall make a good faith effort to maximize the award of goods and services to HUBs in all facets of contracting, subcontracting, and purchases. Through all reasonable means, the Department seeks to award procurement and subcontracting opportunities to minority, women, and disabled veteran owned businesses.

STRATEGY

The following programs have been developed and are part of TDHCA's good faith effort to achieve these goals:

- HUB Orientation/Assistance Package
- Actively participate in Economic Opportunity Forums (EOFs) enhancing the vendor knowledge of procurement opportunities at the Department.
- Utilization of the Electronic State Business Daily website provides opportunity to all HUBs and HUB subcontractors to acquire and participate in the Department's bid opportunities.
- Multiple Awards of single requisitions to enhance HUB vendor participation.
- Specifications, delivery dates, and guidelines are reasonable and concise.
- Ensuring that specifications and terms and conditions reflect the actual needs.
- Inclusion of possible NIGP Class/Items for vendors to explore for subcontracting opportunities.

- Ensuring subcontracting plans are appropriately and accurately included in services and commodities contracts of which the value exceeds $100,000. Evaluation of the contractor compliance with subcontracting plans as applicable in contracts of $100,000 or greater.

OUTPUT MEASURES

Table 1. HUB Goals and TDHCA Performance

Category	TDHCA Performance 2018	TDHCA Performance 2019	TDHCA Goals for 2020
Heavy Construction	N/A	N/A	N/A
Building Construction	N/A	N/A	N/A
Special Trades Contracts	N/A	N/A	N/A
Professional Services Contracts	N/A	N/A	N/A
Other Services Contracts	41.40%	47.39%	26.0%
Commodities Contracts	76.65%	70.80%	21.1%
Grand Total HUB Participation	47.57%	49.54%	

Table 2. TDHCA Performance – Fiscal Year 2018

Category	TDHCA Performance Total Dollar Amount Spent	TDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	N/A	N/A	N/A	32.9%
Professional Services Contracts	N/A	N/A	N/A	23.7%
Other Services Contracts	2,024,570.00	837,829.00	41.40%	26.0%
Commodities Contracts	430,391.00	330,010.00	76.65%	21.1%
Grand Total Expenditures	2,454,962.00	1,167,839.00	47.57%	

Table 3. TDHCA Performance – Fiscal Year 2019

Category	8B2BTDHCA Performance Total Dollar Amount Spent	2BTDHCA Performance Total Dollar Amount Spent With HUBS	Percentage Spent with HUBS	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.2%
Building Construction	N/A	N/A	N/A	21.1%
Special Trades Contracts	N/A	N/A	N/A	32.9%
Professional Services Contracts	N/A	N/A	N/A	23.7%
Other Services Contracts	2,143,449.00	1,015,881.00	47.39%	26.0%
Commodities Contracts	216,386.00	153,209.00	70.80%	21.1%
Grand Total Expenditures	2,359,835.00	1,169,091.00	49.54%	

EXTERNAL/INTERNAL ASSESSMENT

TDHCA continues to increase the use of HUBs by educating staff on procurement policy rules and procedures; through aggressively recruiting and educating prospective HUB businesses; assisting HUBs with the state HUB Certification program; and participation in EOFs with other state entities, local and federal entities and elected officials. Through participation in these Forums, TDHCA has developed new vendor relationships and continues to pursue new avenues for HUB participation. TDHCA continually works to improve HUB participation goals and strives to exceed the previous year's goals for HUB and subcontracting of HUB vendors.

F. Agency Workforce Plan

TDHCA Workforce Plan

Introduction

Each state agency is required to conduct a strategic planning staffing analysis and develop a workforce plan that follows guidelines developed by the State Auditor. This workforce plan addresses the agency's critical staffing and training needs, including the need for experienced employees to impart knowledge to their potential successors pursuant to Tex. Gov't Code §2056.002.

Agency Overview

This section describes the mission, strategic goals, objectives, and business functions of the agency. Potential changes to these items over the next five years are also discussed.

TDHCA Mission

The mission of the Texas Department of Housing and Community Affairs (TDHCA) is to administer its housing and community-based programs efficiently, transparently, and strategically to provide a continuum of services from ameliorating poverty, to assisting homeless populations, to offering a spectrum of affordable housing and homeownership options to help Texans in need.

The Department accomplishes its mission largely by acting as a conduit for federal assistance for housing and community services that are provided primarily via local partners to Texans who qualify based on their income level. Because of several specific housing programs it receives, TDHCA also operates as both a housing finance agency and a public housing authority. In addition, the Department offers educational materials and technical assistance for housing, housing-related, and community services matters statewide.

