Agency Strategic Plan

Fiscal Years 2017 to 2021

BY
The Texas Department of Housing and Community Affairs

Board Chair	Term	Home Town
J. Paul Oxer	03/01-2011 – 01/31/2017	Sugar Land, TX

June 24, 2016

SIGNED: ______________________
Timothy K. Irvine, TDHCA Executive Director

APPROVED: ______________________
J. Paul Oxer, TDHCA Board Chair

Prepared by the Policy and Public Affairs Division
PO Box 13941, Austin, TX 78711-3941
Phone: (512) 475-3814 Fax: (512) 469-9606 email: info@tdhca.state.tx.us

Contents

TDHCA MISSION

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

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

Ensuring program compliance with the many state and federal laws that govern housing programs is another important part of the Department's mission. This ensures the health and safety of TDHCA's housing portfolio and guarantees state and federal resources are expended in an efficient and effective manner.

TDHCA also serves as a financial and administrative resource that helps provide essential services and affordable housing opportunities to Texans who qualify for this assistance based on their income level. Additionally, the Department is a resource for educational materials and technical assistance for housing, housing related, and community services matters

AGENCY OPERATIONAL GOAL AND ACTION PLAN

Administering our assigned programs efficiently, transparently, and lawfully, and investing our resources strategically while developing high quality housing and, in turn, enabling Texas communities to thrive.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

1. Increase and preserve the availability of safe, decent, and affordable housing for very low, low, and moderate income Texans
2. Promote improved housing conditions for extremely low, very low, and low income households by providing information and assistance
3. Improve living conditions for poor and homeless and reduce cost of home energy for very low income Texans
4. Ensure compliance with all relevant state and federal program mandates
5. Protect the public by regulating 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 prudently uses of taxpayer resources. In addition to all program rules and programming of funds being made available for public comment, TDHCA also conducts numerous public roundtables and online discussion forums to solicit comment and input from all interested parties. Public comment is also available at each monthly governing board meeting and TDHCA's website includes a specific Public Comment Center. TDHCA also works earnestly to maintain regular open dialogue with local communities and their elected representatives in order to ensure it is hearing all points of view. Extensive information on TDHCA programs can be found on TDHCA's website, including, by statute, TDHCA governing board meeting books, which provide comprehensive information on TDHCA policy issues. Members of the public interested in particular TDHCA programs can sign up for agency listserves for specific activities. Also available is information regarding how to file a complaint related to a TDHCA program or service. TDHCA has strong financial controls and compliance monitoring to ensure that funds are spent in accordance with state and federal regulations and best industry practices.

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

   TDHCA embraces the philosophy of a trained and committed staff that is free to improve processes and efficiencies and to collaborate with other agencies in maximizing resources. Recent examples include the consolidation of the single family loan processes from various funding sources into a newly formed Single Family Operations and Services and the outsourcing of loan document preparation for some programs.

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 based on metrics.

4. Providing excellent customer service

   Respect for customers and stakeholders by TDHCA is built on a continuous understanding of the needs of those populations we serve. That understanding is driven by a commitment towards treating all Texans with respect, courtesy, and transparency to encourage a productive dialogue. The most recent Customer Service Report points to TDHCA being successful in these areas.

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

Through the frequent use of public roundtables, webinars, online discussion forums, and other public meetings, TDHCA works toward gauging our customers understanding of our programs and, in a broader sense, all Texans' comprehension of how we can help solidify their communities through our programs. There is a commitment at all staff levels at the agency to disseminate information to all of our audiences. To that end, TDHCA makes a wide range of information available on its website, including downloadable flyers for consumers and potential subrecipients, and has introduced the TDHCA Public Comment Center online website to help the general public and stakeholders engage in TDHCA programs.

DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM

The Department's Housing Tax Credit Program is the subject of ongoing litigation in federal court in Dallas, the Inclusive Communities Project ("ICP") case. In ICP the United States Supreme Court has ruled that a cause of action may be established under a theory of disparate impact. The case is on remand to the federal court in Dallas where the issue being considered at present is whether the plaintiff has established a prima facie disparate impact case against the Department. In addition the U. S. Department of Housing and Urban Development ("HUD") has promulgated a new rule regarding the Affirmatively Furthering Fair Housing ("AFFH"). Because HUD looks to the state as a whole to address AFFH, the Department has the role of coordinating AFFH with other agencies that are impacted because these agencies administer HUD funds (the Texas Department of Agriculture , which is the principal administrator of the state's award of the Community Development Block Grant ("CDBG") funds, the Texas Department of State Health Services, which administers the Housing Opportunities for Persons with AIDS ("HOPWA"), and the Texas General Land Office, which administers special federal CDBG appropriations for disaster recovery ("CDBG-DR"). It also includes the Texas Workforce Commission's Civil Rights Division, which oversees certain Fair Housing Act matters in Texas, in these efforts. The Department also takes the lead role in planning efforts under HUD requirements, including the 5-Year Consolidated Plan and the One Year Action Plan.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
§2306.001, Texas Government Code	Does not clearly designate TDHCA to as a public housing authority ("PHA"). As this is sometimes questioned by HUD, it could impact the Department's ability to continue to serve approximately 900 households per year through its Section 8 Housing Choice Voucher Program.	Add another numbered purpose clause stating: "serve as a public housing authority to provide access for the Department to more affordable housing options"	While TDHCA is already a PHA, the recommended change would state this unambiguously and thereby help ensure that the federal funding agency (HUD) does not have a basis for which to withdrawal PHA status.
§2306.001(6)(B) and (C), Texas Government Code	All of B is duplicated again in C. Also in C, it has "including hunger" in terms of working to address homelessness issues. TDHCA used to receive federal hunger assistance funds, but has not had resources to provide any hunger-related activities in years.	Delete B, and then in C delete "including hunger"	Removes language from statute related to activity for which TDHCA no longer has the appropriate resources. This decreases the likelihood of there being an expectation sometime in the future that TDHCA provide the service/program despite lack of resources and removes confusion related to this matter.
§2306.004(3), Texas Government Code	§2306.004 (3), Texas Government Code 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.	Amend §2306.004 (3), Texas Government Code, 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, Texas Government Code .	Will provide clarity and therefore greater efficiency in efforts to serve colonia residents who may have purchased property using a contract for deed.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
Subchapter C, §2306.053(b), Texas Government Code	TDHCA operates a significant utility payment assistance program – CEAP. Occasionally we face situations where we have concerns with the entities providing that assistance (possible fraud, disallowed costs, mismanagement of funds) but simply turning off the flow of funds while issues get resolved harms the households receiving the utility assistance. While the Department mostly likely has the authority to obligate subrecipients contractually, under certain circumstances, to enter into a trustee relationship, TDHCA suggests adding a clause in the Department Powers and Duties that provides TDHCA the explicit power to establish a Trustee for subrecipients, when needed to ensure ongoing delivery of services or assistance to clients which will help us efficiently use our funds and help Texans.	Add to (b), "establish requirements for subrecipients to enter into Trustee relationships to ensure ongoing delivery of services to households".	This provides greater efficiency and limits the harm and delays that households may face.
§2306.0723, Texas Government Code	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 we never have a need or intention to enforce the report against anyone, it should not be a rule. The statute creates unnecessary rule-making work for TDHCA staff. TDHCA would continue to present the SLIHP for public comment/roundtable discussion and Board approval.	Eliminate statute requiring the SLIHP to be a rule	Streamlines the SLIHP approval process and removes the improper designation of the SLIHP as a rule.
§2306.0985, Texas Government Code (Recovery of Funds from Certain Subdivisions.)	This provision should have been removed from TDHCA's statute when the Community Development Block Grant Program was transferred from TDHCA in 2001 through House Bill 7, 75th Texas Legislature, Regular Session. Please note that Section 2306.098 referred to in subsection (f) does not exist referenced does not exist as it related to the Community Development Block Grant Program.	Delete section.	Removes expectation that TDHCA undertake activity referred to in the portion of statute.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
§2306.1071, Texas Government Code	Definition of first time homebuyer for the Department's First Time Homebuyer Program. Statute defines FTHB as being a Texas resident who has not owned in the last 3 year - without any other flexibility. However under our TMP program we are also serving veterans (who may have owned in the last 3 years) consistent with the IRS authorized exceptions in Section 143(d)(2)(D) of the Code. It is more beneficial for the program to allow the same IRS exceptions to the first time homebuyer definition so that veterans can continue to have the exception offered.	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>.	Change ensures veterans can continue to receive the same degree of assistance they are currently receiving through TDHCA's homeownership programs.
§2306.1074, Texas Government Code	Limits down payment and closing cost assistance to only those households at 80% of area median income ("AMI") and lower. However that is not how the TMP operates (nor how we have used this restriction in the past). Without a change those households with AMIs above 80% would not be eligible as we shift back to the FTHB Program. DPA and closing cost only for those at 80% AMI and below would be a significant hardship for many households currently able to garner assistance under the program.	Delete (b)(2) which limits assistance for those who have an income of not more than 80 percent of area median family income.	Would allow TDHCA to serve moderate income households without decreasing resources to households at or below 80% AMI range.
§2306.111(c), Texas Government Code	Requires that 95% of state's HOME Investment Partnerships Program ("HOME") funds be used in non-Participating Jurisdiction (i.e., areas of the state that do not receive HOME funds directly from the federal government); these tend to be more rural areas of the state. In addition, 5% must be used for Persons with Disabilities statewide. Federal regulations require that 15% of all HOME funds be provided directly to Community Development Housing Organizations ("CHDOs"), which are community-based housing nonprofits that meet requirements of the HOME program. While there are many	Amend 2306.111(c) to exclude CHDO funds from the 95/5 rule or otherwise provide flexibility to allow expressly the use of CHDO funds in Participating Jurisdictions without violating the requirement.	This would decrease the risk of the state having to return HOME funds and therefore allow TDHCA to expand housing opportunities for more Texas households

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
	CHDOs in the more urban areas of the state, there are fewer of these in more rural areas, making achieving the 15% requirement a perennial challenge for TDHCA. New federal guidelines provide much more restrictive deadlines for the commitment and expenditure of HOME funds. The scarcity of CHDOs in rural Texas and the stricter federal regulation effective for 2015 and future year HOME funds, significantly increases 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.		
§Section 2306.1113, Texas Government Code	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.	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.	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 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

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
			programs.
§2306.1114, Texas Government Code	Requires notification of application of funds to a long list of persons for any proposed application for housing funds that include HOME funds or any other affordable housing program. Statutory language does not explicitly limit this to multifamily or to competitive activities and therefore this could be construed to place extensive notification requirements on single family HOME activities and HTF activities. With HOME and HTF now on a reservation basis, this would require that every household reservation trigger notification. For competitive single family applications under HOME, the households are not yet even identified so that exact location is not yet known. Notifications outlined in statute on single family activity would be extremely onerous.	Amend statute to specify that this requirement is for Housing Tax Credit and other multifamily activities and not :all funds" captured in 2306.111 as the requirements of who needs to be notified and what needs to be shared are clearly reflective of "developments" and not applications for housing funds in which households are not identified at the time of application and no location could even be determined at the time of application.	Provides clarity to the notification requirement and minimizes likelihood of future expectations that TDHCA provide notification for single family activities.
§§ 2306.142-143, Texas Government Code	Section 2306.142 requires a market study to determine underserved economic and geographic submarkets in the state. 2306.142(l) requires specific set-asides or allocations to meet those underserved markets. Much of this section is to provide for sub-prime lending. The parameters for the market study are outdated and cannot be complied with. And the set-asides are economically unfeasible. In addition, BRB is the only party that can waive the requirements of this section, so TDHCA cannot submit single family bond issues as exempt issues; as such we are unable to receive BRB approval for a series of "mini-issues" without taking each individual series through the approval process. This is inefficient, more costly, and limits the flexibility to enter the market when the timing/pricing is optimal.	Recommend Elimination. Because compliance with the requirements of 2306.142 is cost prohibitive and not consistent with the reasonable financial operation of the Department, TDHCA seeks the BRB waiver each time that a bond issue is undertaken. Elimination of the requirements would permit the Department to submit single family bond issues as exempt issues, permitting a submission to BRB for approval of a series of issues without needing to take each for specific Board approval at an official BRB	Streamlining the bond issuance approval process reduces costs and better allows TDHCA to take advantage of market conditions expeditiously in order to offer better homeownership products to low to moderate income Texans.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
	Section 2306.143 requires TDHCA to develop a subprime lender list using the survey required under 2306.142 if HUD does not release a subprime lender list/ more	meeting. This would save the Department a significant amount of costs related to the streamlined process, and would provide the Department more flexibility to take advantage of favorable market conditions much quickly. It should be noted that TDHCA currently serves the underserved economic and geographic submarkets in the state: 65% of TDHCA's loans are to first time homebuyers earning less than 80% of the median income in their economic and geographic submarket and various TDHCA programs provide homeownership assistance to rural and border communities.	
§2306.171, Texas Government Code	Requires the Department 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	Delete 2306.171(3) and (4)	Removes requirements that TDHCA undertake activities for which it is not allocated resources and could conflict with federal law. This decreases the likelihood of there being an expectation sometime in the future that TDHCA undertake these activities.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
	nonprofits corporations and state organizations to match the divisions funds ...” TDHCA is unclear how it could appropriately encourage private investment outside of an incentive program for which there is no funding.		
§2306.186, Texas Government Code (Mandatory Deposits to Fund Necessary Repairs.)	The reference in subsection (k) to 2306.6023 is incorrect. 2306.6023 is a direction to the Manufactured Housing Division to adopt rules for Alternative Dispute Resolution and Negotiated Rule-Making	Amend statute to refer to the correct citation (§2306.041 Texas Government Code)	Corrects potentially confusing legislation.
§2306.252, Texas Government Code	In the list of duties of TDHCA’s Housing Resource Center (“HRC”) under 2306.252(b)(4), statute states that the HRC provides, in cooperation with the state energy conservation office, the TCEQ 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.	Delete 2306.252	Removes redundancy in state government and statute. (Because TDHCA already refers people to SECO and appropriate agencies, there would be no cost savings.)
§2306.255, Texas Government Code	Contract for Deed Conversion Program under 2306.255. This section requires the Department to work with private lenders to convert contracts for deed; the Department 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 legislation in 2015, HB 311 by Rep Canales and Senator Lucio, transfers of title occur through	Delete section.	Program is no longer necessary due to passage of HB 311. Additionally, TDHCA has not been allocated resources which to administer the program as codified. Removing the language decreases the likelihood of there being an expectation sometime

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
	the recordation of the contract for deed; therefore a conversion is no longer necessary.		in the future that TDHCA undertake this activity
§§2306.2561 and 2306.805, Texas Government Code	2306.2561 requires an Affordable Housing Preservation Program with specificity on how that should be designed, while 2306.805 creates a similar but different program, the Housing Preservation Incentives Program. In neither section is the program that is designed one that is readily consistent with the resources the Department has access to or the federal applicable regulations of those funds. Neither program is actively being implemented because of these challenges.	Either delete both sections (2306.2561 and 2306.805) as the programs not only are inconsistent with each other, but neither program is compatible with our funding sources and their associated federal regulations or work to reconcile these sections with federal requirements.	Removes requirements that TDHCA undertake activities which are inconsistent consistent with TDHCA funding sources and federal requirements.
§§2306.541 and 542, Texas Government Code	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 we had DR funds, is no longer in existence, nor does such a program exist. As the Department no longer oversees DR funds we suggest removal of the sections.	Delete all of 2306.541 and 2306.542.	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue
§2306.590, Texas Government Code	Establishes a Colonia Initiatives Advisory Committee which reviews water and wastewater projects. When TDHCA had control over Community Development Block Grant funds this was reasonable but since TDHCA does not oversee funds for water and wastewater infrastructure and or operate any such programs, TDHCA does not operate this committee, and does not have staff experienced in this area. It is an activity of the Texas Water Development Board and should be deleted from TDHCA's statute.	Delete all of 2306.590.	Removes language related to activity over which TDHCA has no jurisdiction; decreases confusion related to this issue

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
§2306.6717(4) Texas Government Code	Requires TDHCA to post notice of material amendment requests as relates to HTC awardees and director's recommendation on the amendment fifteen days prior to the Board meeting at which the amendment will be discussed.	Eliminate requirement. TDHCA already posts all policy recommendations to the Board seven days prior to the Board meeting or three days in case of emergency items, including other items of analogous import such as applicant appeals. The advanced posting creates additional work (additional postings requiring additional routing and redundant review) and may delay decisions on such requests.	Streamlines process.
§2306.6733, Texas Government Code	Bars former board members and staff specified in statute from participating in the Housing Tax Credit 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.	Amend that statute to be based on roles or duties rather than specific positions.	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.
Subchapter GG (§§2306.781-786), Chapter 2306, Texas Government Code	This section 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	Delete entire Subchapter.	Removes unnecessary language; decreases the likelihood that unnecessary restrictions will be placed on single family development funds.

REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
	Development category. Participants who had sought Colonia Model Subdivision Program funds continue to seek funds under the broader Single Family Development funds such that this has not caused a decrease in access to funds for these entities. It should be noted that even under the Single Family Development category, participation is limited.		
Tex. Utility Code §39.905. Goal for Energy Efficiency.	The last sentence of subsection (f) requires TDHCA to provide expert testimony at 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 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 staff and the staff of tithe TDUs must send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings.	Delete last sentence of subsection (f)	This will save staff time by eliminating the need to send minimum notices and file minimum pleadings to each other to notify the parties that TDHCA will not be participating in the proceedings. Will also remove unnecessary requirements

Schedule A: Budget Structure

TDHCA Goal/Objective/Strategy

85th Regular Session

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:	HOUSING TRUST FUND
			FULL NAME:	Provide Funding through the HTF for Affordable Housing
			DESCRIPTION:	Provide Funding through the Housing Trust Fund for Affordable Housing
		4	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.

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
		5	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.
		6	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.
		7	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.
		1	SHORT NAME:	HOUSING RESOURCE CENTER
			FULL NAME:	Center for Housing Research, Planning, and Communications
			DESCRIPTION:	Provide information and technical assistance to the public through the Center for Housing Research, Planning, and Communications.

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
	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.
	2		SHORT NAME:	REDUCE HOME ENERGY COSTS
			FULL NAME:	Reduce Cost of Home Energy for 6% of Very Low Income Households

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
			DESCRIPTION:	To reduce cost of home energy for 6 percent of very low income households each year.
_			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.
5			SHORT NAME:	MANUFACTURED HOUSING
			FULL NAME:	Regulate Manufactured Housing Industry

TDHCA Goal/Objective/Strategy

85th Regular Session

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
			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 Responsive SOL/Licensing/Other
			DESCRIPTION:	Operate a regulatory system to ensure responsive handling of Statements of Ownership and Location and license applications, inspection reports, and enforcement.
		1	SHORT NAME:	TITLING & LICENSING
			FULL NAME:	Provide SOL and Licensing Services in a Timely Manner
			DESCRIPTION:	Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.
		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.
6			SHORT NAME:	INDIRECT ADMIN AND SUPPORT COSTS

TDHCA Goal/Objective/Strategy

85th Regular Session

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE		
			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.
			DESCRIPTION:	Central administration.
			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.

Schedule B: Performance Measure Definitions

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
APPROVED BUDGET STRUCTURE ELEMENTS
(GOALS, STRATEGIES, MEASURES AND MEASURE DEFINITIONS)
FOR THE 2018–19 BIENNIUM

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	**Definition:** A measure that tracks the average mortgage loan amount without down payment assistance. **Data Limit**: 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. **Data Source**: The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal. **Methodology**: The total amount of the loans will be summed and divided by the corresponding number of households. **Purpose:** This measure identifies average mortgage loan amount without down payment assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** A measure that tracks the average mortgage loan amount with down payment assistance. **Data Limit**: 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. **Data Source**: The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal. **Methodology**: The total amount of the loans will be summed and divided by the corresponding number of households. **Purpose:** This measure identifies the average mortgage loan amount with down payment assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No**.: 1 ¶ Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No**.: 1 Mortgage Loans & MCCs through the SF MRB Program **Measure type**: EF **Measure No**: 3 Average Mortgage Credit Certificate Amount	**Definition:** A measure that tracks the average amount of all Mortgage Credit Certificates (MCCs) issued by TDHCA. **Data Limit**: While TDHCA has indicated "Higher," this reports mortgage tax credits reported by TDHCA to the IRS. Various factors affect the actual benefit realized by households. **Data Source**: The number and amounts of MCC benefits are tracked by the division. Agency extracts data from program administrator lender portal. **Methodology**: The total mortgage loan amount associated with the MCCs issued will be summed and divided by the number of MCCs multiplied by the credit rate. **Purpose:** This measure identifies the average amount of all Mortgage Credit Certificates (MCCs) **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** A measure that tracks the number of households receiving loans without down payment assistance. **Data Limit**: No Limitations **Data Source**: The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal **Methodology**: The number will be a count of loans without down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program. **Purpose:** To track the number of households receiving loans without down payment assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** A measure that tracks the number of households receiving loans with down payment assistance. **Data Limit**: No limitations **Data Source**: The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal . **Methodology**: The number will be a count of loans with down payment assistance. This figure does not include loans leveraged with the Mortgage Credit Certificate program. **Purpose:** To track the number of households receiving loans with down payment assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 1 Mortgage Loans & MCCs through the SF MRB Program **Measure type**: EX **Measure No**: 3 # of ”Stand alone” MCCs Issued W/o a TDHCA mortgage loan	**Definition:** A measure that tracks the number of “stand alone” Mortgage Credit Certificates not issued in conjunction with a TDHCA mortgage loan. **Data Limit**: There are no **Data Limit**ations. **Data Source**: The number of MCCs is tracked by the Texas Homeownership Division. Agency extracts data from a program administrator lender portal. **Methodology**: The number will be the count of the issued ”stand alone” MCCs. This number does not include MCCs issued in conjunction with loans reported under this Strategy. **Purpose:** This measure identifies the number of households receiving ”stand alone” MCCs not issued in conjunction with a TDHCA mortgage loan. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 1 Mortgage Loans & MCCs through the SF MRB Program **Measure type**:EX **Measure No**: 4 Number of Mortgage Credit Certificates Combined with Mortgage Loans	**Definition:** A measure that tracks the number of Mortgage Credit Certificates (MCCs) combined with the mortgage loans, with or without down payment assistance. **Data Limit**: No limitations **Data Source**: The number of MCCs are tracked by the Texas Homeownership Division. The number and amounts of the loans are tracked by the division. Agency extracts data from a program administrator lender portal. **Methodology**: The number will be the count of the issued MCCs that have been combined with mortgage loans. **Purpose:** This measure identifies the number of households receiving the combined program elements of a Mortgage Credit Certificate and a mortgage loan, with or without down payment assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** A measure that tracks the number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing. **Data Limit**: No limitations **Data Source**: The number of households is tracked in the agency's computer system. **Methodology**: The number will be a count of households assisted through all single family mortgage financing programs. **Purpose:** To track the total number of households assisted with single family mortgage revenue bond funds or other alternative mortgage financing. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** A measure that tracks the average amount per unit of HOME loans awarded in support of single family development activities, including new construction and infill development. **Data Limit**: No limitations **Data Source**: The number and amounts of the grants and loans are tracked by the HOME division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of new construction, including new construction under single family development activities utilizing HOME funds will be totaled and divided by the projected number of units awarded through single family development utilizing HOME funds. **Purpose:** This measure identifies the costs associated with new construction and other single family development activities utilizing HOME funds. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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	**Definition:** A measure that tracks the average amount per household of loans/grants for new construction, rehabilitation or reconstruction of housing utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds. **Data Limit**: No limitations **Data Source**: The numbers and amounts of the loans are tracked by the HOME division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of rehabilitation, new construction, or reconstruction of owner-occupied housing utilizing HOME funds will be summed and divided by the number of households awarded through rehabilitation or reconstruction of owner-occupied housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds. **Purpose:** This measure identifies the costs associated with new construction, rehabilitation, or reconstruction of housing utilizing HOME Homeowner Rehabilitation Assistance (HRA) funds. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
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 & Homebuyer with Rehab Assistance	**Definition:** A measure that tracks the average amount per household of mortgage financing and homebuyer assistance utilizing single family HOME funds, including mortgage financing and homebuyer assistance provided in conjunction with home modification for accessibility needs or rehabilitation. **Data Limit**: No limitations **Data Source**: The amounts of the financing and grants and number of units are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of HOME homebuyer assistance ("HBA") funds, inclusive of funding provided for associated modification or rehabilitation, divided by the number of units assisted under HBA. **Purpose:** This measure identifies the costs associated with financing affordable housing utilizing HOME funds. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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	**Definition:** A measure that tracks the average amount per household of tenant based rental assistance awarded provided with HOME funds in the State Fiscal Year. **Data Limit**: No limitations **Data Source**: The numbers and amounts are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of tenant based rental assistance provided with HOME funds during the State Fiscal Year will be summed and divided by the number of households assisted through tenant based rental assistance utilizing HOME funds. **Purpose:** This measure identifies the assistance associated with tenant based rental assistance utilizing HOME funds. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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, or Other Funds Amount Per Household MF Development	**Definition:** A measure that tracks the average amount of loans and grants per low income unit awarded using multifamily HOME, multifamily (MF) Tax Credit Assistance Program Repayment Fund ("TCAP RF"), or other multifamily direct loan funds. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds. **Data Limit**: No limitations. **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. **Methodology**: This figure will be calculated by dividing the amount of multifamily HOME, multifamily TCAP RF, or other multifamily direct loan funds awarded by the corresponding number of restricted units to be developed, through new construction or rehabilitation. Direct loan funds may include National Housing Trust Funds or other Federal or State funds that are programmed for multifamily development activity. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) 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. **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. **Calculation Method**: N **New Measure**: Yes **Desired Performance**: Lower than target

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	**Definition:** A measure that tracks the number of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the HOME division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number will be a count of households awarded HOME funds provided in support of single family development activities, including new construction, acquisition, and/or rehabilitation. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System. **Purpose:** To track the number of households assisted utilizing HOME funds provided in support of single family development and redevelopment activities, including new construction, acquisition, and/or rehabilitation. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** A measure that tracks the number of households assisted through single family HOME funds for rehabilitation, new construction, or reconstruction utilizing single family HOME Homeowner Rehabilitation Assistance (HRA) funds. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the HOME division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number will be a count of households assisted through HOME funds for rehabilitation, new construction, or reconstruction of owner-occupied housing. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System. **Purpose:** To track the number of households awarded through HOME funds for new construction, rehabilitation or reconstruction utilizing single family Homeowner Rehabilitation Assistance (HRA) HOME funds. Please note that "new construction" under this category refers to the rebuilding of a home at an alternative site as might occur for disaster relief or flood plain issues. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** A measure that tracks the number of households assisted through single family HOME funds for mortgage financing and homebuyer assistance, including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number will be a count of households assisted through HOME funds for mortgage financing and homebuyer assistance, including households receiving home modification or rehabilitation with these. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System. **Purpose:** To track the number of households assisted through HOME funds for mortgage financing and homebuyer assistance, including mortgage financing and homebuyer assistance provided in conjunction with home modification or rehabilitation. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** A measure that tracks the number of households assisted through HOME tenant based rental assistance in the State Fiscal Year. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The performance figure reported for the first quarter represents the total number of households receiving assistance as of September 1 plus new households between September 1st and November 30th. Subsequent quarters report only new households served for the reporting period. **Purpose:** To track the number of households assisted with HOME tenant based rental assistance. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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 # of Households Asst. through HOME Multifamily Activities	**Definition:** A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily HOME funds. **Data Limit**ations: No limitations. **Data Source**: The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This measure will be calculated as the sum of all restricted units awarded multifamily 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. **Purpose:** To track the amount of multifamily units assisted as reflected by the units developed with MF Home funds. **Calculation Method**: N **New Measure**: Yes **Desired Performance**: Higher than target
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 # of Households Asst. thru TCAP RF, Other MF Direct Loan Activities	**Definition:** A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily Tax Credit Assistance Program Repayment Fund ("TCAP RF") funds, or other multifamily direct loan funds exclusive of HOME multifamily direct loans. Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bond proceeds. **Data Limit**ations: No limitations. **Data Source**: The number of units is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This measure will be calculated as the sum of all restricted units awarded multifamily TCAP RF or other Federal or State direct loan funds programmed for rental development. (The preponderance of TCAP RF will likely be programmed for multifamily activity; the preponderance of National Housing Trust Fund is restricted to multifamily activities.) Direct loans do not include loans funded through multifamily mortgage revenue bond proceeds, including Private Activity Bonds. Numbers may reflect units receiving both direct loan funds and tax credits; in these instances units are counted separately for each program. Performance is tracked at the time of cost-certification for developments layered with tax credits. Non-layered developments are tracked at the final draw. **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. **Calculation Method**: N **New Measure**: Yes **Desired Performance**: Higher than target

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	**Definition:** A measure that tracks the number of households assisted through single family HOME funds. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the HOME division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number will be a count of households assisted through single family HOME funds. Performance is measured when loans are closed or the activity is closed in the Agency's Housing Contract System. For Tenant-Based Rental Assistance, consistent with the Methodology in 1.1.2 EX 4, the measure would capture households served during the State Fiscal Year. **Purpose:** To track the amount of households assisted through single family HOME funds. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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 # of HHs Assisted w/ MF HOME, TCAP RF, or Other MF Direct Loan Funds	**Definition:** A measure that tracks the number of households assisted as reflected by the number of units developed with multifamily (MF) 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. **Data Limit**: No limitations. **Data Source**: The number of households is tracked by the Multifamily Finance division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This measure will be calculated as the sum of all restricted units awarded multifamily HOME, multifamily 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. Both programs may also fund single family or other activity not captured in this measure.) Direct loans do not include loans funded through multifamily 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 multifamily direct loan funds may be layered with other TDHCA funding such as bonds. **Purpose:** To track the amount of multifamily units assisted utilizing HOME, TCAP RF, or other multifamily direct loan funds. **Calculation Method**: C **New Measure**: Yes **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 3 Provide Funding through the HTF for Affordable Housing **Measure type**:EF **Measure No**: 1 Average Amount Per Household for Single Family Bootstrap	**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. **Data Limit**: No limitations **Data Source**: The numbers and amounts of the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of Bootstrap loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of households assisted through the Bootstrap Program utilizing the Housing Trust Fund. Performance is measured when loans are funded by Accounting. **Purpose:** This measure identifies the average loan amount associated with the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 3 Provide Funding through the HTF for Affordable Housing **Measure type**:EF **Measure No**: 2 Average Amount Per Household for Single Family Non-Bootstrap	**Definition:** A measure that tracks the average amount per unit of loans/grants for single family non owner-builder (non-Bootstrap) program utilizing the Housing Trust Fund. **Data Limit**: No limitations **Data Source**: The numbers and amounts of the loans/grants are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The total dollar amount of non-Bootstrap single family loans/grants utilizing the Housing Trust Fund will be summed and divided by the number of non-Bootstrap single family households assisted utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting. **Purpose:** This measure identifies the average assistance amount associated with the single family non owner-builder (non-Bootstrap) program utilizing the Housing Trust Fund. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 3 Provide Funding through the HTF for Affordable Housing **Measure type**:EX **Measure No**: 1 Number of Households Assisted through Single Family Bootstrap	**Definition:** A measure that tracks the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency’s computer system. **Methodology**: The number will be a count of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting. **Purpose:** To track the number of households assisted through the single family owner-builder (Bootstrap) program utilizing the Housing Trust Fund. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 3 Provide Funding through the HTF for Affordable Housing **Measure type**:EX **Measure No**: 2 Number of Households Assisted through Single Family Non-Bootstrap	**Definition:** A measure that tracks the number of households assisted through the single family non owner-builder (non-Bootstrap) program utilizing the Housing Trust Fund. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency’s computer system. **Methodology**: The number will be a count of households assisted through the single family non owner-builder (non-Bootstrap) program utilizing the Housing Trust Fund. Performance is measured when loans/grants are funded by Accounting. **Purpose:** To track the number of households assisted through the single family non owner-builder (non-Bootstrap) program utilizing the Housing Trust Fund. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 3 Provide Funding through the HTF for Affordable Housing **Measure type**:OP **Measure No**: 1 Number of Single Family Households Assisted through the HTF Program	**Definition:** A measure that tracks the number of single family households assisted through the HTF program. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number will be a count of households assisted through HTF funds. Performance is measured when loans/grants are funded by Accounting. **Purpose:** To track the amount of households assisted through single family HTF funds. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 4 Federal Rental Assistance through Section 8 Vouchers **Measure type**:EF **Measure No**: 1 Avg Admin Cost/Household for Housing Choice Voucher Program	**Definition:** The average cost per household served represents an average of total TDHCA administrative expenditures funded through Section 8 funds or other TDHCA funds. **Data Limit**: No limitations **Data Source**: Expenditures are tracked through the Department's financial automated system. **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. **Purpose:** The measure identifies the efficiency in costs to provide Section 8 services to a very low income household. **Calculation Method**: N **New Measure**: Yes **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 4 Federal Rental Assistance through Section 8 Vouchers **Measure type**:OP **Measure No**: 1 Total # of Households Assisted thru Statewide Housing Asst. Payments Program	**Definition:** The total number of very low income households receiving rent supplements through the Section 8 Housing Choice Voucher program during the current state fiscal year. **Data Limit**: No limitations **Data Source**: The number of households is tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: Total households will be based on total active contracts during the fiscal year.. The performance figure reported for the first quarter will represent the total number of households receiving Section 8 assistance as of September 1. Subsequent quarters will report only new contracts executed for the reporting period. This will include households served through Project Access. **Purpose:** To track the number of households assisted through Section 8 tenant based rental assistance during the fiscal year. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 4 Federal Rental Assistance through Section 8 Vouchers **Measure type**:OP **Measure No**: 2 # of Section 8 Households Participating in the Project Access Program	**Definition:** The total number of very low income persons with disabilities transitioning from institutions into community based housing that participate in the Project Access Program. **Data Limit**: No limitations. **Data Source**: The number of households is tracked by the division. Data is entered by staff and agency's system maintained in the agency s computer system. **Methodology**: Total households served through Project Access will be based on active Project Access contracts during the state fiscal year. The performance figure reported for the first quarter will represent the number of households receiving Project Access assistance as of September 1. Subsequent quarters will report only new contracts executed for the fiscal year. These households are a subset of the households reported in Output Measure 1. . **Purpose:** To track the amount of persons with disabilities transitioning from institutions into community based housing through the Project Access Program. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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 Project Rental Assistance through Section 811 Project Rental Assistance **Measure type**:OP **Measure No**. 1 # of Households Assisted thru Section 811 PRA Program	**Definition:** The number of extremely low income households receiving Project Rental Assistance through the Section 811 Project Rental Assistance program during the current state fiscal year. **Data Limit**ation: No limitations **Data Source**: The number of households is tracked by the department. Data is entered by staff and maintained in the agency's computer system **Methodology**: The number will be based on the number of households who have signed leases assisted through the Section 811 Project Rental Assistance during the fiscal year. The performance figure reported for the first quarter will represent the total number of households receiving Section 811 Project Rental Assistance as of September 1. Subsequent quarters will report only new leases signed for the reporting period. **Purpose:** To track the amount of households assisted through Section 811 Project Rental Assistance. **Calculation Method**: C **New Measure**: Yes **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**: EF **Measure No**: 1 Avg Annual Tax Credits Amount Per Household for New Construction	**Definition:** A measure that tracks the average amount of annual credits per low income unit of new construction utilizing the Housing Tax Credit program. **Data Limit**: Federal regulations establish the amount and value of tax credits available. **Data Source**: The number of low income units and amount of credits for new construction is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This figure will be calculated by dividing the total annual amount of tax credit associated with new constructions divided by the number of restricted new construction units This calculation will include both 9% and 4% Housing Tax Credit awards based on cost certification provided by project owners. **Purpose:** This measure identifies the subsidy associated with developing affordable housing units and measures the efficiency of allocating tax credits. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**:EF **Measure No**: 2 Average Total Development Costs per Household for New Construction	**Definition:** A measure that tracks the average total development costs per unit of new construction utilizing the Housing Tax Credit program. **Data Limit**: No Limitations. **Data Source**: The total number of units in the development and total development costs for new construction is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**:EF **Measure No**: 3 Average Annual Tax Credits Amount per Household for Acquisition/Rehab	**Definition:** A measure that tracks the average amount of annual credits per rehabilitated and acquired low income unit utilizing Housing Tax Credits. **Data Limit**: Federal regulations establish the amount and value of tax credits available. **Data Source**: The number of low income units and amount of credits for rehabilitation and acquisition is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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. **Purpose:** This measure identifies the subsidy associated with rehabilitating and acquiring affordable housing and measures the efficiency of allocating tax credits. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**:EF **Measure No**: 4 Average Total Development Costs Per Household for Acquisition/Rehab	**Definition:** A measure that tracks the average total development costs per rehabilitated and acquired unit utilizing Housing Tax Credits. **Data Limit**: Information is based on confirmed figures submitted during cost-certification. **Data Source**: The total development costs and the total number of units in the development is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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. **Purpose:** This measure identifies the average total development costs associated with acquiring and rehabilitating affordable housing. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**:EX **Measure No**: 1 Number of Households Assisted through New Construction Activities	**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. **Data Limit**: Federal regulations establish the amount and value of tax credits available. **Data Source**: The number of units is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs. **Purpose:** To track the number of new construction units assisted through the Housing Tax Credit program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**:EX **Measure No**: 2 # of Households Assisted through Acquisition/Rehab Activities	**Definition:** A measure that tracks the number of households assisted as reflected by the low income acquisition/rehabilitation units assisted through the Housing Tax Credit program. **Data Limit**: Federal regulations establish the amount and value of tax credits available. **Data Source**: The number of units is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs. **Purpose:** To track the number of acquisition/rehabilitation units assisted through the Housing Tax Credit program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 6 Provide Federal Tax Credits to Develop Rental Housing for VLI and LI **Measure type**: OP **Measure No**: 1 Number of Households Assisted through the Housing Tax Credit Program	**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. **Data Limit**: No limitations **Data Source**: The number of units is tracked by the Asset Management division. Data is based on cost certification provided by the project owners and entered by staff and maintained in the agency's computer system. **Methodology**: This figure is the sum of all restricted units newly constructed, acquired/rehabilitated. This calculation will include both 9% and 4% Housing Tax Credits and will be considered at the time of cost-certification. . While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs. **Purpose:** To track the total amount of multifamily units assisted utilizing the Housing Tax Credit program. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**: EF **Measure No**: 1 Average Amount of Bond Proceeds Per Household for New Construction	**Definition:** A measure that tracks the average amount of bond proceeds per low income unit of Mortgage Revenue Bond (MRB) new multifamily construction. **Data Limit**: No limitations **Data Source**: The number of low income units and amount of bonds for new construction is based on cost certification provided by the project owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. **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. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**:EF **Measure No**: 2 Average Total Development Costs Per Household for New Construction	**Definition:** A measure that tracks the average total development costs per unit of Mortgage Revenue Bond (MRB) new multifamily construction. **Data Limit**: Information is based on information submitted by developers during cost-certification. **Data Source**: The total number of units in the development and total development costs for new construction is based on cost certification provided by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This figure will be calculated by dividing the sum of total development costs at cost-certification by the number of units newly constructed. **Purpose:** This measure identifies the costs associated with developing affordable housing units. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**:EF **Measure No**: 3 Avg Amount of Bond Proceeds/Household for Acquisition/Rehabilitation	**Definition:** A measure that tracks the average bond amount per low income unit of multifamily Mortgage Revenue Bond (MRB) acquisition/rehabilitation **Data Limit**: No limitation **Data Source**: A measure that tracks the average bond amount per low income unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition. **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. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**:EF **Measure No**: 4 Average Total Development Costs Per Household for Acquisition/Rehab	**Definition:** A measure that tracks the average total development costs per unit of multifamily Mortgage Revenue Bond (MRB) rehabilitation and acquisition. **Data Limit**: Information is based on cost-certification data submitted by the developers. **Data Source**: The total number of units in the development and amount of total development costs is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **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 **Purpose:** This measure identifies the total development costs amount associated with rehabilitating and acquiring affordable housing units. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**:EX **Measure No**: 1 Number of Households Assisted through New Construction Activities	**Definition:** A measure that tracks the number of households assisted as reflected by new construction activities utilizing the multifamily Mortgage Revenue Bond (MRB) **Data Limit**: No limitations **Data Source**: The number of households is based on cost certification provided by the project owners and tracked by the Asset Management division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This figure is the sum of all restricted units newly constructed as reported during cost-certification. With rare exception, these units will be layered with HTCs and potentially also with Multifamily Direct Loan funds and therefore also reflected under those strategies. **Purpose:** To track the number of households assisted through new construction units assisted utilizing multifamily MRB program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**: EX **Measure No**: 2 Number of Households Assisted through Acquisition/Rehabilitation Activities	**Definition:** A measure that tracks the number of households assisted as reflected by acquisition/Rehabilitation and acquisition activities utilizing the multifamily Mortgage Revenue Bond (MRB) program. **Data Limit**: No limitations **Data Source**: The number of households is based on cost certification provided by the owners and tracked by the division. Data is entered by staff and maintained in the agency's computer system. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs. **Methodology**: This figure is the sum of all restricted units acquired/rehabilitated, as reported at cost-certification. **Purpose:** To track the number of households assisted through acquisition/rehabilitation activities utilizing the multifamily MRB program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Strategy No.**: 7 Federal Mortgage Loans through the MF Mortgage Revenue Bond Program **Measure type**: OP **Measure No**: 1 Number of Households Assisted with Multifamily MRB Program	**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. **Data Limit**: No limitations **Data Source**: The number of units is based on cost certification provided by the owners and tracked by the Asset Management division for each separate program. Data is entered by staff and maintained in the agency's computer system. **Methodology**: This figure is the sum of all restricted units newly constructed or acquired/rehabilitated, as reported in cost-certification. While the households assisted for HTC, bonds and direct loan activities are counted separately, these funding sources are sometimes layered and therefore units and households assisted may receive assistance from different programs. **Purpose:** To track the total amount of low income multifamily units assisted utilizing mortgage revenue bond funds. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 2 Provide Information and Assistance **Objective No.**: 1 Provide Information and Assistance for Housing and Community Services **Strategy No.**: 1 Center for Housing Research, Planning, and Communications **Measure type**:OP **Measure No**: 1 Number of Information and Technical Assistance Requests Completed	**Definition:** A measure tracking the number of information and technical assistance requests made by consumers completed by the Center for Housing Research, Planning, and Communications. **Data Limit**: No limitations **Data Source**: The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number of requests received is a total of the requests entered into the division database. **Purpose:** To track the consumer information and technical assistance requests received and fulfilled. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