Ensuring compliance with the many state and federal laws that govern the Department's programs is a critical aspect of achieving the Department's mission, which includes ensuring that TDHCA's housing portfolio is being well maintained and correctly operated, that program funds are being compliantly and effectively administered, and that any misuse of those resources is identified and addressed.

.

TDHCA's Goals, Objectives, and Strategies to Fulfill its Mission

Goal 1. Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income persons and families.

Objective 1. Make loans, grants, and incentives available to fund eligible housing activities and preserve/create single and multifamily units for very low, low, and moderate income households.

Strategy 1. Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are

below the conventional market interest rates to very low, low, and moderate income homebuyers.

Strategy 2. Provide federal housing loans and grants through the HOME Investment Partnership (HOME) Program and the Multifamily Direct Loan Program for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

Strategy 3. Provide loans through the Housing Trust Fund through the Texas Bootstrap Program.

Strategy 4. Provide loans through the Housing Trust Fund through the Amy Young Barrier Removal Program.

Strategy 5. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers for very low income households.

Strategy 6. Provide federal project-based rental assistance to extremely low income persons with disabilities through the Section 811 Project-Based Assistance Program

Strategy 7. Provide federal tax credits to develop rental housing for very low and low income households.

Strategy 8. Provide federal mortgage loans through the department's Mortgage Revenue Bond (MRB) program for the acquisition, restoration, construction and preservation of multifamily rental units for very low, low and moderate income families.

Goal 2. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance.

Objective 1. Provide information and assistance regarding affordable housing resources and community support services

Strategy 1. Provide information and technical assistance to the public through the Housing Resource Center.

Objective 2. Promote and improve homeownership opportunities along with the development of safe neighborhoods and effective community services for all colonia residents and/or residents of low, very low, and extremely low income along the Texas- Mexico border

Strategy 1. Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, the Bootstrap Self-Help program, the Contract for Deed conversion program and other Department programs.

Goal 3. Improve living conditions for the poor and homeless and reduce cost of home energy for very low income (VLI) Texans.

Objective 1. To ease hardships of poverty and homelessness for 16 percent of the population of very low income persons each year.

Strategy 1. Administer homeless and poverty-related funds through a network of community action agencies and other local organizations so that poverty-related services are available to very low income persons throughout the state.

Objective 2. To reduce cost of home energy for 6 percent of very low income households each year

Strategy 1. Administer state energy assistance programs by providing grants to local organizations for energy related improvements to dwellings occupied by very low income persons and general assistance to very low income households for heating and cooling expenses and energy-related emergencies.

Goal 4. Ensure compliance with Department of Housing and Community Affairs federal and state program mandates.

Objective 1. Administer and monitor all appropriate housing developments and subrecipient contracts to determine compliance with federal and state program requirements.

Strategy 1. Monitor and inspect for federal and state housing program requirements.

Strategy 2. Monitor federal and state subrecipient contracts for programmatic and fiscal requirements.

Goal 5. Protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Objective 1. Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.

Strategy 1. Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Strategy 2. Conduct inspections of manufactured homes in a timely and efficient manner.

Strategy 3. Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.

Strategy 4. Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.

Core Business Functions

TDHCA business functions can be broadly grouped into four categories: providing housing and community services assistance, affirmatively furthering fair housing, regulating the manufactured housing industry, serving as an informational resource. To ensure the success of the Department's efforts in these areas, a variety of supporting functions are required. These support areas include financial administration, human resources, information systems, asset management, portfolio
management and compliance, policy and public affairs, purchasing, and real estate analysis.

Housing and Community Services Assistance

Types of housing and community services assistance include:

- Housing assistance for individual households (homebuyer mortgage and down payment, home repair, and rental payment assistance);
- Ensuring programs affirmatively further fair housing efforts;
- Funding for the development of apartments (new construction or rehabilitation of rental units);
- Energy assistance (utility payments or home weatherization activities);
- Assistance for homeless persons and emergency relief for individuals or families in crisis poverty (transitional housing, energy assistance, home weatherization, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, and other emergency assistance); and
- Capacity building assistance (training and technical assistance, assistance with operating costs, and predevelopment loans to help local housing organizations develop housing).

Manufactured Housing Activities

TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that manufactured homes are well constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and

mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, legislators, community organizations, advocacy groups, housing developers, and supportive services providers. Examples of information provided includes: general information on TDHCA activities, application and implementation technical assistance, housing need data and analysis, and direct consumer information on available assistance statewide. This information is provided through a myriad of communication methods: a 1-800 phone line, publications and guidebooks, via email and the TDHCA website, public hearings, trainings and workshops, planning roundtables, field offices, mass mailings, television, radio, and print media, speaking engagements, and conferences. TDHCA uses online forums to encourage topical discussions and gather feedback on proposed policies, rules, plans, reports, or other activities. Forums may be used in combination with public hearings and other public comment opportunities as a means for the Department to collect stakeholder input.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; prevent discrimination; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

Anticipated Changes to the Mission, Strategies, and Goals over the Next Five Years

The Department does not anticipate any significant changes of the mission, strategies and goals over the next five years.

Current Workforce Profile (Supply Analysis)

This section describes the agency's current workforce by assessing whether current employees have the knowledge, skills, and abilities needed to address critical business issues in the future.

Size and Composition of Workforce

As of April 30, 2020, TDHCA had a total headcount of 294 employees. The following tables profile the agency's workforce. TDHCA's workforce is comprised of 41.2 percent males and 58.8 percent females. Over 49 percent of the agency's work force is over 50 years old with 35 percent of the work force having 16 or more years of state service.

Statistics show that under one-half or 47 percent of the work force has 10 years or less of experience working at TDHCA with proficiency levels ranging from working knowledge of processes to gaining mastery level of processes. 32 percent of TDHCA's workforce has 11-20 years of tenure with expertise levels ranging from mastery to acknowledged subject matter expert. Employees with 21 years or more of tenure compromise 21 percent of the work force and are also keepers of institutional business knowledge.

The agency realizes that to prevent disparity in knowledge and experience levels and to mitigate future program operational challenges, succession planning strategies must address the

transfer of institutional business knowledge and professional expertise.

Work Force Breakdown

Gender

	Number of Employees	Percent of Employees
Male	121	41.2%
Female	173	58.8%

Source: Centralized Accounting and Payroll/Personnel System

Age

	Number of Employees	Percent of Employees
Under 30	22	7.5%
30-39	43	14.6%
40-49	84	28.6%
50 – 59	105	35.7%
60 and over	40	13.6%

Source: Centralized Accounting and Payroll/Personnel System

Agency Tenure

	Number of Employees	Percent of Employees
0-5 years	116	39.5%
6-10 years	53	18.0%
11-15 years	48	16.3%
16-20 years	35	11.9%
21-25 years	31	10.6%
Over 25 years	11	3.7%

Source: Centralized Accounting and Payroll/Personnel System

State Tenure

	Number of Employees	Percent of Employees
0-5 years	86	29.3%
6-10 years	52	17.7%
11-15 years	51	17.3%

16-20 years	42	14.3%
21-25 years	30	10.2%
Over 25 years	33	11.2%

Source: Centralized Accounting and Payroll/Personnel System

TDHCA Work Force Compared to Statewide Civilian Workforce

The "Statewide Employment Statistics" table below compares the percentage of African American, Hispanic and Female TDHCA employees (as of April 30, 2020) to the statewide civilian work force as reported by the Texas Workforce Commission's Civil Rights Division. For most job categories, the agency is comparable to or above statewide work force statistics; however, there are some areas that are under-represented. TDHCA is dedicated to ensuring quality in the workforce and specifically targets recruitment resources such a diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/Administrators	7.69%	8.10%	23.08%	22.40%	38.46%	38.80%
Professionals	8.67%	10.90%	39.80%	20.30%	69.39%	54.40%
Technicians	13.73%	14.40%	27.45%	29.20%	15.69%	55.20%
Para-Professionals	45.45%	N/A	27.27%	N/A	100%	N/A
Administrative Support	30.00%	14.30%	30.00%	36.40%	80.00%	71.60%

Source: Centralized Accounting and Payroll/Personnel System (CAPPS) and Texas Workforce Commission (TWC). TWC statistics extracted from "Equal Employment Opportunity and Minority Hiring Practices Report, Fiscal Years 2017-2018."

The January 2015 TWC EEO and Minority Hiring Practices Report indicated that TWC has combined the statewide percentages for the Paraprofessional and the Service Maintenance EEO categories because they were not available separately from their BLS source report; accordingly, there is no statewide paraprofessional statistic available for comparison.

Employee Turnover

According to the State Auditor's Office Turnover Report for fiscal year 2019, the statewide turnover rate for full-time and part-time classified employees at state agencies was 20.3 percent. This does not include interagency transfers since the state does not consider this to be a loss to the state.

As shown by the chart on the next page, TDHCA's turnover rates have historically been at least

5 percent under the state turnover rates. In fiscal year 2019, the turnover rate was 1.6 percent lower than the previous fiscal year. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job. There can be a financial gain as experienced employees are replaced with entry level staff, however, loss of those experienced employees can negatively impact the agency due to loss of institutional knowledge and skill.