Goal No: 2 Provide Information and Assistance **Objective No.**: 1 Provide Information and Assistance for Housing and Community Services **Strategy No.**: 1 Center for Housing Research, Planning, and Communications **Measure type**:OP **Measure No**: 2 Number of Short Term Technical Assistance Consumer Requests Completed	**Definition:** A measure tracking the number of short term (completed by phone) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications. **Data Limit**: No limitations **Data Source**: The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number of short term requests received is a total of the short term requests entered into the division database. **Purpose:** To track the short term consumer information and technical assistance requests received. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 2 Provide Information and Assistance **Objective No.**: 1 Provide Information and Assistance for Housing and Community Services **Strategy No.**: 1 Center for Housing Research, Planning, and Communications **Measure type**:OP **Measure No**: 3 No. Long Term Information and Technical Assistance Requests Completed	**Definition:** A measure tracking the number of long term (completed by email or mail) information and technical assistance requests completed by the Center for Housing Research, Planning, and Communications. **Data Limit**: No limitations **Data Source**: The requests are tracked by the division. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The number of long term requests received is a total of the long term requests entered into the division database. **Purpose:** To track the long term consumer information and technical assistance requests received. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

Goal No: 2 Provide Information and Assistance **Objective No.**: 2 Promote and Improve Homeownership Along the Texas-Mexico Border **Strategy No.**: 1 Assist Colonias, Border Communities, and Nonprofits **Measure type**: OP **Measure No**: 1 # of Tech Assistance Contacts and Visits Conducted by Field Offices	**Definition:** The number of technical assistance contacts and visits is based on actual on-site technical assistance visits, telephone calls and written and electronic correspondence conducted by border field office staff. Technical assistance includes: meeting with local governments (cities & counties) staff and nonprofits providing agency information on programs and services more specifically providing detailed technical assistance in implementing and managing Office of Colonia Initiatives and other Department programs; follow-up on contract compliance measures with the Bootstrap Loan Program and Colonia Self-Help Centers; and general interview sessions with individuals to provide referral services to other office and agencies available to address issues of concern. **Data Limit**: No limitations. **Data Source**: Actual technical assistance contacts and visits are reported by staff. **Methodology**: On-site visits, e-mails and telephone calls are manually tracked by staff and maintained in the Department's database. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**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. **Data Limit**: Deviation from targeted performance could occur if participation of Colonia residents is lower than expected or with changes in available resources. **Data Source**: Actual assistance provided as reflected on the most recent quarterly report received from Colonia Self-Help Center administrators. **Methodology**: The Self Help Center administrators will provide a quarterly report to the Department on the number of Colonia residents benefiting under each assistance category. Colonia residents benefiting will be based on the family size of each household served. The Department will calculate total Colonia residents benefiting from direct assistance by adding assistance provided under all categories exclusive of area-wide Public Service. This data will be maintained in the Department's records. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**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. **Data Limit**: A possible limitation could be limitations on obtaining expenditure data for the reported period. **Data Source**: The total number of persons served is gathered from the subrecipients' monthly performance reports. **Methodology**: The efficiency measure is determined by dividing the total expenditure of Emergency Solutions Grant funds by the total number of clients served in the Emergency Solutions Grant Program. **Purpose:** The purpose of the measure shows the efficiency in administering the program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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	**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. **Data Limit**: A possible limitation could be limitations on obtaining expenditure data for the reported period. **Data Source**: The total number of persons served is gathered from the subrecipients' monthly performance reports. **Methodology**: The efficiency measure is determined by dividing the total expenditure of Community Services Block Grant program funds by the total number of clients served in the Community Services Block Grant Program. **Purpose:** The purpose of the measure shows the efficiency in administering the program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
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	**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. **Data Limit**: A possible limitation could be limitations on obtaining expenditure data for the reported period. **Data Source**: The total number of persons served is gathered from the subrecipients' monthly performance reports. **Methodology**: The efficiency measure is determined by dividing the total expenditure of Homeless Housing and Services Program funds by the total number of clients served in the Homeless Housing and Services Program. **Purpose:** The purpose of the measure shows the efficiency in administering the program. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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	**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. **Data Limit**: 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. **Data Source**: Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census. **Methodology**: Number is actual or estimated, dependent on most recent census data available. **Purpose:** The purpose of the measure identifies the number of persons meeting program income guidelines and identifies the number of persons in need. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** This measure tracks the number of persons assisted through homeless and poverty-related programs. **Data Limit**: A possible limitation could be subrecipients failing to submit required reports on a timely basis. **Data Source**: Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the information to the Department. The monthly performance report information is entered in the Department database and maintained by the Department. **Methodology**: Performance reported is actual number. **Purpose:** The purpose of the measure is to identify the number of persons assisted by all Community Services programs (including ESG, HHSP and CSBG). **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**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. **Data Limit**: A possible limitation could be subrecipients failing to submit required reports on a timely basis. **Data Source**: The number of persons achieving incomes above 125% of poverty is reported in the subrecipients' monthly performance reports. Subrecipients are required to track the number of persons assisted that achieve incomes above the poverty level as a result of efforts by the subrecipients. Subrecipients report this information in their monthly performance report. The data is entered on the Department database and maintained by the Department. **Methodology**: Performance reported is actual number. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** This measure tracks the number of persons enrolled in the Community Services Block Grant Program. **Data Limit**: Data could be limited if subrecipients fail to submit required reports on a timely basis. **Data Source**: Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department. **Methodology**: Performance reported is the actual number. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** This measure tracks the number of persons assisted through the Emergency Solutions Grant Program. **Data Limit**: A possible limitation could be subrecipients failing to submit required reports on a timely basis. **Data Source**: Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department. **Methodology**: Performance reported is the actual number. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** This measure tracks the number of persons assisted through the Homeless and Housing Services Program. **Data Limit**: A possible limitation could be subrecipients failing to submit required reports on a timely basis. **Data Source**: Subrecipients track the data on a daily basis, incorporate it in a monthly performance report, and electronically submit the report to the Department. The monthly performance report information is entered in the Department database and maintained by the Department. **Methodology**: Performance reported is the actual number. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The average cost per household served is calculated based on the number of households assisted by CEAP and WAP from the Monthly Funding Performance Report from subrecipients and the total amount of program funds transferred to the subrecipient entities. **Data Limit**: 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. **Data Source**: The average cost per household served is calculated based on the total funds transferred to the subrecipient entities divided by the number of households assisted by CEAP and WAP from the subrecipient Monthly Funding Performance Report **Methodology**: Calculations are based on the total subrecipient expenditures for the Energy Assistance section divided by the total number of households served. **Purpose:** The measure identifies the average program cost to provide service to a household. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

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	**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. **Data Limit**: Increase or decrease in funding could create a variance in the targeted goal. **Data Source**: Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. **Methodology**: Calculations are based on the cumulative cost of labor, materials, and program support for all completed units in the state divided by the number of completed units. **Purpose:** The measure identifies the average cost to perform weatherization on a home. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
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 # of Very Low Income Households Eligible for Utility Assistance	**Definition:** The number of very low income households income-eligible for energy assistance in Texas is determined based on the most recent decennial Census or Census Bureau estimates. **Data Limit**: 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. **Data Source**: Information is obtained from the most recent Census Bureau dataset, either the American Community Survey or the decennial Census. **Methodology**: Data represents an actual or estimated, number dependent on most recent census data available. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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 # of Households Receiving Utility Assistance	**Definition:** The number of households assisted through the Comprehensive Energy Assistance Program (CEAP) represents the number of unduplicated households receiving services. A household may be assisted by more than one component depending on needs. **Data Limit**: Targeted performance could be impacted by changes in funding levels, the price of energy and extremes in temperature. **Data Source**: Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. **Methodology**: Number is actual. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The number of dwelling units weatherized is based on Monthly Performance and Expenditure Reports submitted to the Department by the weatherization subrecipients. **Data Limit**: 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. **Data Source**: Monthly expenditures and performance reports are entered by subrecipients through the Department's online reporting system. Performance data from these reports is entered in an automated system and maintained by the Department. Performance figures represent the number of weatherization units from the Department's DOE and LIHEAP Weatherization programs. **Methodology**: The performance number reported represents the actual number of dwelling units weatherized. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**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. **Data Limit**: No limitations. **Data Source**: Program totals are maintained by the Department's databases. **Methodology**: Figure represents actual number of active properties in the compliance monitoring and tracking system (CMTS) . **Purpose:** The measure provides the total number of housing developments in the compliance monitoring portfolio. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** Total number of housing units in the multi and single family rental developments monitored by the Department. The total number includes all units. Units associated with recent awards but not placed into service units available for lease are included in the total. **Data Limit**: No limitations. **Data Source**: Unit totals are maintained by the Department's databases. **Methodology**: Figure represents actual number of units associated with recent awards but not placed into service as well as active units available for lease in the compliance monitoring and tracking system (CMTS). **Purpose:** The measure provides information of the total rental units monitored by the Department. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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 Total # of Annual Owners Compliance Reports Received and Reviewed	**Definition:** Measure represents the number of Annual Owners Compliance Reports (Part A) due in this fiscal year received and reviewed. **Data Limit**: No limitations. **Data Source**: The data is gathered by program from Department data bases. **Methodology**: Number is actual. **Purpose:** The measure meets statutory and agency requirements. **Calculation Method**: C **New Measure**: Yes **Desired Performance**: Higher than target

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	**Definition:** Measure represents the number of file reviews conducted to confirm compliance with Land Use Restriction Agreement (LURA) requirements. **Data Limit**: No limitations. **Data Source**: The data is gathered by program from Department databases. **Methodology**: The number reported is the actual number of reviews performed; with rare exceptions, file reviews are conducted onsite. **Purpose:** The measure meets statutory and agency requirements. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** Measure represents the number of physical inspections conducted by the Compliance division. Physical inspections are defined as Uniform Physical Condition Standards (UPCS). **Data Limit**: No limitations. **Data Source**: The data is gathered by program from Department databases. **Methodology**: The number reported is the actual number of UPCS inspections performed. **Purpose:** The measure meets statutory and agency requirements. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** This measure represents the total number of contracts that have reported some activity as of September 1st of that State Fiscal Year. Measure includes contracts for all activities within HOME, Housing Trust Fund, Emergency Solutions Grant, and other types of contract activity. This measure excludes formula funded contracts, such as Community Affairs network (CSBG, CEAP, WAP) and HHSP contracts, which reflect ongoing or renewed contracts rather than contracts typically entered into in response to NOFAs. **Data Limit**: No limitations **Data Source**: Data on contracts administered is maintained in the Department's database. **Methodology**: Number is actual. **Purpose:** The measure provides the total number of active contracts administered, exclusive of formula funded contracts. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** Measure represents the number of previous participation reviews. **Data Limit**: No limitations. **Data Source**: Data is maintained in the department's database. **Methodology**: Number is actual and the data is maintained by staff in the department's database. Reports are produced quarterly. **Purpose:** The measure meets statutory and agency requirements. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** Measure represents the number of formula-funded subrecipients that have reported some activity as of September 1st of that State Fiscal Year **Data Limit**: No limitations. **Data Source**: The data is gathered from Department databases. **Methodology**: Number is actual. Subrecipients may administer more than one network program. **Purpose:** To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target .
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	**Definition:** Measure represents the number of monitoring reviews of all non-formula contracts, conducted as part of contract monitoring in the Compliance Division. **Data Limit**: No limitations. **Data Source**: The data is gathered from Department databases. **Methodology**: Number is actual. Local Administrators may administer more than one TDHCA contract; all non-formula funded contracts reviewed will be counted. This figure excludes CA-network (CSBG, CEAP, WAP) and HHSP reviews. **Purpose:** The measure meets statutory and program requirements. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The number of single audit reviews conducted of Federal and State grant sub-recipients. Single Audits are required annually if the federally mandated expenditure threshold is exceeded as defined by OMB Circular A-133 or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. These reports are used to measure overall and ongoing compliance with program requirements, financial accountability of Federal and State grants and the overall internal controls of the sub-recipient. **Data Limit**: No limitations. **Data Source**: The data is gathered from Department data bases. **Methodology**: Number is actual. **Purpose:** The measure meets statutory and program requirements. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
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	**Definition:** Measure represents the number of Formula Funded subrecipients monitored through reviews in a given year. **Data Limit**: No limitations. **Data Source**: The data is gathered from Department databases. **Methodology**: Number is actual. Subrecipients may administer more than one network program. This will report monitored subrecipients that have reported some activity as of September 1st of that State Fiscal Year. **Purpose:** To provide policy makers meaningful information on TDHCA oversight of Formula Funded subrecipients. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
APPROVED BUDGET STRUCTURE ELEMENTS
(GOALS, STRATEGIES, MEASURES AND MEASURE DEFINITIONS)
FOR THE 2018–19 BIENNIUM

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 1 Provide SOL and Licensing Services in a Timely Manner **Measure type**:EF **Measure No**: 1 Avg. Cost Per Manufact Housing Stmt. of Ownership & Location Issued	**Definition:** The average cost to the Department of the processing of a Statement of Ownership and Location (SOL) application based on total funds expended and encumbered during the reporting period for the issuance of manufactured housing SOLs. Cost includes department overhead, salaries (permanent and temporary personnel), supplies, travel, postage, and other costs directly related to SOLs, including document review, handling, proofing, and notification. **Data Limit**: No limitations of data. **Data Source**: Information is obtained from either a management report from the Department's Financial Administration Division or USAS. **Methodology**: To obtain the average, divide the total funds by the total number of SOLs issued in a reporting period. **Purpose:** The measure shows the efficiency in costs to issue a SOL. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 1 Provide SOL and Licensing Services in a Timely Manner **Measure type**:EX **Measure No**: 1 Number of Manufactured Homes of Record in Texas	**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. **Data Limit**: No limitations of data. **Data Source**: Automated compilation through the Manufactured Housing Division's Database. **Methodology**: Actual number. **Purpose:** The measure represents the total number of manufactured homes in Texas for which the Department has an ownership and location record. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 1 Provide SOL and Licensing Services in a Timely Manner **Measure type**: OP **Measure No**: 1 No. of Manufactured Housing Stmts. of Ownership and Location Issued	**Definition:** The total number of manufactured housing Statements of Ownership and Location (SOL) issued for which a fee is charged (includes SOLs issued as a result of changes in ownership, location, lien information, election, and use). **Data Limit**: No limitations. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database and accounting receipts. **Methodology**: Number is actual. **Purpose:** This measure identifies the total number of SOLs issued in a reporting period. It is important because it shows the workload associated with issuing SOLs. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 1 Provide SOL and Licensing Services in a Timely Manner **Measure type**:OP **Measure No**: 2 Number of Licenses Issued	**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. **Data Limit**: No limitations of data. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Number is actual. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 2 Conduct Inspections of Manufactured Homes in a Timely Manner **Measure type**:EF **Measure No**: 1 Average Cost Per Inspection	**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. **Data Limit**: No limitations. **Data Source**: Data is obtained from either a management report from the Department's Financial Division or USAS, the Manufactured Housing Division's Database and the Inspector's Travel Voucher Database. **Methodology**: To obtain the average, divide the total funds expended by the total number of routine and non-routine inspections (completed and/or attempted) within the reporting period. **Purpose:** The measure identifies the cost efficiency to perform or attempt an inspection. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 2 Conduct Inspections of Manufactured Homes in a Timely Manner **Measure type**:EX **Measure No**: 1 Number of Installation Reports Received	**Definition:** The total number of installation reports received within a reporting period. Installation reports are received from lenders, retailers, installers, consumers, and other sources. **Data Limit**: No limitations. **Data Source**: Source: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Actual number. **Purpose:** The measure provides information on the total number of installation reports received. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 2 Conduct Inspections of Manufactured Homes in a Timely Manner **Measure type**:EX **Measure No**: 2 Number of Installation Inspections with Deviations	**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. **Data Limit**: No limitations. **Data Source**: Source: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Actual number. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 2 Conduct Inspections of Manufactured Homes in a Timely Manner **Measure type**:OP **Measure No**: 1 Number of Routine Installation Inspections Conducted	**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. **Data Limit**: No limitations. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Number is actual. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 2 Conduct Inspections of Manufactured Homes in a Timely Manner **Measure type**:OP **Measure No**: 2 Number of Non-routine Inspections Conducted	**Definition:** The total number of special/complex inspections performed upon request from the public, other regulated entities, or as part of a complaint investigation. Special inspections consist of, but are not limited to the following: consumer complaints, habitability, SAA, and retailer monitoring. **Data Limit**: No limitations. **Data Source**: Collection of data is based on the Inspector's Travel Voucher Database. **Methodology**: The number is retrieved from the Travel Voucher Database by generating a report which lists the inspections conducted within the reporting period. **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. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 3 Process Complaints/Conduct Investigations/Take Administrative Actions **Measure type**:EF **Measure No**: 1 Average Cost Per Complaint Resolved	**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. **Data Limit**: No limitations. **Data Source**: Data is obtained from either a management report from the Department's Financial Administration Division or USAS, and the Manufactured Housing Division's Database. **Methodology**: To obtain the average, divide the total funds expended by the total number of resolved complaints within the reporting period. Non-jurisdictional complaints (closed as DISJ) are not included in this measure. **Purpose:** The measure identifies the efficiency in costs for resolving a complaint. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 3 Process Complaints/Conduct Investigations/Take Administrative Actions **Measure type**:EF **Measure No**: 2 Average Time for Complaint Resolution	**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. **Data Limit**: No limitations. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: The total number of calendar days per jurisdictional complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken (numerator) is, divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non-jurisdictional of the agency's statutory responsibilities. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 3 Process Complaints/Conduct Investigations/Take Administrative Actions **Measure type**:EX **Measure No**: 1 Number of Jurisdictional Complaints Received	**Definition:** The total number of complaints received in a reporting period that are within the agency's jurisdiction of statutory responsibility. **Data Limit**: No limitations. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Actual number. **Purpose:** The measure provides information on the total number of jurisdictional complaints. This measure is important to determine the division's workload. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target
Goal No: 5 Regulate Manufactured Housing Industry **Objective No.**: 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Strategy No.**: 3 Process Complaints/Conduct Investigations/Take Administrative Actions **Measure type**:OP **Measure No**: 1 Number of Complaints Resolved	**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. **Data Limit**: No limitations. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: Actual number. **Purpose:** The measure shows the workload associated with resolving complaints. The measure is important because it also identifies consumer problems. **Calculation Method**: C **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The percentage of households/individuals of very low, low, and moderate income that need housing and subsequently receive housing or housing related assistance represents services provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds. **Data Limit**ation: The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service is provided at the local level. The reporting of households served is provided by the contracted entity. Reported performance is considered reliable. **Data Source**: The number of households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The percent of households assisted is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent census data of extremely low, very low, low and moderate income Texans who need affordable housing; with respect to the moderate income population with housing needs, only moderate income households will be included as the only TDHCA assistance available to moderate income households are programs for first time homebuyers, and 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.)** **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The percentage of very low income households receiving housing assistance represents services provided Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds **Data Limit**ation: The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service is provided at the local level. The reporting of households served is provided by the contracted entity. Reported performance is considered reliable. **Data Source**: The number of very low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The percent of households of very low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent census data of very low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once. **Purpose:** This measure identifies the percentage of the very low income population with housing needs that TDHCA housing programs were able to serve. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**Definition:** The percentage of low income households receiving housing assistance represents services provided by the Housing Trust Fund Program, the HOME Program, the Section 8 Program, the Section 811 Program the Housing Tax Credit Program, the My First Texas Home Program, the Multifamily Bond Program, the Tax Credit Assistance Program Repayment Fund, the National Housing Trust Fund, and other housing funds. **Data Limit**ation: The Department contracts with local entities to administer its various housing programs. The intake, eligibility review and actual service is provided at the local level. The reporting of households served is provided by the contracted entity. Reported performance is considered reliable. **Data Source**: The number of low income households served is maintained by each housing program and reported quarterly. Data is entered by staff and maintained in the agency's computer system. **Methodology**: The percent of households of low income served with housing or housing related assistance is based on: (numerator) an actual count of households/individuals using TDHCA's housing programs and (denominator) the most recent census data of low income Texans who need affordable housing. Multifamily units funded by multiple programs are counted only once. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
APPROVED BUDGET STRUCTURE ELEMENTS
(GOALS, STRATEGIES, MEASURES AND MEASURE DEFINITIONS)
FOR THE 2018–19 BIENNIUM