Overall Turnover

Fiscal Year	TDHCA	State
2019	7.8%	20.3%
2018	9.4%	19.3%
2017	7.4%	18.6%
2016	5.6%	17.6%
2015	12.0%	18.0%

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2019.
Turnover rates exclude interagency transfers

Turnover by Length of Agency Service

FY	# Terms	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15-19.99 Years	Over 20 Years
2019	24	5	4	5	4	2	4
2018	27	5	6	4	5	4	3
2017	21	5	3	2	3	5	3
2016	16	4	1	4	3	0	4
2015	34	8	9	6	3	4	4

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

FY	# Terms	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years
2019	24	3	3	4	7	7
2018	27	0	4	5	10	8
2017	21	1	5	4	6	5
2016	16	0	6	2	4	4
2015	34	1	8	11	11	3

Source: SAO E-Class. Data excludes interagency transfers

Retirement Eligibility

Data obtained from the Centralized Accounting & Payroll/Personnel System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- Employee Development
- On-the-job training
- Leadership Development
- Succession Planning
- Cross divisional training
- Mentoring

Projected TDHCA Retirements

Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 311)
2020	46	14.8%
2021	10	3.2%
2022	14	4.5%
2023	21	6.8%
2024	17	5.5%
Total Projected Retirements	108	34.7%

Source: Centralized Accounting & Payroll/Personnel System (CAPPS)

Workforce Skills Critical to the Mission and Goals of the Agency

Core Functions

- Asset Management
- Building Inspection and Weatherization
- Capital Market Bond Financing
- Community Services
- Construction Management and Oversight
- Contract Management
- Data Analysis and Reporting
- Emergency Response and Management
- Environmental science
- Governmental Accounting and Reporting
- Information Systems, Security, and Web Administration
- Knowledge of federal regulations, particularly OMB requirements
- Knowledge of Loan Closing and Titling processes
- Knowledge of Real Estate Transactions
- Legislative and governmental relations
- Loan Management
- Mortgage and loan management
- Portfolio management and compliance
- Program Planning and Administration
- Underwriting

Critical Work Force Skills

Although the agency has many talented and qualified employees, there are a number of critical skills the Department's workforce needs in order to effectively accomplish its business functions and provide a high level of customer service which include:

- Analysis/research/planning/problem solving
- Auditing
- Communication (verbal and written)
- Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- Customer service
- Financial management, financial analysis, and accounting expertise
- Housing market industry
- Information security analysis
- Inspection
- Investigation
- Leadership and management
- Legal analysis
- Legislative relations and bill tracking

- Manufactured housing rules and regulations
- Marketing
- Multi-lingual
- Outreach and technical assistance
- Project management, quality oversight, and evaluation
- Titling and licensing

Use of Consultants

To effectively achieve its mission, TDHCA will continue to use consultants and contract workers in areas where their unique skills and experience represents the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems, and Bond Finance.

Information Systems Division

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department continues to employ one contract systems analyst to assist with PeopleSoft Financials support.

Bond Finance

Bond Finance uses the following types of consultants:

Bond Counsel	A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.
Disclosure Counsel	A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.
Financial or Municipal Advisor	Typically an investment banking firm experienced in issuance of mortgage revenue bonds, indenture analytics, and mortgage-backed
Interest Rate Swap Advisor	Primarily monitors interest rate swaps used to hedge single family mortgage revenue bonds.
Investment Bankers	A firm specializing in the underwriting, issuance and sale of mortgage revenue bonds and provides advice relating to financial structure and cash flows.
Master Servicer	A financially sound bank or trust company experienced in loan servicing for tax-exempt and taxable single family programs.
Program Administrator	A company experienced in programmatic and tax compliance review for tax-exempt and taxable single family programs.
Rating Agencies	A national rating agency which analyzes bond issues and assigns a rating to them to indicate to prospective bondholders the investment quality of the issue.
TBA Provider	An investment banking firm experienced with the pooling and hedging of mortgage-backed securities in the TBA market.

Future Workforce Profile (Demand Analysis)

This section describes the Department's future business and staffing outlook. This analysis helps to identify trends, future influences, and challenges for the agency's business functions, new and at-risk business, and workforce composition.

Future Workforce Skills Needed

In addition to those skills described above in the "Workforce Skills Critical to the Mission and Goals of the Agency" section, it is expected that the following skills will also be needed:

- The Bond Finance Division may need to bring some specialized functions in-house over the next several years that the Department currently relies upon consultants to complete. Those tasks may require new staff and new skill sets.
- The Legal Services Division is called upon to provide increasingly complex transactional documentation skills and assist in developing increasingly detailed and complex rules, as new programs continue to emerge in response to federal legislative changes and new strategic directions. Both require significant real estate experience, detailed knowledge of state and federal laws, plus exceptional drafting skills. As more asset resolution and enforcement issues are brought forward, additional capabilities in contested case proceedings, loan restructurings, and bankruptcy matters are required.
- The Fair Housing and Management Team has a current and future need for data analysis and programming skills.
- There may be legislative mandates impacting the administration and delivery of agency programs.
- The Human Resources Division anticipates needing to build strong overall HR knowledge, including HR certification; compensation skills; recruitment skills; the ability to administer HR programs effectively (strategically and assisting with development of programs); and skills in becoming an effective change agent for the Department.
- Many of the program areas have ongoing needs for expertise in data management and reporting.
- Other skill requirements with increased focus include team building and the ability to adapt to changing workplace demands.

Anticipated Increase or Decrease in the Number of Employees Needed to Do the Work

Anticipated Increases:

- At a minimum maintain current staffing level.
- Reallocate employees within the agency to address shifts in program funding and/or increased demands.
- Continuously review processes and develop efficiencies as needed.
- Provide training and effectively manage succession planning.
- Awarding of new federal funds or appropriation of state funds.
- The Real Estate Analysis Division anticipates an increase in the number of employees needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

Gap Analysis

Anticipated Surplus or Shortage of Employees/ Skills

Overall, the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department, it is anticipated that there may be a shortage of the following personnel and/or skills:

- The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and LIHTC issues.
- The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.

Strategy Development

This section describes strategies for workforce transition.

TDHCA has always encouraged training for staff. This is an essential part of developing and maintaining a skilled workforce that encompasses the quality performance needed to carry out the mission and goals of the agency.

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of 49 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. TDHCA must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TDHCA workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

In addition to the diversity and composition of the future TDHCA workforce, fair pay will continue to impact recruitment and retention. TDHCA and state agencies, in general, currently cannot compete with other organizations in terms of compensating its employees. Many existing employees continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. TDHCA must continue to foster an environment that offers not only fair compensation, but also other incentives that attract and retain staff.

Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been developed.

Gap: Retain and Attract the Right Employees for the Job.

Goal: To attract and retain a competent workforce.

Rationale: Recruiting excellent workers with the knowledge, skills, and abilities to perform their job duties is essential for a quality work force. It is also a challenge to retain those same employees in such a competitive market. The agency must recruit quality workers, learn to recognize excellent performance, and provide development opportunities to employees.

The Department must also develop those employees with interest and ability to learn new skills and develop leadership skills in order to be prepared to advance into critical positions. The Department must also be prepared to recruit external candidates with the necessary skills needed.

Action Steps:

- Identify positions and also classification job series with the highest turnover and implement more aggressive retention strategies for these positions.
- Conduct an assessment of risk at TDHCA regarding the potential loss of knowledge, particularly in areas of loss due to retirement of key positions.
- Identify positions that should be targeted for succession planning, determine critical competencies and skills needed for those positions, and consider how to develop staff for theses position and how to aggressively recruit for these positions.
- Provide employee training to develop critical skills needed.
- Develop and provide cross/rotational training for employees who are seeking new challenges or who wish to move across divisions.
- Create training and development plans for employees to assume higher level positions as vacancies occur.
- Establish recruitment resources that market specifically to the housing industry, attend career fairs at colleges and universities as needed. Encourage management to identify recruitment resources, organizations, colleges, and universities to establish an applicant pool of individuals with the critical skills needed for their positions.
- Continue to conduct the Survey of Employee Engagement to determine trends in employee satisfaction and address areas of concern.
- Continue to allow employees to utilize the agency's alternative work schedule program to the extent possible.
- Create programs that allow employees who are seeking new challenges to work on special projects, rotations and/or developmental assignments.
- Adjust salaries within assigned pay ranges for employees in positions that are either critical or key functions or that have high turnover rates.
- Promote the use of non-monetary rewards for exceptional performance (e.g.

Administrative Leave for Outstanding Performance, etc.)
- Promote the Wellness Program.

Gap: IS staff with advanced technology skills needed to maintain the Department's continually advancing computer systems and programs.

Goal: To provide the Department with technology that will increase efficiency of information for customers and staff, increase customer satisfaction, and provided streamlining of technology based programs

Rationale: Training is needed to stay current with emerging technology. There are increased requests for changes to IT systems to better serve our customers and staff

Action Steps:
- Continue to develop IT staff by providing ongoing training.
- Determine anticipated changes needed to systems and allow for training and staff development of new technologies.
- Cross functional training of IT staff.
- Develop plans for future needs of the Department web-based programs.

Gap: Develop a Competent and Well-Trained Diverse Work Force

Goal: To employ a diverse workforce with skills to function and lead a diverse workforce.

Rationale: Over 34 percent of TDHCA's workforce is projected to be eligible to retire within the next five years. The agency relies heavily on a competent and knowledgeable staff and the loss of mastery-level expertise and institutional business knowledge will have a significant impact on agency services. The agency must continually assess existing staff to determine which employees demonstrate interest and also potential to develop new competencies and also assume new positions. Also, as the workforce continues to change there is an increase in multi-generational and diverse backgrounds entering the workforce. Employees will need to be able to work with and manage people with differing opinions and work ethics.