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	**Definition:** The percentage of moderate income households receiving housing assistance represents services provided by the My First Texas Home Programs and other housing funds. **Data Limit**ation: 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. **Data Source**: The number of moderate income households served is maintained by the Single Family Bond program and reported quarterly. Data is provided by the Master Servicer, entered by staff and maintained in the agency's computer system. **Methodology**: The percent of households of moderate income served with housing or housing related assistance is based on: (numerator) an actual count of moderate income households/individuals using TDHCA's housing programs and (denominator) the most recent census data of moderate income renters who need affordable housing. TDHCA assistance available to moderate income households are programs for first time homebuyers, and only moderate income renters would benefit from these programs, (TDHCA does not have home repairs programs that would benefit moderate income homeowners.) Multifamily units funded by multiple programs are counted only once for the purposes of outcome calculations. (Duplicates occur in output measures to reflect total activity associated with various funding streams.) **Purpose:** The measure addresses the extent to which services are provided by the Single Family Bond program, which is the only housing program serving the moderate income population. This measure is important because it identifies, of the number of moderate income, how many moderate income households/individuals the Single Family Bond program was able to serve. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 1 Increase Availability of Safe/Decent/Affordable Housing **Objective No.**: 1 Make Loans/Grants/Incentives to Fund/Develop/Preserve Housing **Outcome No. 5**: Percent of Multi-family Rental Units Benefiting VL/MI Households	**Definition:** Under the multifamily bond programs, developers/borrowers can designate either 20% of the units in each property at 50% area median family income or 40% of the units at 60% area median family income. It is not possible to determine on a projection basis the overall percentage of units within these categories that will be financed in a given year **Data Limitations:** The number of units available for very low and low income households is reported by the project developer. Performance depends on the allocation of volume cap by state lottery conducted by the Texas Bond Review Board **Data Source:** The number of very low and low income households served is maintained by the Multifamily Bond program and reported quarterly. Data is entered by staff and maintained in the agency's computer system. **Methodology:** To calculate the percentage of units financed at the end of the year for any category, divide the number of total units within each category by the number of total units financed. **Purpose:** The measure addresses the number of units in a development that have been designated for very low and low income families. This measure is important because it measures how effectively the Multifamily Bond program has been in providing rental units to very low and low income households/individuals. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
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	**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 Limit**ations: 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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

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	**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. **Data Limit**ation: No limitations of data. **Data Source**: The number of persons served is based on subrecipient data which is tracked on a daily basis and submitted monthly to TDHCA. The most recent census data, including estimates, is utilized to determine the eligible population. The eligible population is based on current TDHCA program income requirements as allowed under federal guidelines. **Methodology**: Based on the monthly performance reports submitted by subrecipients, the Department determines the percent of very low income persons served by dividing the total number of low income persons served by the total number of persons eligible for assistance in Texas. Monthly performance information is entered in the Department's database and maintained by the Department. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No: 3 Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs **Objective No**. 1 Ease Hardships for 16% of Homeless & Very Low Income Persons Each Year **Outcome No.** 2: Percent of Persons Achieving Incomes Above Poverty Level	**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. **Data Limitations:** No limitations. **Data Source:** The number of persons achieving incomes above poverty is based on monthly reports submitted by subrecipients. The data is entered on the Department's database and maintained by the Department. The most recent census data information available is utilized to determine the total population at or above 125% of poverty in Texas. **Methodology:** The percentage 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. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No: 3 Improve Poor/Homeless Living Conditions & Reduce VLI Energy Costs **Objective No.** 2: Reduce Cost of Home Energy for 6% of Very Low Income Households **Outcome No.**1: Percent of Very Low Income Households Receiving Utility Assistance	**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. **Data Limit**ations: No limitations of data. **Data Source**: The percent of income-eligible households that received utility assistance through all Energy Assistance programs is based on monthly data reported by subrecipients. The income eligible population is based on the most recent census data available including estimates. **Methodology**: The data is entered in an automated system and maintained by the Department. The percent of very low income households receiving energy assistance is calculated by dividing the number of very low income households receiving CEAP or WAP assistance by the most current census data representing the number of households meeting current program income requirements. Numbers may reflect households receiving both energy assistance and weatherization assistance; in these instances households are counted separately for each program **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No. 4 Ensure Compliance with Program Mandates **Objective No.** 1 Monitor Developments & Subrecipient Contracts for Compliance **Outcome No.** 1: Percent of Properties Monitored	**Definition:** Measure represents the percentage of Housing Tax Credit (HTC), HOME, Tax-Exempt Bond, Housing Trust Fund, and other affordable housing rental projects monitored annually through on-site, in-depth, or desk reviews of tenant files. Onsite reviews also include a property and unit inspection. **Data Limitations:** No limitations of data. **Data Source:** Projects are monitored through on-site, in-depth, or desk reviews. Data is gathered from Departmental databases. **Methodology:** The percent is derived by dividing the actual number of rental projects monitored by the total number of rental projects in the TDHCA Compliance portfolio. **Purpose:** The Compliance section was formed to address long term compliance responsibilities of the various housing programs administered by TDHCA. The measure is important because it identifies the percent of projects monitored. Each program dictates the frequency and type of monitoring. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No. 4 Ensure Compliance with Program Mandates **Objective No.** 1 Monitor Developments & Subrecipient Contracts for Compliance **Outcome No. 2:** % of Formula-funded (CA/HHSP) Subrecip Receiving Onsite Monitoring	**Definition:** Measure represents the percentage of the formula-funded (CA Network (CSBG, CEAP, and WAP) and HHSP) subrecipients that undergo onsite monitoring by the Department. **Data Limit**ation: No Limitations **Data Source**: The data is gathered from Department databases. **Methodology**: Number is actual. Subrecipients may administer more than one TDHCA program. This figure is calculated by the total number of formula-funded (CA network and HHSP) subrecipients receiving onsite reviews in a fiscal year (4.1.3 OP 1) divided by the total number of such subrecipients (4.1.3 EX 1). **Purpose:** To provide policy makers meaningful information on TDHCA oversight of formula-funded (CA Network and HHSP) subrecipients. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No. 5 Regulate Manufactured Housing Industry **Objective No**. 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Outcome No.** 1 Percent of Apps Processed within Established Time Frames	**Definition:** The percentage of Statement of Ownership & Location (SOL) and License applications processed within established time frames as opposed to those that are not. **Data Limit**ations: No Limitation of Data **Data Source**: The Statement of Ownership & Location functional area of the Manufactured Housing Division reviews a random selection of 25 or more applications (per month) within a reporting period. The Licensing functional area reviews all applications to verify if they were processed timely. **Methodology**: To obtain the percentage, divide the number of applications that are processed within the required time frame by the total number reviewed by random selection. The percentage is attained by combining the results of the SOL and Licensing functional areas. Information is manually prepared and/or computer generated through the Manufactured Housing Division's Database. **Purpose:** Applications are processed within established time frames. The time frame for SOL applications is 15 working days; the time frame for Licensing applications is 7 working days. The importance is to measure the ability of the agency to process applications in a timely manner. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Goal No. 5 Regulate Manufactured Housing Industry **Objective No**. 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Outcome No.** 2: Percent of Consumer Complaint Inspections Conducted within 30 Days	**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. **Data Limit**ations: No limitations of data. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: To obtain the percentage, divide the total number of inspections conducted within the required 30 calendar days by the total number of required inspections conducted within the reporting period. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No. 5 Regulate Manufactured Housing Industry **Objective No**. 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Outcome No.** 3: Percent of Complaints Resulting in Disciplinary Action	**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. **Data Limit**ations: No limitations of data. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: To obtain the percentage, divide the number of closed complaints with a disciplinary action by the total number of jurisdictional complaints closed. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Lower than target

Goal No. 5 Regulate Manufactured Housing Industry **Objective No**. 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Outcome No.** 4: Percent of Documented Complaints Resolved within Six Months	**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. **Data Limit**ations: No limitations of data. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: The number of jurisdictional complaints resolved within a period of six months (180 days) or less from the date of receipt divided by the total number of jurisdictional complaints resolved. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target
Goal No. 5 Regulate Manufactured Housing Industry **Objective No**. 1 Operate a Regulatory System To Ensure Responsive SOL/Licensing/Other **Outcome No.** 5: Recidivism Rate for Those Receiving Disciplinary Action	**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. **Data Limit**ations: No limitations of data. **Data Source**: Data is computer generated through the Manufactured Housing Division's Database. **Methodology**: To obtain the percentage, calculate the number of individuals or license holders against whom two or more disciplinary actions were taken by the executive director or board within the current and preceding two fiscal years divided by the total number of individuals or license holders receiving disciplinary actions within the current and preceding two fiscal years. **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. **Calculation Method**: N **New Measure**: No **Desired Performance**: Higher than target

Schedule C: Historically Underutilized Business Plan

HUB Assessment Reports for Fiscal Year 2014 and Fiscal Year 2015

Article IX 2016-17 GAA Section 7.06

TDHCA Performance – Fiscal Year 2014

Category	TDHCA Performance		Percentage Spent With HUBS	Statewide Goal	TDHCA Strategic Plan Goals
	Total $ Spent	Total $ Spent With HUBS			
Heavy Construction	N/A	N/A	N/A	11.20%	N/A
Building Construction	N/A	N/A	**N/A**	21.10%	N/A
Special Trades	N/A	N/A	N/A	32.70%	N/A
Professional Services	N/A	N/A	N/A	23.60%	23.60%
Other Services	$1,301,585	$434,191	**33.36%**	24.60%	24.60%
Commodities	$459,213	$387,295	**84.34%**	21.00%	21.00%

TDHCA Performance – Fiscal Year 2015

Category	TDHCA Performance		Percentage Spent With HUBS	Statewide Goal	TDHCA Strategic Plan Goals
	Total $ Spent	Total $ Spent With HUBS			
Heavy Construction	N/A	N/A	N/A	11.20%	N/A
Building Construction	N/A	N/A	**N/A**	21.10%	N/A
Special Trades	N/A	N/A	N/A	32.90%	N/A
Professional Services	N/A	N/A	N/A	23.70%	23.70%
Other Services	$1,334,859	$403,017	**30.19%**	26.00%	26.00%
Commodities	$289,465	$215,529	**74.46%**	21.10%	21.10%

TDHCA was pleased to achieve beyond Statewide and TDHCA Strategic Plan goals for both Fiscal Year 2014 and 2015. TDHCA continues to promote the use of HUBs through education of staff on procurement policy rules and procedures; through aggressively recruiting and educating prospective HUB businesses; assisting HUBs with the State HUB Certification program; and participation in Economic Opportunity Forums with other state entities, local and federal entities and elected officials. Through participation in these forums, TDHCA has developed new vendor relationships and continues to pursue new avenues for HUB participation. TDHCA strives to exceed goals for procurement from HUBs and HUB subcontractors.

HUB Assessment Reports for Fiscal Year 2014 and Fiscal Year 2015

Article IX 2016-17 GAA Section 7.06

Goal = Strategic Plan HUB Goal Actual = % Spent with HUBs from HUB Report	Actual for FY 14	Actual for FY 15	Goal for FY 16
Heavy Construction	N/A	N/A	N/A
Building Construction	N/A	N/A	N/A
Special Trade Construction	N/A	N/A	N/A
Professional Services	N/A	N/A	N/A
Other Services	33.3%	30.1%	26.0%
Commodities	84.3%	74.4%	21.1%

TDHCA, in compliance with, and maintaining compliance with, Government Code, §2161.123 states the following:

State HUB participation goals have been historically achieved by the TDHCA, with an on-going effort to continue that tradition. In an effort to continue the pursuit of HUBs, TDHCA routinely participates in vendor forums, trains Department staff, and actively researches possible businesses to participate and become HUB certified.

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 to ensure continued participation with the HUB Program.

Schedule F: Agency 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 Section 2056.002, Government Code.

AGENCY OVERVIEW

This section describes the mission, strategic goals, objectives, and business functions of the agency. Potential changes to these items over the next five years are also discussed.

TDHCA Mission

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

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

Goal 1.

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

Objective 1. Make loans, grants, and incentives available to fund 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 for very low and low income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.
Strategy 3. Provide Funding through the Housing Trust Fund for Affordable Housing
Strategy 4. Provide federal rental assistance through Housing Choice Voucher Program (Section 8) vouchers and the Section 811 Program for very low income households and special needs population.
Strategy 5. Provide federal tax credits to develop rental housing for very low and low income households.
Strategy 6. 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 Center for Housing Research, Planning, and Communications. Strategy 2. Utilize the Community Action Network and Continua of Cares to share information on assistance when clients access Department funds.

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.

Strategy 2. To support the homelessness efforts of the eight largest metropolitan areas through direct general revenue for the HHSP.

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. Estimated and nontransferable.

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 or 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).

- Manufactured Housing Activities

  TDHCA's Manufactured Housing Division is an independent entity within TDHCA. It is administratively attached, but it has its own Board of Directors and Executive Director. This division administers the Texas Manufactured Housing Standards Act. The act ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include issuances of SOL research; training and license issuances to individuals for manufactured housing manufacturing, retailing, installations, broker, or sales; records and releases on tax and mortgage liens; installation, habitability and consumer complaint inspections; resolution of consumer complaints; and federal oversight under a cooperative agreement with HUD.

Information Resources

TDHCA is an informational resource for individuals, federal, state, and local governments, the Legislature, community organizations, advocacy groups, housing developers, and supportive services providers. Examples of information provided includes: general information on TDHCA activities, application and implementation technical assistance, housing need data and analysis, and direct consumer information on available assistance statewide. This information is provided through a myriad of communication methods: a 1-800 phone line, publications and guidebooks, via email and the TDHCA website, public hearings, trainings and workshops, planning roundtables, field offices and Self-Help Centers, 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. *(NOTE: As of posting of the June 9, 2016, Strategic Plan Board Item, the Governor's Office and the Legislative Budget Board have not finalized TDHCA's budget structure and performance measures for SFY 2018-19. TDHCA requested the addition of a strategy for the Section 811 PRA program.)*

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.

<u>Size and Composition of Workforce</u>

As of April 30, 2016, TDHCA had a total headcount of 284 employees. The following tables profile the agency's workforce. TDHCA's workforce is compromised of 38 percent males and 62 percent females. Over 43 percent of the agency's work force is over 50 years old with 39 percent of the work force having 16 or more years of state service.

Statistics show that over one-half or 60 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. Thirty three 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 seven 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	108	38%
Female	176	62%

Source: Uniform Statewide Payroll System

Age

	Number of Employees	Percent of Employees
Under 30	9	3.26%
30-39	54	19%
40-49	92	32.3%
50 – 59	97	34.14%
60 and over	32	11.2%

Source: Uniform Statewide Payroll System

Agency Tenure

	Number of Employees	Percent of Employees
0-5 years	96	33.8%
6-10 years	75	26.4%
11-15 years	47	16.6%
16-20 years	46	16.2%
21-25 years	19	6.7%
Over 25 years	1	.3%

Source: Uniform Statewide Payroll System

State Tenure

	Number of Employees	Percent of Employees
0-5 years	67	23.6%
6-10 years	61	21.4%
11-15 years	46	16.2%
16-20 years	45	15.8%
21-25 years	45	15.8%
Over 25 years	20	7%

Source: Uniform Statewide Payroll 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, 2016) 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 equality in the workforce and specifically targets recruitment resources such a diverse community organizations and colleges that reach out to the workforce in the under-represented EEO categories to generate a larger applicant pool to achieve the EEO goals of the state.

Statewide Employment Statistics

Job Category	African American TDHCA	African American State	Hispanic American TDHCA	Hispanic American State	Females TDHCA	Females State
Officials/Administrators	4.35	7.12%	30.43%	20.90%	43.48%	37.48%
Professionals	11.34%	10.96%	38.14%	18.55%	72.16%	54.88%
Technicians	10.64%	13.75%	27.66%	28.82%	21.28%	51.31%
Para-Professionals	33.33%	N/A	25%	48.18%	91.67%	N/A
Administrative Support	25%	13.58%	25%	33%	62.5%	72.8%

Source: Uniform Statewide Payroll System and Texas Workforce Commission (TWC).
TWC statistics extracted from "Equal Employment Opportunity and Minority Hiring Practices Report, Fiscal Years 2011-2012."

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 2015, the statewide turnover rate for full-time and part-time classified employees at state agencies was 18 percent. This does not include interagency transfers since the state does not consider this to be a loss to the state.

As shown by the chart below, TDHCA's turnover rates have historically been at least 5 percent under the state turnover rates. In fiscal year 2015 the turnover rate was 4 percent higher than the previous fiscal year. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job. There can be a financial gain as experienced employees are replaced with entry level staff, however, loss of those experienced employees can negatively impact the agency due to loss of institutional knowledge and skill.

Overall Turnover

Fiscal Year	TDHCA	State
2015	12%	18%
2014	8%	17.5%
2013	7.1%	17.6%
2012	11.1%	17.3%
2011	11.5%	16.8%

Source: State Auditor Officer (SAO) Classified Employee Turnover Report FY2015.
Turnover rates exclude interagency transfers

Turnover by Length of Agency Service

FY	Total	Less than 2 Years	2-4.99 Years	5-9.99 Years	10-14.99 Years	15 to 19.99 Years	Over 25 Years
2015	34	8	9	6	3	4	4
2014	23	1	10	7	3	1	1
2013	22	5	6	4	4	2	1
2012	36	11	13	5	2	5	0
2011	43	27	3	5	7	1	0

Source: SAO E-Class. Data excludes interagency transfers

Turnover by Age

FY	Total	20-29 Years	30-39 Years	40-49 Years	50-59 Years	60-69 Years
2015	34	1	8	11	11	3
2014	23	0	12	4	4	3
2013	22	1	4	5	5	7
2012	36	1	11	12	5	7
2011	43	7	9	12	9	6

Source: SAO E-Class. Data excludes interagency transfers

Retirement Eligibility

Data obtained from the Employees Retirement System shows projected retirements at TDHCA over the next five fiscal years.

The loss of employees due to retirement is, and will continue to be, a critical issue facing the agency. The loss of institutional business knowledge and expertise in key management and senior-level professional positions, coupled with normal attrition, poses a critical work force dilemma for the agency as well as the state. It is important to ensure that this technical knowledge and organizational experience is not lost. Management is aware of the impact that retirees will have on the Department within the next biennium and is continually looking at methods to replace these skills and knowledge through:

- Employee Development
- On-the-job training

- Leadership Development
- Succession Planning
- Cross divisional training
- Mentoring

Projected TDHCA Retirements

Fiscal Year	Projected Retirements	Percent of Total Agency Employees (FTE Budget of 307)
2016	31	10.1
2017	8	2.6
2018	15	4.9
2019	6	2
2020	9	2.9
Total Projected Retirements	69	22.5%

Source: Employees Retirement System

Workforce Skills Critical to the Mission and Goals of the Agency

Core Functions

- Mortgage and loan origination
- Knowledge of Real Estate Transactions
- Knowledge of Loan Closing and Titling processes
- Environmental science
- Knowledge of federal regulations, particularly OMB requirements
- Underwriting
- Asset Management
- Emergency Response and Management
- Contract Management
- Building Inspection and Weatherization
- Construction Management and Oversight
- Program Planning and Administration
- Data Analysis and Reporting
- Community Services and Homelessness Services
- Loan Management
- Portfolio management and compliance
- Capital Market Bond Financing
- Governmental Accounting and Reporting
- Information Systems and Security and Web Administration
- Legislative and governmental relations

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:

- Leadership and management
- Customer service
- Project management, quality oversight, and evaluation
- Analysis/research/planning/problem solving
- Communication (verbal and written)
- Financial management, financial analysis, and accounting expertise
- Auditing
- Legislative relations and bill tracking
- Housing market industry
- Marketing
- Multi-lingual
- Outreach and technical assistance
- Computer skills ranging from entry level data entry to highly skilled information systems programmers and database administrators
- Information security analysis
- Investigation
- Inspection
- Legal analysis
- Manufactured housing rules and regulations
- Titling and licensing
- Federal cross-cutting regulations.

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 represent the most effective use of the State's resources. Two divisions that expect the greatest ongoing use of consultants are Information Systems and Bond Finance.

ISD

TDHCA's Information Systems Division makes limited, targeted use of consultants for approved capital budget projects and software development support. In the current biennium, the Department continues to employ one contract systems analyst to provide the majority of PeopleSoft Financials support and plans to hire an additional contract software developer to assist with Community Affairs Contract System support.

Bond Finance

Bond Finance uses the following types of consultants:

Bond Counsel – A law firm or firms experienced in the issuance of mortgage revenue bonds and mortgage credit certificates.

Financial Advisor **–** Typically an investment banking firm experienced in issuance of mortgage revenue bonds.

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.

Disclosure Counsel – A law firm experienced in securities laws particularly as it relates to disclosure of information by securities issuers to the private markets.

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.

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.

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 a realignment of staff resources and the bringing in of new staff and new skill sets. The primary goal would be to reduce overall costs.

- 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 Department's Fair Housing and Data Management team has a current and future need for data analysis and programming skills.
- Legislative mandates impacting the administration and delivery of agency programs.
- The Human Resources Division anticipates needing to build strong overall HR knowledge, including HR certification; compensation skills; recruitment skills; the ability to administer HR programs effectively (strategically and assisting with development of programs); and skills in becoming an effective change agent for the Department.
- The Housing Trust Fund and 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:

- As any new federal or state funded programs are added, associated FTEs will be needed to manage and monitor those activities.
- 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.
- The Compliance & Asset Oversight Division anticipates the need for more staff as the size of the multifamily portfolio continues to expand and if the volume of utility allowance reviews for the housing tax credit program continues or increases. Address increased programmatic regulations including new federal OMB requirements.
- The Real Estate Analysis Division anticipates an increase in the number of employees needed to underwrite an expanding pipeline of multifamily transactions; these transactions are expected to continue to increase over the next few years.

GAP ANALYSIS

Anticipated surplus or shortage of employees/ skills:
Overall the agency work force has the necessary skills to perform the required work. In the next five years the agency could experience a shortage of required skills in management and senior level professional positions due to potential retirements and through attrition.

Due to the changing workforce of the Department it is anticipated that there may be a shortage of the following personnel and/or skills:

- The Bond Finance Division may experience a shortage related to the specialized data analysis personnel and associated skill sets.
- The Legal Services Division anticipates a shortage in qualified real estate professionals, specifically those skilled and versed in HUD and HTC issues.
- The Information Systems Division has a continued need for employees with expertise in Java and the specific Java framework used at TDHCA, Oracle, APPX, PeopleSoft, Mitas, and network and technical support.
- The Program Services section anticipates a shortage in qualified staff for federal regulations pertaining to environmental review and Davis-Bacon.

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 42 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. The TDHCA must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TDHCA workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

In addition to the diversity and composition of the future TDHCA workforce, fair pay will continue to impact recruitment and retention. The TDHCA and state agencies, in general, currently cannot compete with other organizations in terms of compensating its employees. Many existing employees continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. The TDHCA must continue to foster an environment that offers not only fair compensation but also other incentives that attract and retain staff.

Specific Goals to Address Workforce Competency Gaps or Surpluses

To plan for TDHCA's future workforce needs, the following goals have been developed.

Gap: **Retain and Attract the Right Employees for the Job.**

Goal: To attract and retain a competent workforce.

Rationale: Recruiting excellent workers with the knowledge, skills, and abilities to perform their job duties is essential for a quality work force. It is also a challenge to retain those same employees in such a competitive market. The agency must recruit quality workers, learn to recognize and then compensate for 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 critical positions and also classification job series with the highest turnover and implement more aggressive retention strategies for these positions.
- Conduct an assessment on risk at TDHCA regarding the potential loss of knowledge, particularly in areas 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 attract and 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 and lending industry, attend career fairs at colleges and universities as needed, and use the Work in Texas database to recruit applicants, and continue to have TDHCA job fairs in an effort to recruit and achieve a diverse qualified pool of applicants.

- Encourage management to identify recruitment resources, organizations, colleges, and university 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 22 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 March of 2016, 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 278 employees invited to take the survey, 227 responded for a response rate of 81.7%. As a general rule, rates higher than 50 percent suggest soundness, while rates lower than 30% may indicate problems. At 81.7% 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 379. 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, 21% of employees are Highly Engaged, 29% are Engaged, 35% are Moderately Engage, and 15% 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, there following provides employee years of service with TDHCA:

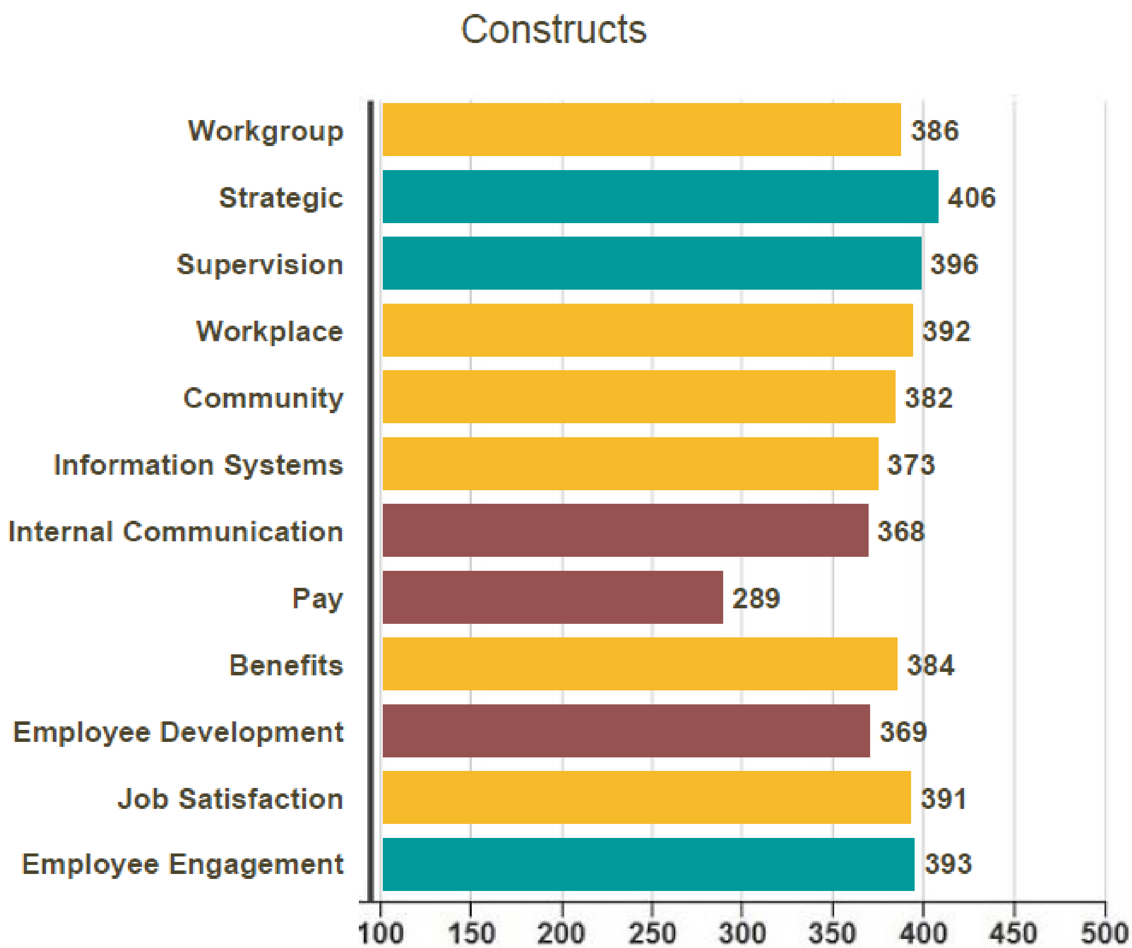
18% New Hires (0-2 years)
32% Experienced (3-10 years)
43% Very Experienced (11+ years)
7% Did Not Answer

Focusing forward there are only 4% of employees that indicated they intend to leave TDHCA within the next year and there are 16% of employees that indicated they are eligible for retirement, or will be within the next two years.

Constructs

Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the Department's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.



Areas of Strength and Concern

Areas of Strength

Strategic **Score: 406**

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.

Supervision **Score: 396**

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.

Employee Engagement **Score: 393**

The employee engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. Higher scores suggest that employees feel their ideas count, their work impacts the organization and their well-being and development are valued.

Areas of Concern

Pay **Score: 289**

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.

Internal Communication **Score: 368**

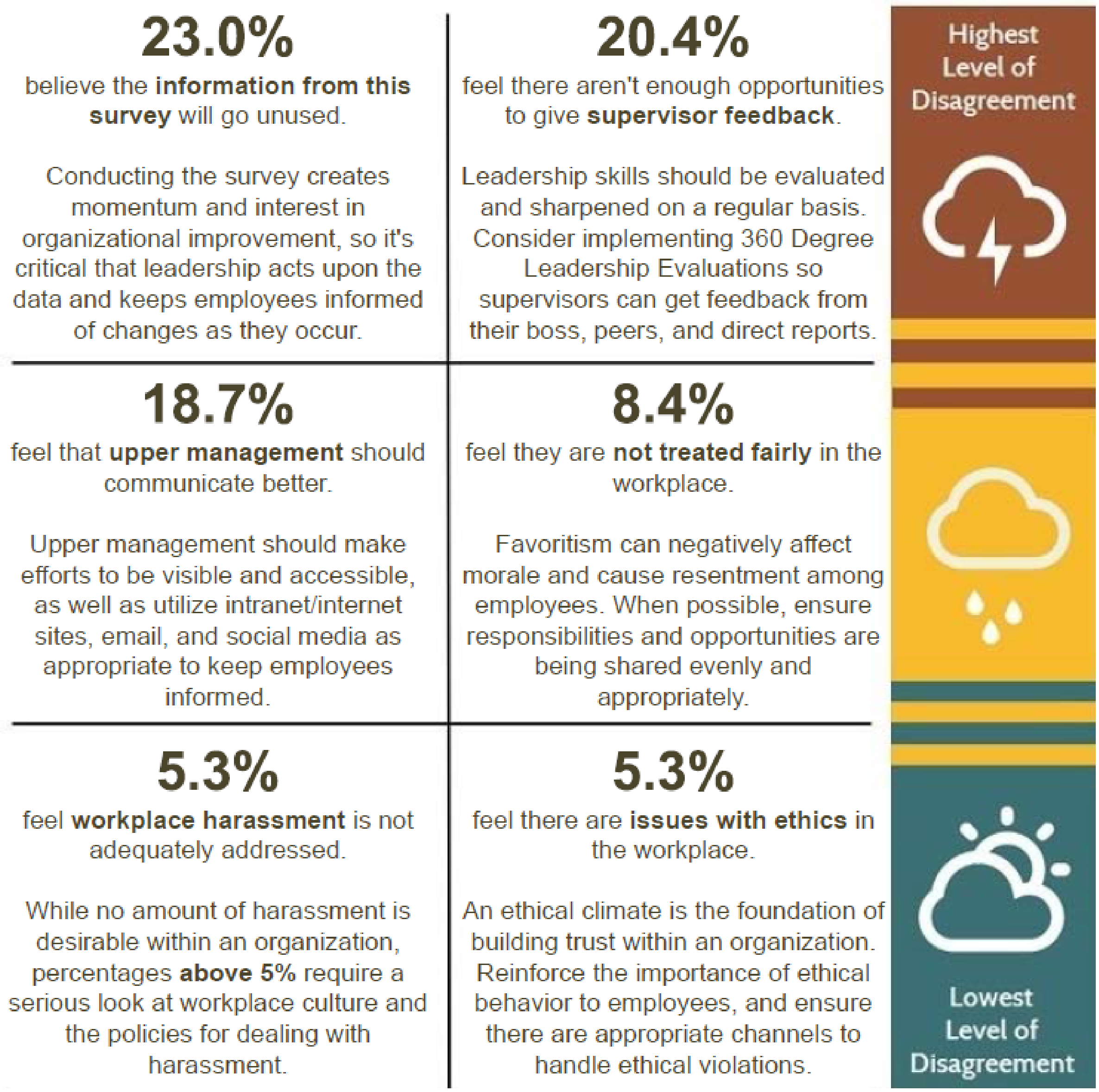
The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.

Employee Development **Score: 369**

The employee development construct captures employees' perceptions about the priority given to their personal and job growth needs. Lower scores suggest that employees feel stymied in their education and growth in job competence.

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 has created a Committee of employees from various divisions and in various positions to review the results of the survey and will be tasked with compiling the priority change topics and suggested action points and will present them to the Executive Committee of the Department.

Schedule G: Report on Customer Service

REPORT ON
CUSTOMER SERVICE

Prepared by the:

Housing Resource Center
Texas Department of Housing and Community Affairs
PO Box 13941
Austin, TX 78711-3941
Phone: (512) 475-3800
Fax: (512) 475-0070

May 2016

TABLE OF CONTENTS

1.0 INTRODUCTION

The *Report on Customer Service* is required by Chapter 2114 of the Texas Government Code which requires state agencies to develop and implement customer service standards and satisfaction assessment plans.

1.1 COMPACT WITH TEXANS

In accordance with this chapter, beginning with the *2001-2005 Strategic Plan*, the Texas Department of Housing and Community Affairs ("TDHCA" or "the Department") prepared a Compact with Texans and designated a Customer Relations Representative. The Compact with Texans is available on the TDHCA Web site at https://www.tdhca.state.tx.us/compact.html.

1.2 CUSTOMER RELATIONS REPRESENTATIVE

The current Customer Relations Representative, as required by Section 2114.006, is Elizabeth Yevich, Director of the Housing Resource Center.

1.3 REPORT ON CUSTOMER SERVICE

The *Report on Customer Service* is due to the Legislative Budget Board ("LBB") and the Governor's Office of Budget, Planning, and Policy no later than June 1 of each even-numbered year*****. According to Section 2114.002(b), the report evaluates TDHCA's facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information. As required by *2017-2021 State Agency Strategic Plan Instructions*, the document includes the following five elements:

- Inventory of External Customers;
- Methods of Input;
- Demographic Charts and Graphs;
- Analysis of Findings; and
- Customer Service Performance Measures.

*****For the 2016 Report on Customer Service, this date has been extended. From the 'Letter to Agency Administrators' in the April 2016 Agency Strategic Plan Instructions, "agencies and institutions of higher education must submit their biennial Report on Customer Service with a separate cover to the Governor's Office and the LBB no later than June 3, 2016."

2.0 INVENTORY OF EXTERNAL CUSTOMERS

External customers are identified as two groups:

- Households
- Organizations

2.1 OVERVIEW

TDHCA is the State's lead agency responsible for providing affordable housing, community services assistance, energy assistance, and colonia programs and activities and for regulating the manufactured housing industry. TDHCA provides the following types of assistance for individuals and households meeting eligibility criteria:

2.2 HOUSING AND COMMUNITY SERVICES ASSISTANCE

- Housing assistance for individual households (homebuyer down payment, low interest rate mortgage financing, home repair up to and including replacement, homebuyer education, grants for home accessibility modifications for persons with disabilities, and rental payment assistance);
- Funding for the development of rental housing and single-family developments (new construction or rehabilitation);
- Disaster relief (rental assistance, home repair, and reconstruction);
- Energy assistance (utility payments or home weatherization activities); and,
- Assistance for homeless persons and emergency relief for individuals or families in crisis (transitional housing, energy assistance, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, other emergency assistance, and administrative support for community service agencies).

TDHCA's funding resources are generally awarded through formal application processes except for funding based on formula distributions which in directly to fund community assistance programs. Funding is distributed to entities that provide assistance to households in need. This distribution is done using a number of techniques.

- Almost all housing assistance, rental housing and single-family development, and disaster relief funding is awarded through formal notices of funding availability.
- First-time homebuyer assistance is delivered through a statewide network of participating lenders.
- Community services funds are predominantly allocated through a network of community-based organizations. (Of the previous list, "community services" includes energy assistance, assistance for homeless persons, and emergency relief for individuals or families in crisis.)

2.3 MANUFACTURED HOUSING ACTIVITIES

TDHCA's Manufactured Housing Division administers the Texas Manufactured Housing Standards Act ("TMHSA"). The TMHSA ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas manufactured housing industry. Services of the Manufactured Housing Division include recordation of ownership and liens, issuance of Statements of Ownership and Location ("SOL"); required training and examination for prospective license applicants, license issuance to manufacturers, retailers, rebuilders, installers, brokers, and/or salespersons; record and release of tax and mortgage liens; installation inspections; consumer complaints; licensing and monitoring of Migrant Labor Housing Facilities and, through a cooperative agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

2.4 Information Resources

TDHCA is a housing and community service informational resource for individuals, local governments, the Texas Legislature, US Congress, community organizations, advocacy groups, and members of the housing development community. Examples of information provided include general information on TDHCA activities, US Census data analysis, and consumer information on available housing and services statewide. A primary method by which this information is made available is TDHCA's interactive consumer assistance Web site 'Help for Texans' at http://www.tdhca.state.tx.us/texans.htm.

In all of its activities, TDHCA strives to promote sound housing policies; promote leveraging of state and local resources; affirmatively further fair housing; and ensure the stability and continuity of services through a fair, nondiscriminatory, and open process.

2.5 Households

Most TDHCA programs fund local organizations or developers that, in turn, serve households at the local level. These households are Targeted Program Beneficiaries of TDHCA's programs or services. For the purposes of this report, they will be called "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household, and TDHCA also verifies each Household's eligibility data. In addition, a Household can contact TDHCA to file a complaint against the organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible.

While a majority of the programs at TDHCA are required to assist Households with income not greater than 80% of the area median family income, most programs assist Households with lower incomes. For example, according to the *2016 State of Texas Low Income Housing Plan and Annual Report* ("SLIHP"), approximately 99% of Households served or committed to be served in state fiscal year 2015 were at or below 60% area median family income ("AMFI").

Only a few programs at TDHCA are permitted to serve households above 80% AMFI, such as the Homeownership Programs, depending on the requirements of specific initiatives. In addition, Households contacting the organizations funded by TDHCA or the Department for general information may have incomes above 80% of the AMFI. TDHCA considers all Households that have contact with TDHCA as customers.

TDHCA also includes owners of manufactured homes in this group of customers because the Manufactured Housing Division has contact with these owners for title transfers or other related documents.

It should be noted that, with the exception of owners of manufactured homes and households that receive Section 8 rental assistance from the Department, most Households do not have direct contact with TDHCA. Unless the Household files a complaint with TDHCA regarding an organization funded by the Department or the Department questions the eligibility requirements of the Household, the process through which the Household receives assistance does not directly involve direct engagement with the Department.

2.6 Organizations

The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include funding applicants, Manufactured Housing Division Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities. For the purpose of this report, the Direct Subrecipients and Manufactured Housing Division Licensees will be called "Organizations."

2.7 General Appropriations Act Strategies

This section identifies customers served by each strategy listed in the 2016-2017 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are 0-30% of AMFI (extremely low-income), 31-60% of AMFI (very low-income), 61-80% of AMFI (low-income), >81% of AMFI (moderate-income and up.)

Goal 1: Increase Availability of Safe/Decent/Affordable Housing.

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

- **Targeted Program Beneficiaries:** Very low-, low-, and moderate-income homebuyers.
- **Subrecipients:** Participating mortgage lenders.
- **Type of Assistance:** Below market rate mortgage loans, down payment assistance and savings on property taxes to eligible individuals and families.

1.2 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships ("HOME") Program for very-low and low-income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.

- **Targeted Program Beneficiaries:** Extremely low-, very low-, and low-income households (at or below 80% of the area median income.)
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities and income-eligible households.
- **Type of Assistance:** contract-for-deed conversion to a traditional mortgage; down payment and closing cost assistance; rental subsidy; repair or reconstruction of substandard housing; single-family or multifamily housing development.

1.3 Strategy: Provide funding through the Housing Trust Fund Affordable Housing.

- **Targeted Program Beneficiaries:** Extremely low-, very low-, and low-income households (at or below 80% of the area median income).
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** barrier removal for persons with disabilities; down payment and closing cost assistance.

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

- **Targeted Program Beneficiaries:** Extremely low- and very low-income households (at or below 50% of the AMFI).
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

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

- **Targeted Program Beneficiaries:** Very low-income households (at or below 60% of the area median income).
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

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

- **Targeted Program Beneficiaries:** Very low-, low-, and moderate-income families.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

Goal 2: Provide Information and Assistance.

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

- **Targeted Program Beneficiaries:** All individuals and families seeking housing and community services information and assistance.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

2.2 Strategy: Promote and Improve Homeownership Along the Texas-Mexico Border.

- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, and general public.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

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

3.1 Strategy: Administer poverty-related federal funds through a network of agencies.

- **Targeted Program Beneficiaries:** Households at or below 125% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Community services, including health and human services, child care, transportation, job training, emergency assistance, nutrition services, counseling, and other services.

3.2 Strategy: Administer state energy assistance programs.

- **Targeted Program Beneficiaries:** Households at or below 125% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Case management, education, and financial assistance to reduce energy costs; repair or replacement of heating and cooling appliances to increase energy efficiency; energy crisis assistance.

Goal 4: Ensure Compliance with Program Mandates.

4.1 Strategy: Monitor and inspect for federal and state housing program requirements.

- **Targeted Program Beneficiaries:** Residents of TDHCA-assisted housing units.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** On-site property inspections and desk reviews.

4.2 Strategy: Monitor subrecipient contracts.

- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Single audit desk reviews.

Goal 5: Regulate Manufactured Housing Industry.

5.1 Strategy: Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process Statements of Ownership and Location/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders and sales personnel.

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

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Manufactured housing installation inspections and non-routine inspections.