Action Steps:
- Identify agency critical skills and competencies with input from divisions.
- Provide management with tools and training to assist in the management of a multi- generational diverse workforce.
- Promote the agency's tuition reimbursement program to encourage employees to further their education.
- Identify staff with leadership potential and send them to leadership development training. Require employees to participate in professional and personal development training to address undeveloped strengths.
- Provide staff with agency online training offerings and usage.
- Encourage employees to pursue professional certification(s) in their areas of

employment when possible.
- Regularly review Department demographics to determine EEO shortfalls in EEO categories.
- Include "job shadowing" of new employee with more seasoned employees, as a routing part of both employees' job descriptions.

Survey of Organizational Excellence Results and Utilization Plans

Employees' Attitudes and Possibilities for Change

In February of 2020, TDHCA participated in the Survey of Employee Engagement sponsored by the University of Texas Institute for Organizational Excellence. The results of the survey are outlined below.

Response Rate

Of the 295 employees invited to take the survey, 249 responded for a response rate of 88.4%. As a general rule, rates higher than 50 percent suggest soundness, while rates lower than 30% may indicate problems. At 88.4% the response rate for TDHCA is considered high. High rates mean that employees have an investment in the organization and are willing to contribute toward making improvements within the workplace. This survey forms the basis of the following observations concerning TDHCA's strengths and weaknesses according to the employees of the Department:

Overall Score

The overall survey score for TDHCA was 387. The overall survey score is a broad indicator for comparison with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

Levels of Employee Engagement

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TDHCA, 29% of employers are Highly Engaged, 29% are Engaged, 33% are Moderately Engaged, and 10% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged.

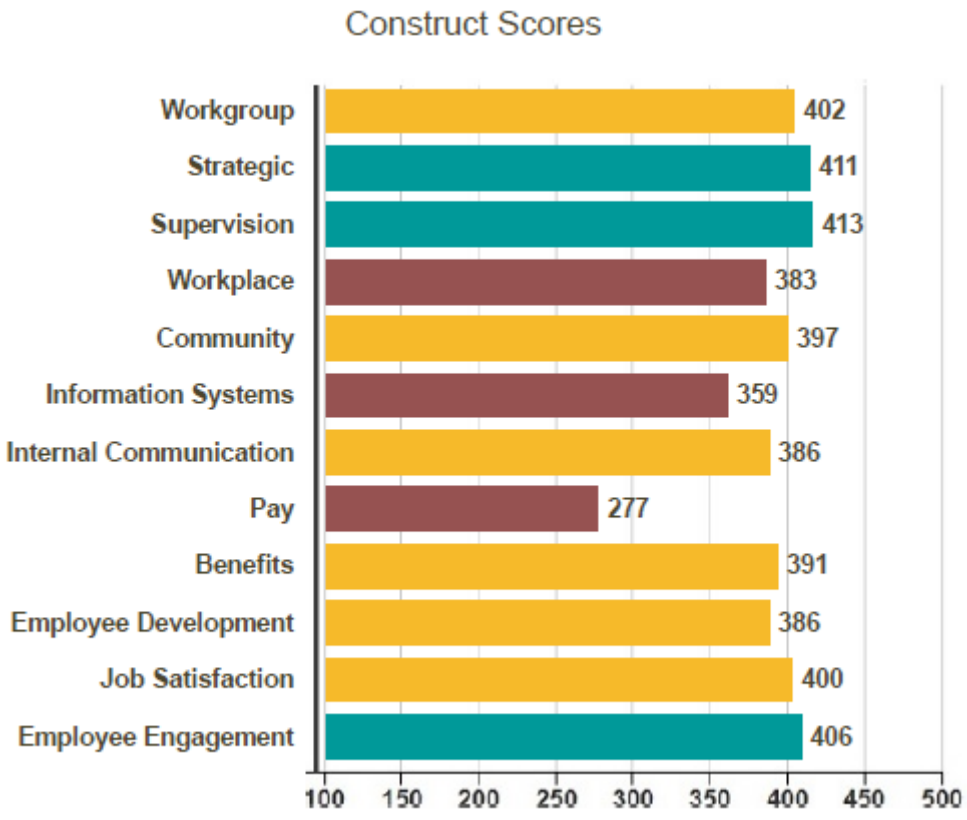
Based on the survey, the following provides employee years of service with TDHCA:
- 23% New Hires (0-2 years)

- 30% Experienced (3-10 years)
- 39% Very Experienced (11+ years)
- 8% Did Not Answer