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

- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers and enforce statute.

5.4 Strategy: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.

- **Targeted Program Beneficiaries:** Manufactured home industry, inventory lenders, and taxing entities.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals, file reports, inventory finance liens and tax liens and releases online.

3.0 METHODS OF INPUT

Because of the large discrepancy between the nature of Households (Targeted Program Beneficiaries) and Organizations (Direct Subrecipients), determining a specific level of customer satisfaction is challenging. TDHCA has typically measured service quality through its public input process for its planning documents and programs by way of specific hearings, workshops, roundtables, and online forums during the year.

The State Low Income Housing Plan and Annual Report ("SLIHP") is an annual planning document required by Sections 2306.071-2306.0724 of the Texas Government Code, and covers all aspects of the Department's programs. The Department's public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Governing Board meetings. The *2016 SLIHP* public input process was held from Friday, December 18, 2015, to Thursday, January 21, 2016. A public hearing was held on Thursday, January 14, 2016, in Austin. There were seven public comments received from one source (the Texas Council for Developmental Disabilities) on the *2016 SLIHP (Draft for Public Comment)* and the Department addressed these comments in the final version of the document.

Many divisions within TDHCA host in-person roundtables and online discussion forums to gather input on their program structures and rules. During these roundtables and forums, the Department enters into dialogue with its customers about the level and effectiveness of service. TDHCA also accepts comment at board meetings, program-specific hearings, and workshops, and responds to comments or concerns received at any time during the year. Furthermore, TDHCA has several workgroups and advisory groups that meet regularly with stakeholders to engage with TDHCA about relevant issues. For example, the Disability Advisory Workgroup advises agency's management on policies and programs that affect persons with disabilities. The Housing and Health Services Coordination Council works to increase state efforts to expand Service-Enriched Housing through increased coordination of housing and health services. A list of these workgroups and advisory groups can be found in the SLIHP.

3.1 TDHCA Customer Service Survey for 2016

In April 2016, the Department conducted the online TDHCA Customer Service Survey, or "Survey." TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the eight customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2017 to 2021* (staff, service timeliness, communications, Web site, printed information, facility, complaint process, and general satisfaction).

3.2 Survey Questions

The Survey contained demographic questions; 17 statements asking the respondent to rate TDHCA on each statement using a Likert scale; one question to determine the medium through which the survey was taken; and an opportunity text field for the respondents to elaborate with additional comments, recognitions or concerns.

The "Customer Type" statements divide respondents into two categories of customers: Households and Organizations. The "Organizations" statements allow for analysis of opinions of customers who have contact with certain TDHCA staff. The "Housing," "Community Affairs," and "Manufactured Housing" choices reflect the three primary types of service categories within TDHCA. The TDHCA Manufactured Housing Division is administratively tied to TDHCA but is an independent entity with its own Governing, rules, staff, and internal policies. Additional Business Type questions were added to the Survey to gain a better understanding of which programs (Community Affairs, Housing Programs, or Manufactured Housing) the respondents were rating, as can be seen in Appendix A.

The Survey included demographic questions at the beginning of the survey to determine if the survey would be conducted in English or Spanish, the location of the respondent, the Customer Type, and the type of business conducted with TDHCA. The questions regarding the business conducted with TDHCA were dependent on the questions regarding Customer Type. Respondents were directed to the appropriate business type questions; they did not see all the business type questions available. A sample of the Customer Types and business questions can be found in Appendix A.

All respondents were asked to rate the statements below using a Likert Scale. (Note: The numbering of the statements varied depending on the Customer Type). The following statements address the customer service as specified by Chapter 2114 of the Texas Government Code, with the addition of a "General Satisfaction" question.

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
Staff	TDHCA staff members are courteous.
	TDHCA staff members demonstrated a willingness to assist.
Timeliness	The time I have to wait for a concern or question to be addressed, whether by phone, in person, by email or letter, was reasonable.
Communications	I am provided clear explanations about TDHCA services available to me.
	The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).
Web Site	The TDHCA public Web site contains the information I expect.
	The TDHCA public Web site is easy to use.
	The TDHCA public Web site contains accurate information on programs, services, and events.
	TDHCA log-in systems, such as the department's contract and compliance systems, are easy to use.
	TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are clear.
	TDHCA written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue, and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint, I believe it would be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.

3.3 SURVEY TIMELINE

On March 31, 2016, TDHCA publicized the release of the survey through social media, email, Web site, phone and written announcements. The survey was available for completion until April 29, 2016, at 5:00 PM Austin local time.

3.4 SURVEY MARKETING AND CUSTOMERS SURVEYED

TDHCA interacts with a large and diverse number of Texans. Some contact with the Department may only last a few minutes, such as a phone call from a Texan in need. Some contact may last decades, such as a developer with a 30-year affordability period on their apartment complex funded through the Housing Tax Credit Program. Given the wide range of people and durations of contact, TDHCA used the Internet, email, phone and written surveys to reach as many Households and Organizations connected to the Department as possible.

The survey was made available online. A link was placed on the homepage of the TDHCA Web site under the *What's New* dropdown menu. Also online, the link to the survey was placed on the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas, and on the Fair Housing Web page, a site that explains the federal Fair Housing Act and who it protects. A similar link was placed on the Spanish language *Help for Texans* Web site. Another link was put on the *Notices of Funding Availability* ("NOFA") Web page. A final link was put under the Manufactured Housing homepage under the *What's New* dropdown menu. A link was posted on the TDHCA Calendar. By reaching out to the public at large on our homepage, to potential Subrecipients on the *Help for Texans* Web page and Spanish language *Help for Texans* Web page, potential Subrecipients on the NOFA Web page and those seeking information about Manufactured Housing on the manufactured housing Web page, the Department marketed to all types of external customers identified in this report. A link was also distributed on social media sites maintained by TDHCA (e.g., Facebook and Twitter).

A notice was also posted on the homepage of TDHCA's Web site. The notice contained a link to the survey and a link to the Manufactured Housing Division location.

> **Let us know how we are doing!**
>
> TDHCA is currently conducting a short Customer Service Survey (https://www.surveymonkey.com/r/2016CustServ) to learn how it can improve the ways in which it serves you.
>
> The survey will conclude at 5:00 PM, Austin local time, Friday, April 29, 2016, and may be accessed online by following the hyperlink above.
>
> Hard copies are also available at the main office of the TDHCA Manufactured Housing Division (http://www.tdhca.state.tx.us/mh/contacts.htm).

Your valuable feedback helps us better serve you, so your participation is greatly appreciated!

An announcement with a direct link to the survey was sent to all TDHCA email list subscribers. Email lists specifically address the Housing Tax Credit Program, Multifamily Bond Program, Multifamily Compliance, Housing Trust Fund, HOME Program, Manufactured Housing, First Time Homebuyer Program, Community Affairs Programs and a general Consumer News and Information group. These email lists are a subscription-based service, and members of the public who are interested in receiving information from TDHCA can sign up via the Web site. The announcement was sent to approximately 11,288 email addresses.

Email notices and Web site postings included the following language:

> How well do we serve our customers? We want to hear from you!
>
> The Texas Department of Housing and Community Affairs is conducting a Customer Service Survey that should take less than 5 minutes to complete.
>
> Your input will help us as we work to serve you better. The survey will be available until 5:00 PM, Austin local lime, on April 29, 2016.
>
> Please 'click' the link here to start:
> https://www.surveymonkey.com/r/2016CustServ
>
> We appreciate your feedback!

A message with a direct link to the survey was also posted on the Department's Facebook page and on Twitter.

To reach customers without access to the Internet, TDHCA also conducted surveys over the phone and in writing. The Housing Resource Center in TDHCA receives inbound calls from TDHCA's main phone line. The Information Specialist in the Housing Resource Center answers a majority of those calls. The Information Specialist asked every five callers if he/she would like to take the Customer Service Survey. If the caller indicated that they would take the survey, the Information Specialist transferred the caller to another member of the Housing Resource Center team or staff within the Division of Policy and Public Affairs who then completed the survey with the caller over the phone. The Information Specialist received approximately 330 calls during the time period the survey was open of which approximately 108 callers were asked to take the survey.

The Manufactured Housing Division, unlike the other TDHCA divisions, has a steady number of walk-in customers throughout the year. Paper surveys were available in the Manufactured Housing waiting room. Customers were asked to complete the surveys and return to the Manufactured Housing staff before leaving. The Manufactured Housing Division averages approximately 30 to 40 walk–in customers a week. During the four week period that the survey was available, approximately 140 people had the opportunity to take the survey.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to the 2010 to 2014 American Community Survey, Texas had 2,963,845 Spanish-speaking persons who spoke English less than "very well." There are 2,487,437 more Spanish speakers who speak English less than very well compared to any other group of people who speak another language but speak English less than very well. Therefore, Spanish would be the most likely language to reach non-English speaking persons in Texas.

3.5 Response Rates

TDHCA emailed the survey invitation to 11,288 active emails on the TDHCA email lists. Since an announcement of the survey was posted on the homepage of the TDHCA Web site, the survey was available for any member of the public to complete. For the four weeks between March 31, 2016 and March 29, 2016, the front page received 16,842 unique visitors, the Manufactured Housing front page received 12,133 unique visitors, the *Help for Texans* page received 8,729 unique visitors, the Spanish Help for Texans page received 398 unique visitors, the Fair Housing page received 2,885 unique visitors, and Notice of Funding Availability received 674 unique visitors. In addition, 761 TDHCA's Twitter Followers and 903 Facebook users who "liked" TDHCA potentially received the invitation. A total of approximately 43,325 unique visitors potentially saw the online survey invitations and social media invitations. This was a convenience sampling methodology, rather than a valid random sample which relied on visitors to the TDHCA Web site and social media outlets.

Of approximately 108 callers asked to take the survey by the Information Specialist, 26 callers completed the survey.

The Manufactured Housing Division estimates that the Division receives approximately 30 to 40 walk-in customers per week. Given that the survey was available for four weeks, approximately 140 walk-in customers had an opportunity to complete the survey. Six walk-in customers completed the survey.

Notice that each advertisement strategy varied in its effectiveness. The vast majority of respondents were those who were emailed directly from the Department's info@tdhca.state.tx.us. The second highest number of respondents was from the TDHCA Web site, followed by over the phone.

Table 1: Survey Method*

You heard about this survey through:	Response Count	Response Percent
A telephone conversation with TDHCA staff	26	12.4%
At a customer service center (written survey copy)	6	2.9%
Email from TDHCA	113	54.1%
Other - online search	10	4.8%
Other - word of mouth	16	7.7%
Social Media: Facebook	5	2.4%
Social Media: Twitter	1	0.5%
The TDHCA public Web site	32	15.3%
TOTAL	209	100.0%

*The total in Table 1 (209) differs from the total respondents (223) because not all respondents answered this question.

The response rate is based on emails sent through:

- LISTSERV email distribution;
- Web site visitors;
- Social media followers;
- People who were asked to complete the survey over the phone; and
- Walk-in customers for the Manufactured Housing Division.

A total of 54,861 invitations were distributed.

The survey closed on April 29, 2016. There were 223 completed surveys. Out of 54,861 people who received the survey invitation, this represents a 0.41% response rate. However, the number of online visitors with an indirect invitation may have skewed the response rate; it is impossible to know how many visitors saw the invitation. If the online visitors estimate was taken out of the response-rate calculation, the total people who received the survey invitation would be 11,536 and the response rate would be 1.9%.

As the number of survey invitations decreased by 23.2% from 2014 to 2016 (71,551 invitations in 2014 and 54,861 in 2016), the response rate saw a proportionate decrease. The 766 completed surveys in 2014 yielded a response rate of 1.1%, while the 233 completed surveys in 2016 yielded a response rate of 0.4%.

3.6 Limitations of the Survey

Because of prohibitive costs associated with contacting each Household and Organization that had contact with TDHCA, the Customer Service Survey was made available for the general public to complete. Since the survey was not limited to a specific population, response rates are estimated.

Secondly, most of the marketing and outreach was conducted online. While customers who contacted TDHCA by phone or in-person were not excluded from the survey, a majority of the people invited to take the survey had to have access to the Internet. Mailings were not included because the online approach yielded good feedback and saved taxpayers the unnecessary cost and expense of a mailing and data entry approach.

Because this survey was not a simple random sample the results cannot be generalized. As a result, this survey does not reflect the opinions of the entire TDHCA customer base, but instead is used for informational purposes.

4.0 ANALYSIS OF FINDINGS

The Department received 223 complete responses to the survey. The feedback from these responses is summarized below. Results are analyzed by customer type including:

(1) All survey respondents;
(2) Household Respondents;
(3) Organization Respondents;
(4) Community Affairs;
(5) Housing Program; and
(6) Manufactured Housing.

4.1 Survey Respondent Demographics

Language

Of all respondents, 96.4% took the survey in English and 3.6% took the survey in Spanish. Table 2 shows that more Household Respondents took the survey in Spanish than Organization Respondents. Most Spanish responses were received in writing at the Manufactured Housing Division walk-in office.

Table 2: Survey Language

I would like to take this survey in (Me gustaría responder a esta encuesta en):	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
English (Inglés)	215	103	112	61	126	28
Spanish (Español)	8	6	2	2	3	3
Totals	223	109	114	63	129	31

Location

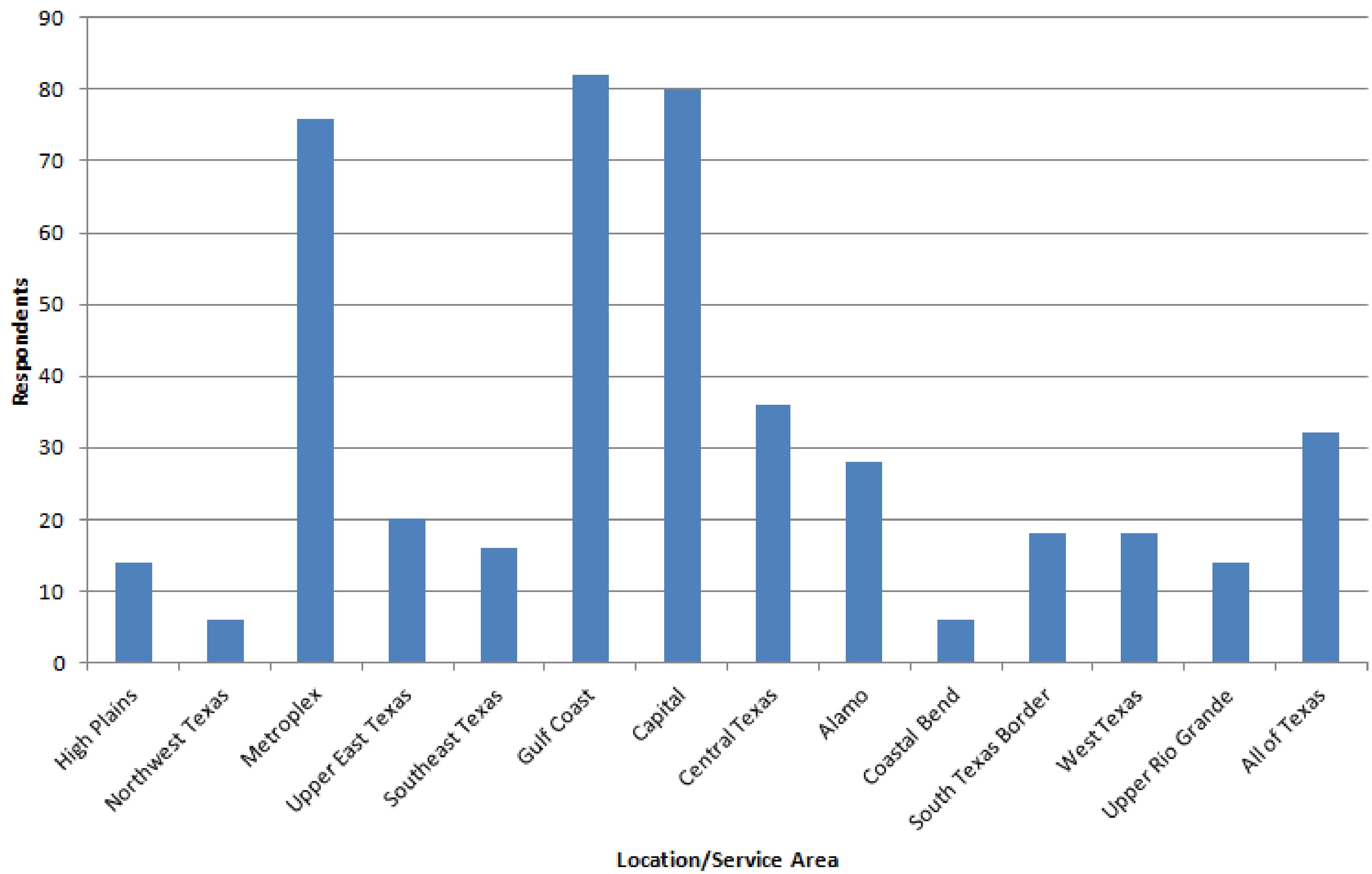
Household Respondents were asked to indicate which area of the State they were from and Organization Respondents were asked which areas they served. Of all respondents, 18.4% were from the Gulf Coast followed by 17.9% from the Capitol Area. Both the Coastal Bend and Northwest Texas areas had the least respondents at only 1.3% of the total. Most of the Manufactured Housing Respondents were from the Capital Area, probably because most of the surveys completed for Manufactured Housing were taken in writing at the office located in Austin.

Figure 1: Location Choices

Location by Region	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Region 1, High Plains (e.g. Panhandle)	7	3	4	2	5	0
Region 2, Northwest Texas (e.g. City of Wichita Falls)	3	2	1	1	2	0
Region 3, Metroplex (e.g. Dallas/Fort Worth/Arlington)	38	27	11	8	28	2
Region 4, Upper East Texas (e.g. Longview/Marshall)	10	3	7	1	7	2
Region 5, Southeast Texas (e.g. Tyler/Jacksonville)	8	3	5	4	4	0
Region 6, Gulf Coast (e.g. Houston/Sugar Land/Baytown)	41	18	23	8	28	5
Region 7, Capital (e.g. Austin/San Marcos)	40	21	19	6	24	10
Region 8, Central Texas (e.g. City of Waco)	18	8	10	7	10	1
Region 10, Coastal Bend (e.g. Corpus Christi/Kingsville)	3	1	2	2	1	0
Region 11, South Texas Border (e.g. Rio Grande Valley)	9	2	7	5	3	1
Region 12, West Texas, (e.g. Midland/Odessa)	9	5	4	5	2	2
Region 13, Upper Rio Grande (e.g. City of El Paso)	7	2	5	4	2	1
All of Texas	16	8	8	3	8	5

Table 3: Location of Respondents

Figure 2: Location of Respondents



Customer Type and Business with TDHCA

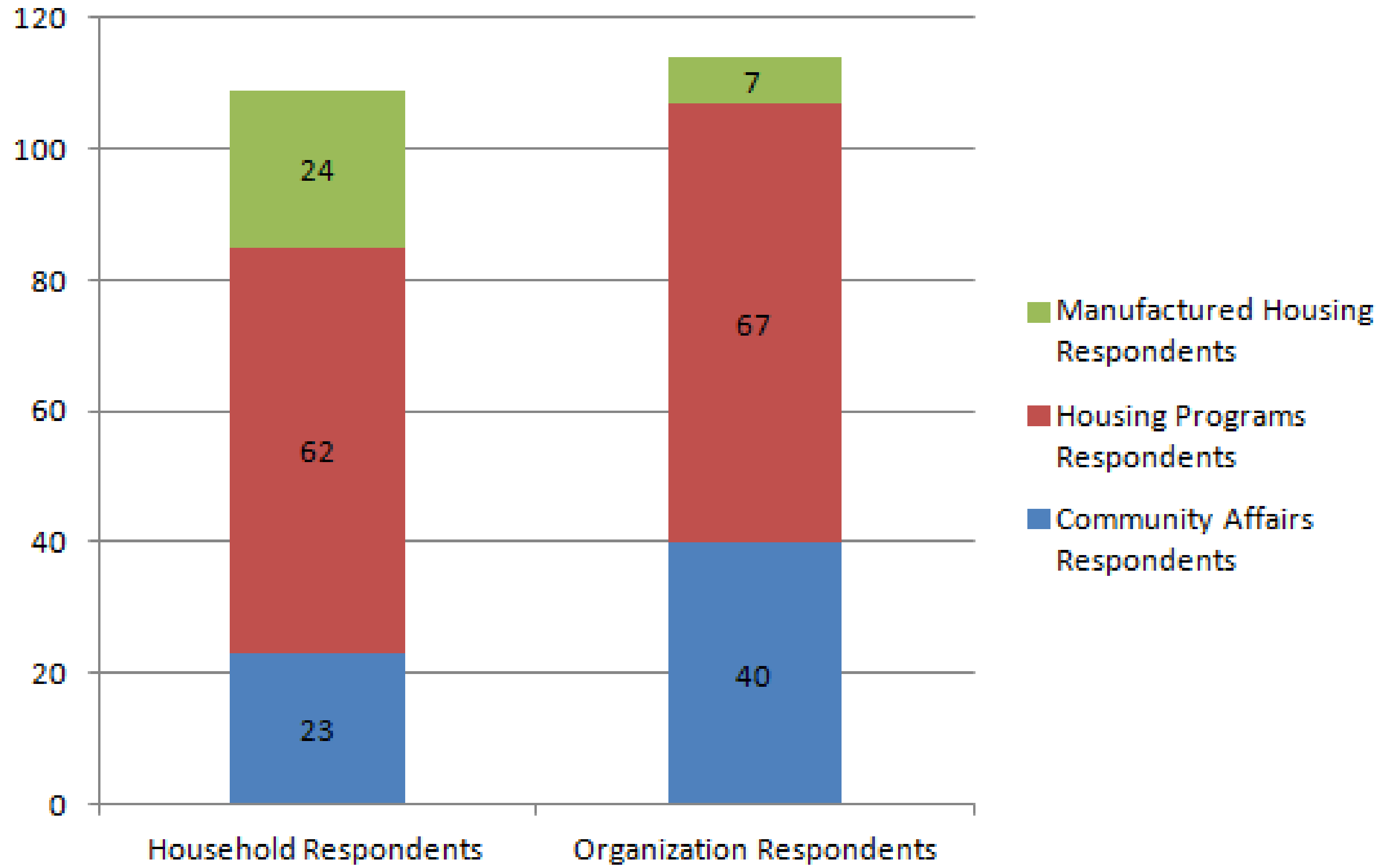
TDHCA designated two Customer Types that have contact with TDHCA: (1) Households and (2) Organizations. Approximately 48.9% of respondents, or 109 individuals, identified themselves as Households for the purposes of this report. Approximately 51.1% of respondents, or 114 respondents, identified themselves as representing Organizations.