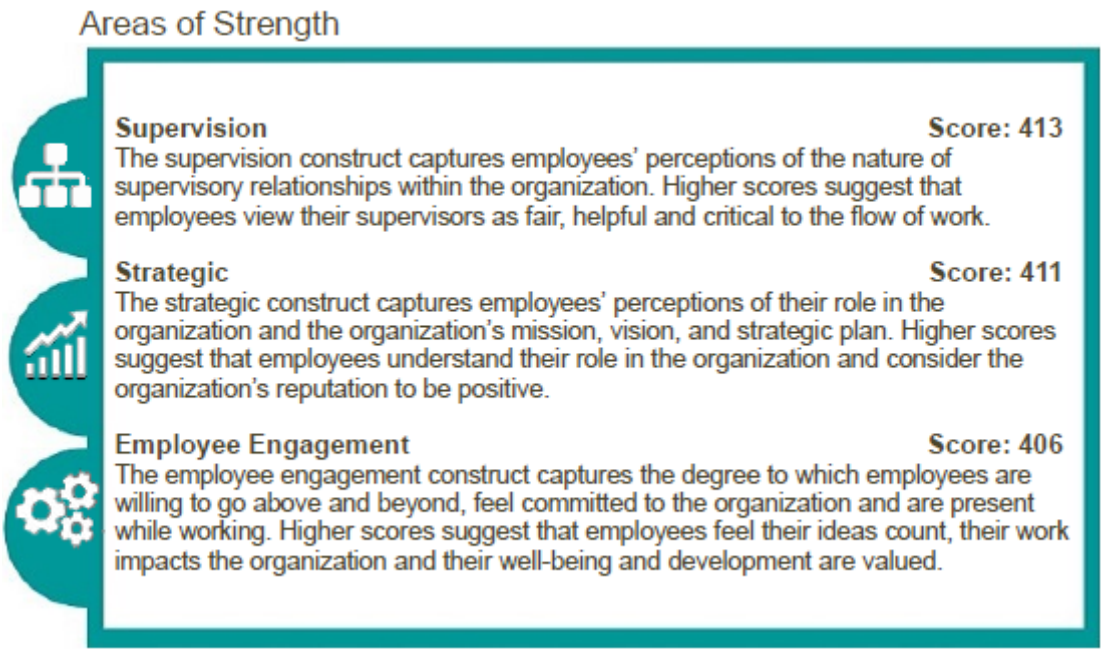
Focusing forward, there are 6% of employees that indicated they intend to leave TDHCA within the next year and there are 20% of employees that indicated they are eligible for retirement, or will be within the next two years.

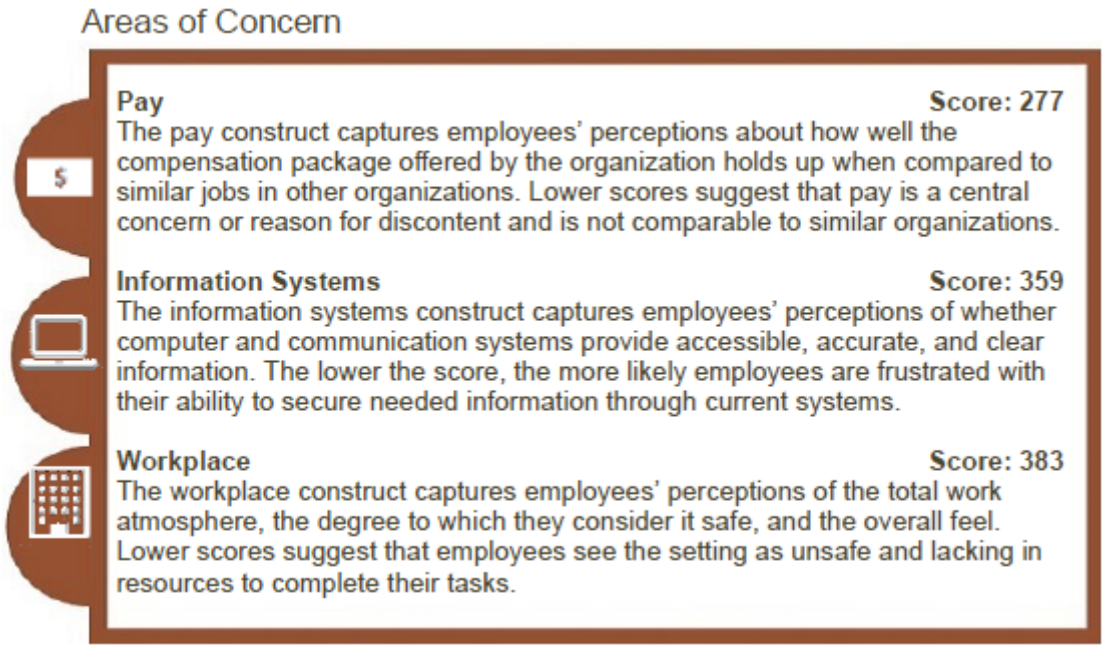
Constructs
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the Department's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.



Areas of Strength and Concern

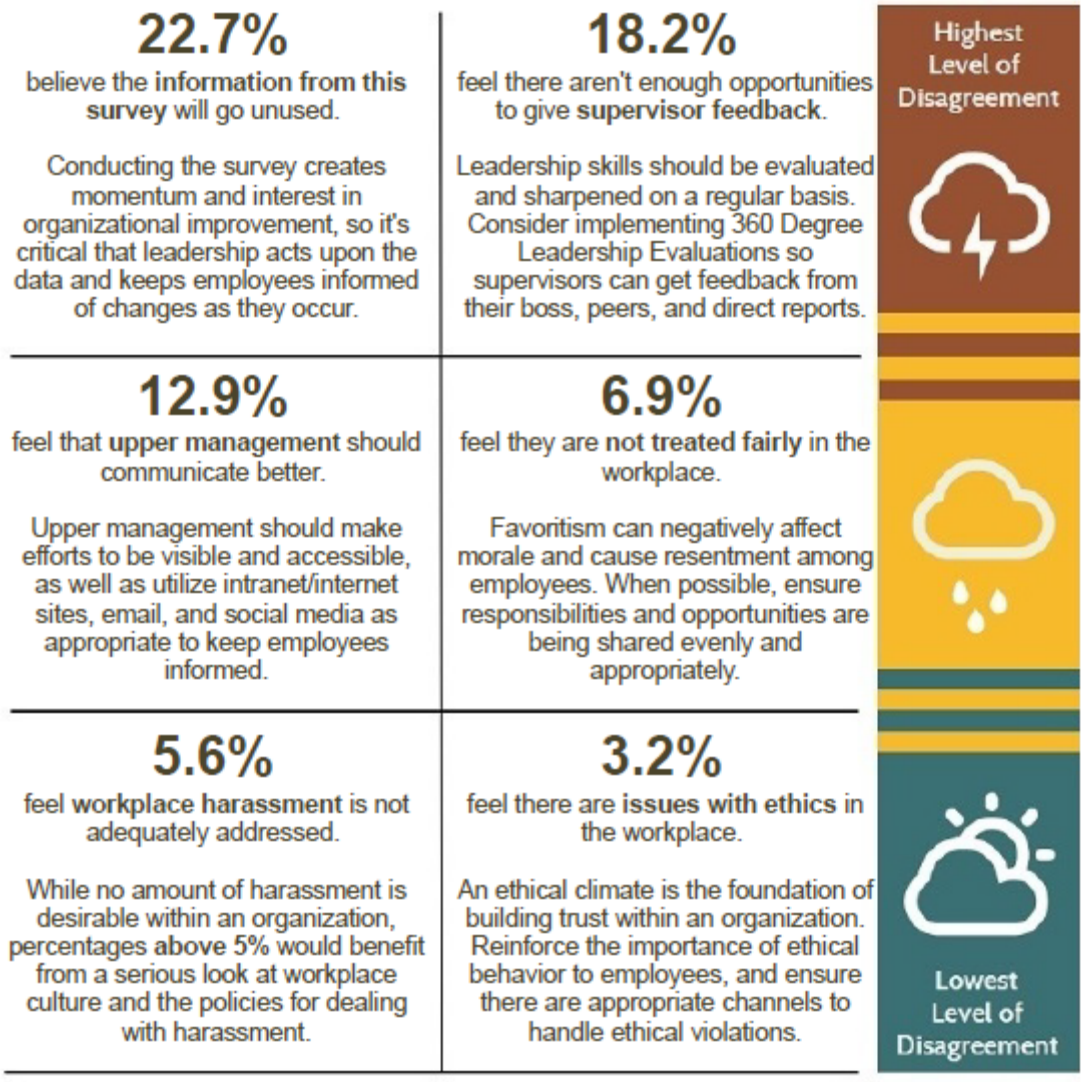




Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect.

Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.



Strategies for Improvement

The Department will continue to capitalize on the information derived from the 2018 Survey of Employee Engagement to improve in areas of concern as noted below.

Pay

While fair pay continues to be the lowest scoring category for the Department, the Department will continue to review equity among similar positions and make adjustments as appropriate to ensure equitable pay among positions.

Information Systems

The Department will continue to work with the Information Systems division to address the IT needs and system enhancements of staff.

Workplace

The Department is dedicated to creating an atmosphere where employees feel safe and will work

H. Report on Customer Service

This document is not ready at the time of this posting.