Table 4: Customer Type by Business with TDHCA

My primary type of business with TDHCA is:	Total Respondents	Household Respondents	Organization Respondents
Community Affairs	63	23	40
Housing Assistance	129	62	67
Manufactured Housing	31	24	7
Total Households or Organizations	223	109	114

Of all respondents, 57.8% primarily had contact with the Housing Programs, 28.3% had contact with the Community Affairs' programs, and 13.9% had contact with the TDHCA Manufactured Housing Division. Figure 3, Customer Type by Business, shows that a higher percentage of Households and Organizations responded for Housing Assistance as compared to Community Affairs and Manufactured Housing Assistance.

Figure 3: Customer Type by Business with TDHCA



4.2 Customer-Determined Service Qualities

Average Responses

Survey respondents rated TDHCA's service on a scale of 1 to 5, with 1 being Strongly Disagree and 5 being Strongly Agree. All of TDHCA's average ratings were above 3.0; a score of 3.0 is neutral. Since a majority of the statements with which the respondents were to agree or disagree were positive, a score above 3.0 indicates positive average customer-determined service qualities.

Figure 4 shows that the overall satisfaction (Question 29) for the respondent types varied between 3.87 and 4.58. The highest average rating was "TDHCA staff members are courteous" for every respondent type. Conversely, the lowest average rating was "The location of the TDHCA office is convenient" for every respondent type.

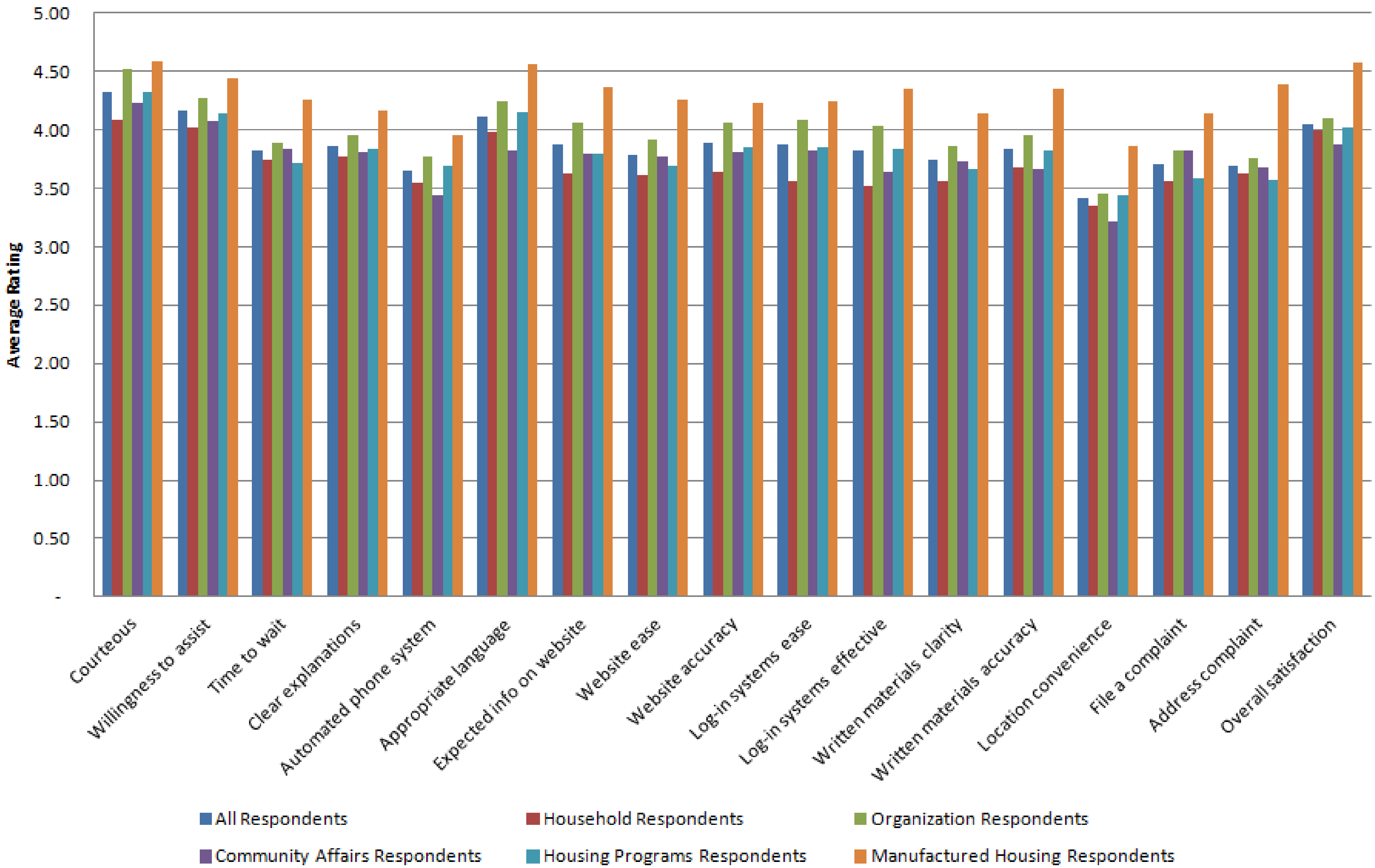
Table 5: Average Ratings

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
TDHCA staff members are courteous.	4.33	4.08	4.52	4.23	4.32	4.59
TDHCA staff members demonstrate a willingness to assist.	4.16	4.02	4.27	4.07	4.14	4.44
There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person.	3.83	3.75	3.89	3.84	3.72	4.26
I am provided clear explanations about TDHCA services available to me.	3.87	3.76	3.95	3.81	3.83	4.16
The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	3.66	3.55	3.77	3.44	3.69	3.95

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
Communication is available in the appropriate language (for organizations/businesses, please consider the languages your clients speak).	4.11	3.98	4.24	3.82	4.15	4.56
The TDHCA public Web site contains the information I expect.	3.87	3.63	4.06	3.80	3.80	4.36
The TDHCA public Web site is easy to use and ADA-accessible.	3.79	3.62	3.91	3.77	3.69	4.26
The TDHCA public Web site contains accurate information on programs, services, and events.	3.88	3.64	4.06	3.81	3.85	4.23
The TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.	3.87	3.56	4.09	3.83	3.85	4.25
The TDHCA log-in systems provide an effective way to exchange program information with TDHCA.	3.82	3.52	4.03	3.63	3.84	4.36

Statements Rated on a Scale of 1 (strongly disagree) to 5 (strongly agree)	All Respondents	Household Respondent	Organization Respondent	Community Affairs Respondent	Housing Programs Respondent	Manufactured Housing Respondent
TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	3.74	3.56	3.87	3.73	3.66	4.14
TDHCA written materials provide accurate information.	3.84	3.68	3.95	3.66	3.83	4.35
The location of the TDHCA office is convenient.	3.41	3.35	3.46	3.22	3.44	3.86
I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	3.70	3.57	3.83	3.82	3.59	4.14
If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.	3.69	3.62	3.76	3.67	3.57	4.39
Overall, I am satisfied with my experiences with TDHCA.	4.05	3.99	4.10	3.87	4.02	4.58

Figure 4: Average Customer Rating by Respondent Type



Overall Satisfaction

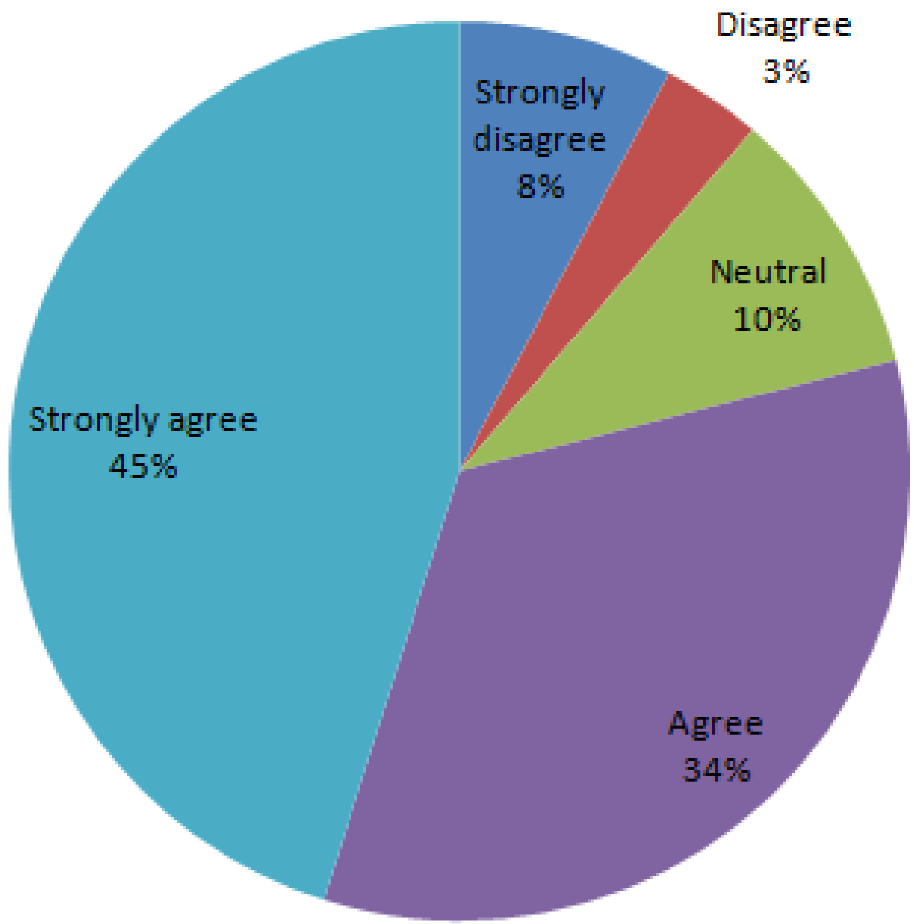
Table 6 and Figure 5 show that out of all respondents, 79.0% stated they strongly agree or agree with the statement “Overall, I am satisfied with my experiences with TDHCA”. Approximately 11.3% either disagree or strongly disagree with the statement that they were satisfied with their experiences with TDHCA.

Among the customer subgroups, Organization Respondents indicated general satisfaction with TDHCA in a greater percentage (84.3%) than did Household Respondents (72.4%). Figure 5 shows the percent by respondent type who agreed or disagreed with the statement. The Manufactured Housing Division had the highest percentage of respondents (88.5%) who agreed or strongly agreed with the statement, followed by Housing Program Respondents (78.1%) and then the Housing Program Respondents (76.4%).

Table 6: Overall Satisfaction

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	8	7	5	9	1
Disagree	7	4	3	3	4	0
Neutral	19	12	7	5	12	2
Agree	66	20	46	23	40	3
Strongly agree	88	43	45	19	49	20

Figure 5: Overall Satisfaction, All Respondents



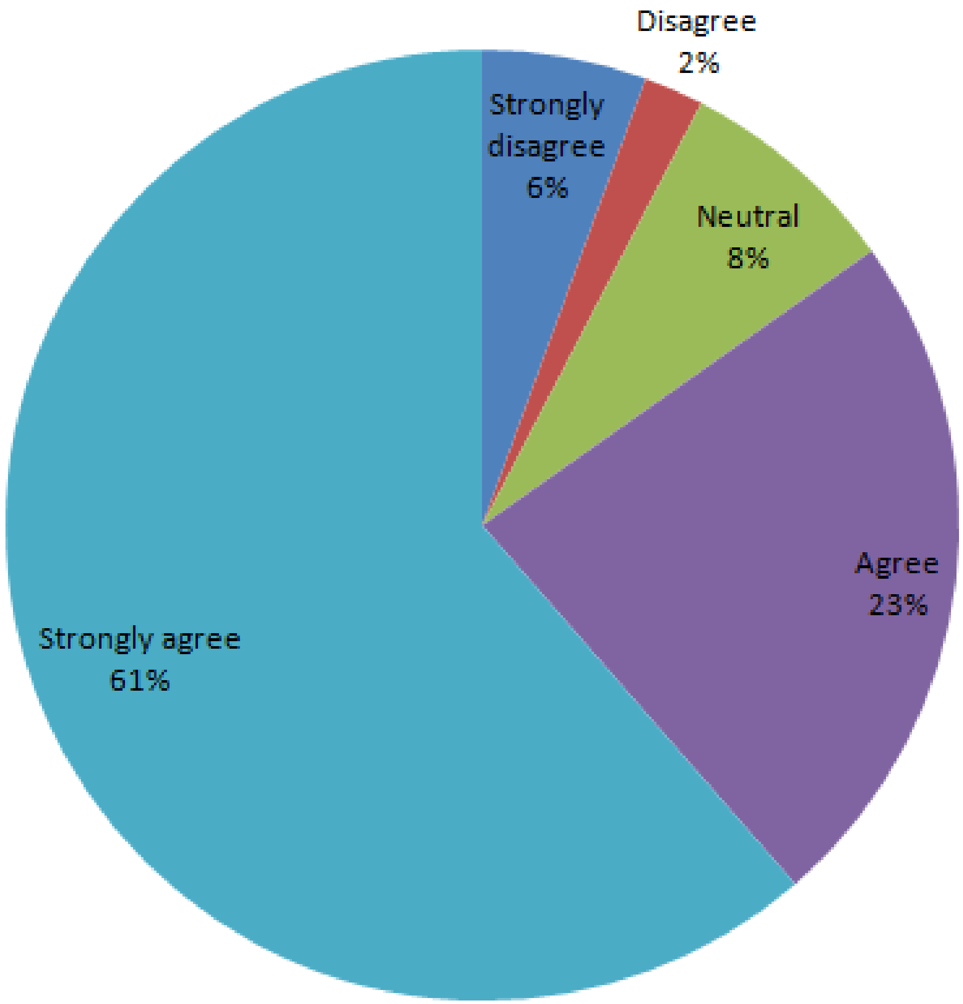
Staff Courteousness

Table 7 and Figure 6 show that of all respondents, 84.8% strongly agree or agree with the statement “TDHCA staff members are courteous.” Approximately 7.6% disagree or strongly disagree with this statement. Table 7 shows that a greater ratio of Housing Program Respondents (85.5%) agreed or strongly agreed with the statement than Manufactured Housing Respondents (85.2%) and Community Affairs Respondents (82.5%).

Table 7: Staff Courteousness by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	8	3	4	6	1
Disagree	4	1	3	0	4	0
Neutral	15	12	3	6	6	3
Agree	46	20	26	16	29	1
Strongly agree	121	45	76	31	68	22

Figure 6: Staff Courteousness, All Respondents



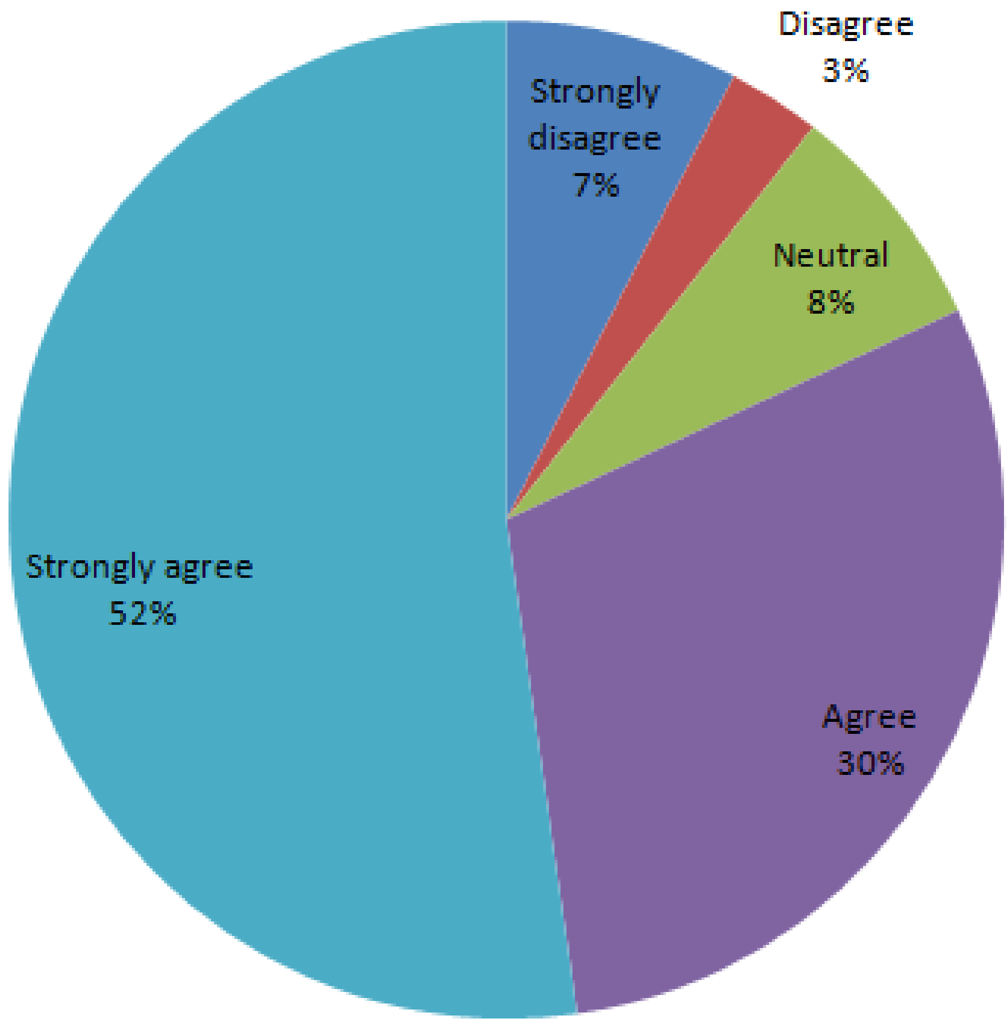
Staff Willingness to Assist

Table 8 and Figure 7 show that of all respondents, 82% strongly agree or agree with the statement “TDHCA staff members demonstrated a willingness to assist.” Approximately 10.6% disagree or strongly disagree with this statement. Table 8 shows that a greater ratio of Manufactured Housing Respondents agreed with the statement (85.2%) than the ratio of Housing Programs Respondents (81.7%) or Community Affairs Respondents (80.7%).

Table 8: Staff Willingness to Assist by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	9	6	4	9	2
Disagree	6	5	1	2	4	0
Neutral	15	8	7	5	8	2
Agree	59	19	40	21	35	3
Strongly agree	104	47	57	25	59	20

Figure 7: Staff Willingness to Assist, All Respondents



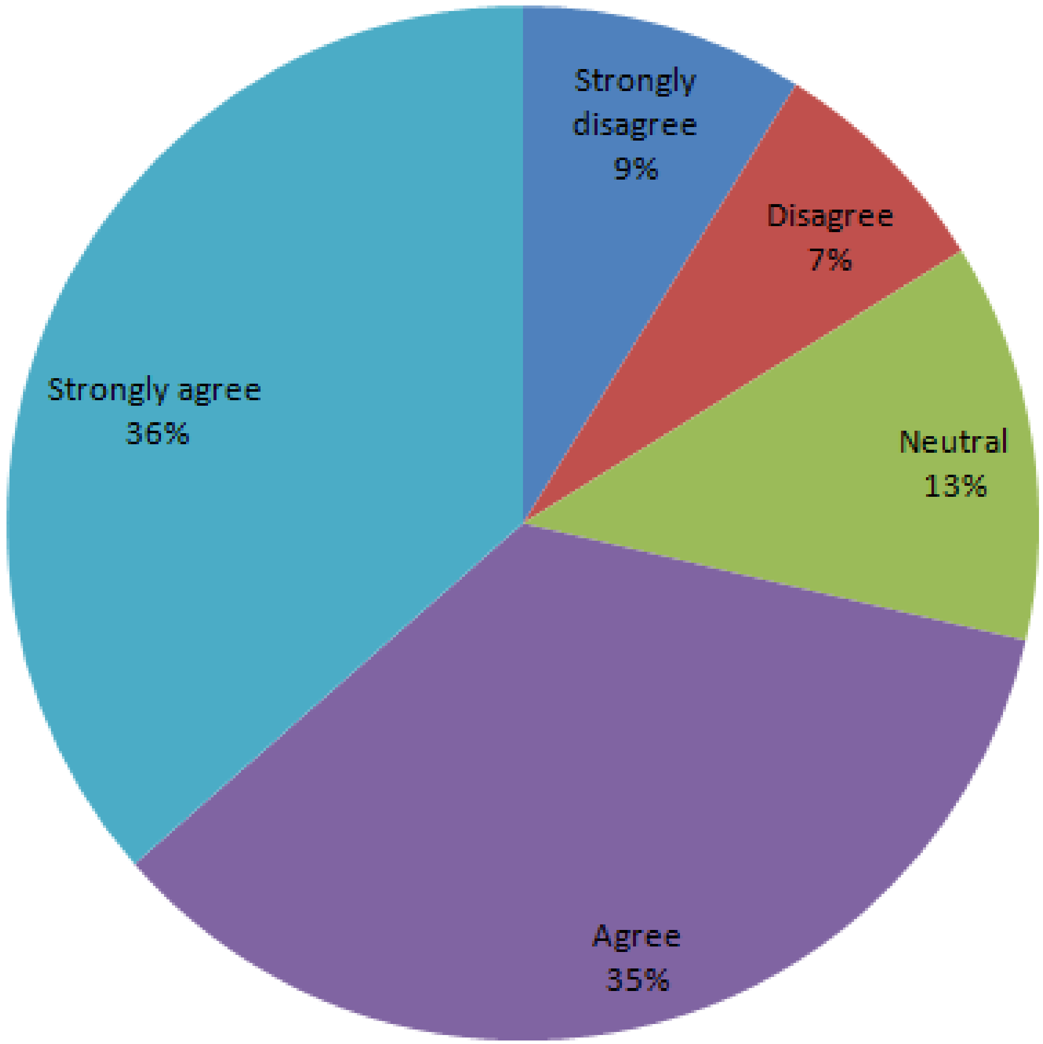
Timely Response

Table 9 and Figure 8 show that of all respondents, 71.4% strongly agree or agree with the statement “The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.” Approximately 16.1% disagree or strongly disagree with this statement. Table 8 shows that higher ratio of Manufactured Housing Respondents (85.2%) agreed with the statement, which was higher than Housing Programs Respondents at 68.2% or Community Affairs Respondents at 70.9%.

Table 9: Timely Response by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	11	6	4	11	2
Disagree	14	7	7	2	11	1
Neutral	24	9	15	10	13	1
Agree	67	22	45	22	38	7
Strongly agree	70	35	35	17	37	16

Figure 8: Timely Response, All Respondents



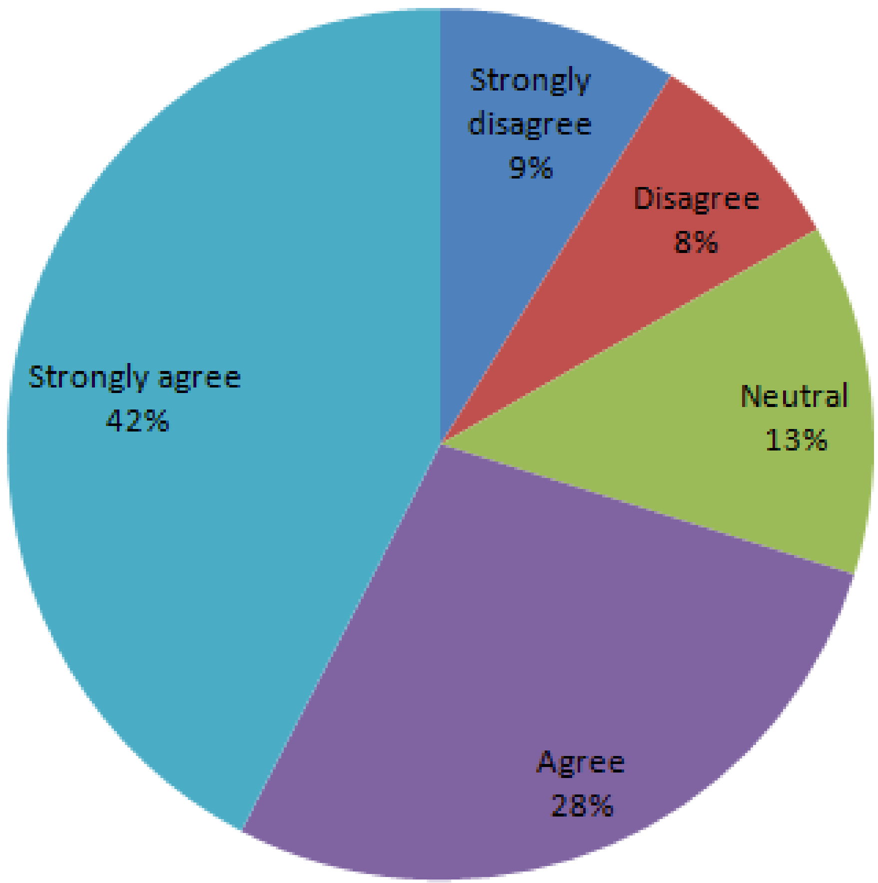
Clear Explanations

Table 10 and Figure 9 show that of all respondents, 70.2% strongly agree or agree with the statement “I was given clear explanations about services available to me.” Approximately 16.8% disagree or strongly disagree with this statement. Table 10 shows that Manufactured Housing had the highest ratio of respondents (76.0%) that strongly agreed or agreed with that statement, followed by Housing Programs (69.0%) and Community Affairs (69.8%).

Table 10: Clear Explanation by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	17	12	5	4	11	2
Disagree	15	9	6	6	8	1
Neutral	25	4	21	6	16	3
Agree	53	22	31	17	32	4
Strongly agree	81	38	43	20	46	15

Figure 9: Clear Explanations, All Respondents



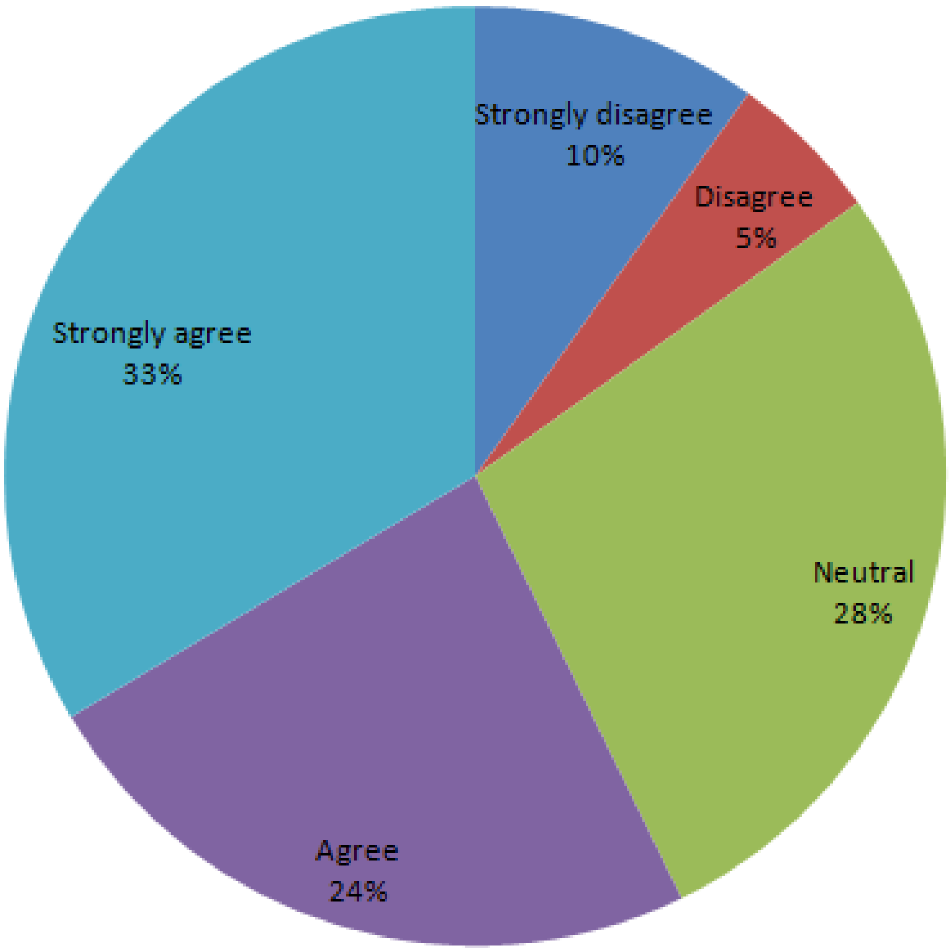
Automated Phone System

Table 11 and Figure 10 show that of all respondents, 57.2% strongly agree or agree with the statement “The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.” Approximately 15.1% disagree or strongly disagree with this statement. Table 11 shows that a higher ratio of Manufactured Housing Respondents (65.0%) agreed with the statement than Housing Program Respondents (58.2%) and Community Affairs Respondents (51.2%).

Table 11: Automated Phone System by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	15	10	5	5	9	1
Disagree	8	5	3	3	4	1
Neutral	42	22	20	12	25	5
Agree	36	13	23	11	21	4
Strongly agree	51	27	24	10	32	9

Figure 10: Automated Phone System, All Respondents



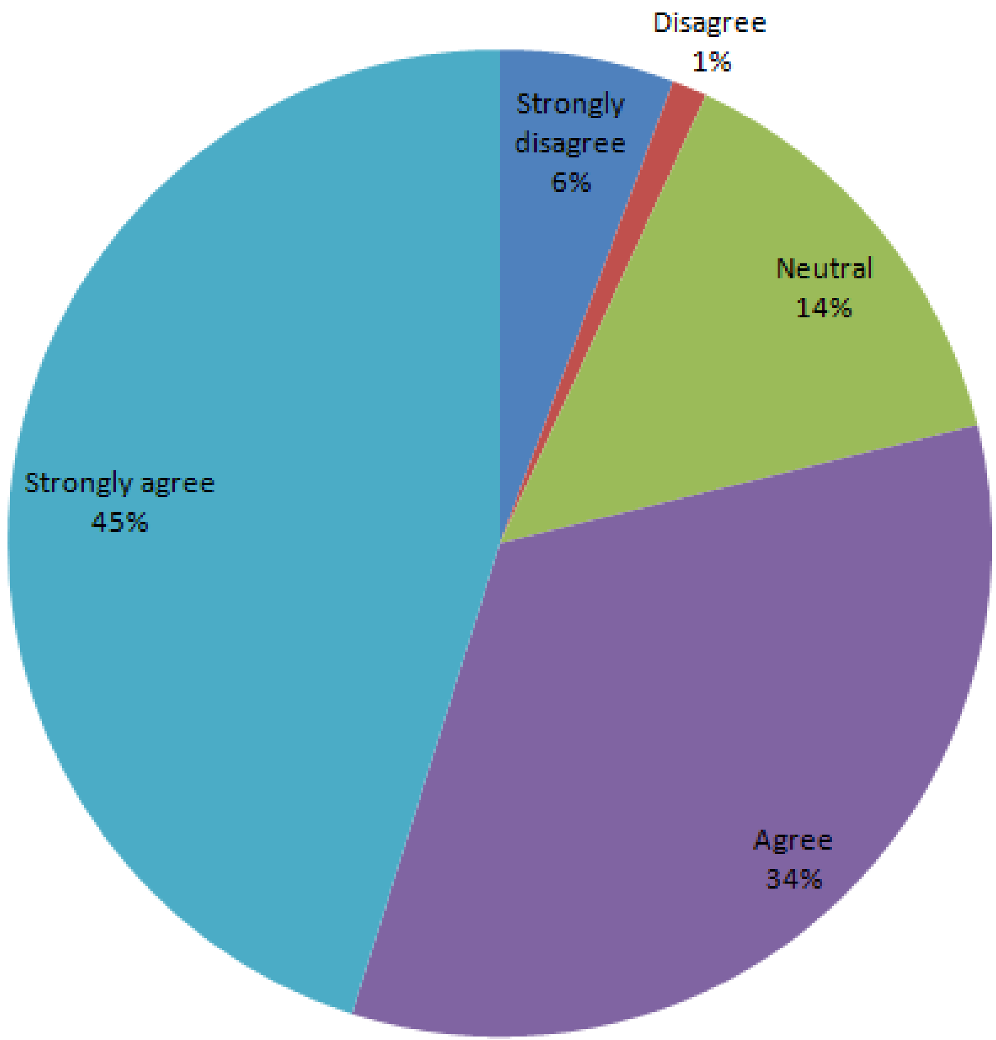
Appropriate Language Availability

Table 12 and Figure 11 show that of all respondents, 78.9% strongly agree or agree with the statement "Communication is available in the appropriate language." (Organization Respondents were asked to consider the languages their clients speak.) Approximately 6.9% disagree or strongly disagree with this statement. Table 12 shows that a higher ratio of Manufactured Housing Respondents (88.0%) agreed with the statement Housing Program Respondents (78.8%) or Community Affairs Respondents (74.5%).

Table 12: Appropriate Language, by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	10	8	2	5	5	0
Disagree	2	2	0	0	1	1
Neutral	25	13	12	8	15	2
Agree	59	21	38	24	31	4
Strongly agree	79	39	40	14	47	18

Figure 11: Appropriate Language, All Respondents



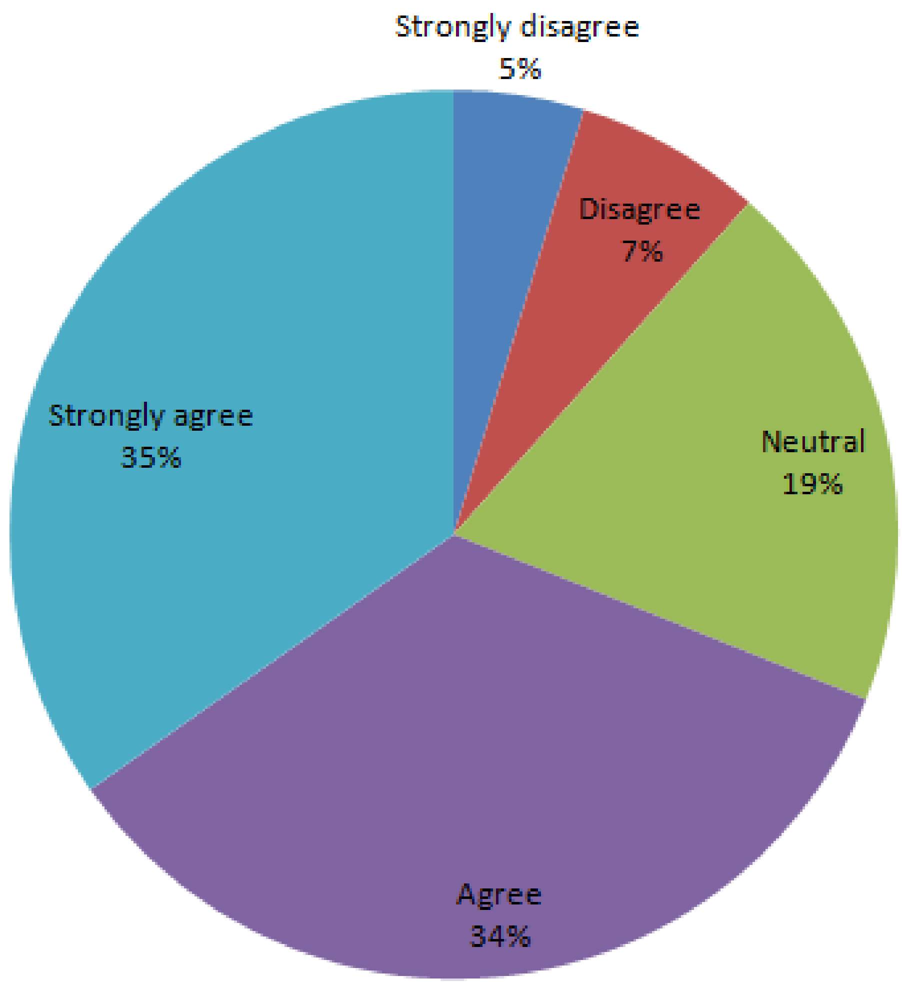
Expected Information Available Online

Table 13 and Figure 12 show that of all respondents, 68.9% strongly agree or agree with the statement “The public Web site contains the information I expect.” Approximately 11.6% disagree or strongly disagree with this statement. Table 13 shows that a higher ratio of Manufactured Housing Respondents (80.0%) agreed with the statement than Housing Program Respondents (64.5%) or Community Affairs Respondents (72.7%).

Table 13: Expected Information Available Online by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	9	7	2	4	5	0
Disagree	13	6	7	3	10	0
Neutral	37	24	13	8	24	5
Agree	65	17	48	25	34	6
Strongly agree	66	27	39	15	37	14

Figure 12: Expected Information Available Online, All Respondents



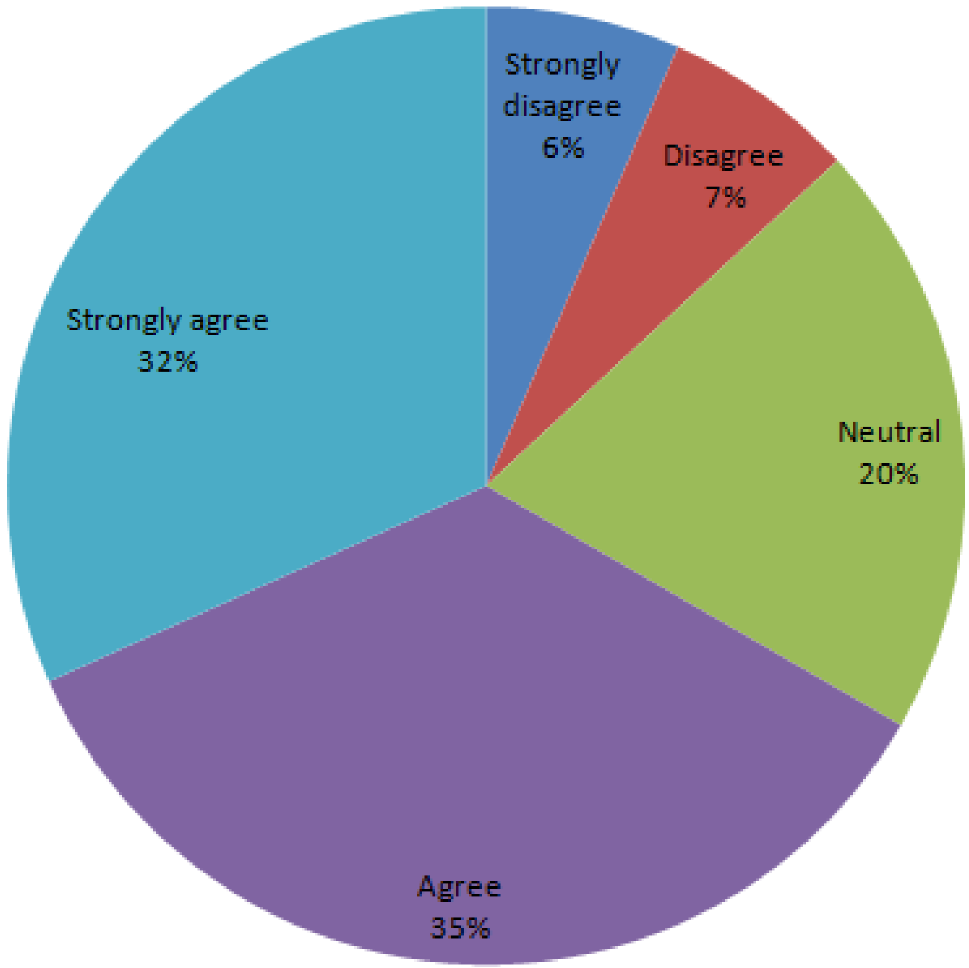
Web site Ease

Table 14 and Figure 13 show that of all respondents, 66.7% strongly agree or agree with the statement “The TDHCA public Web site is easy to use.” Approximately 13.1% disagree or strongly disagree with this statement. Table 14 shows that a higher ratio of Manufactured Housing Respondents (73.9%) agreed with the statement than Housing Program Respondents (62.0%) or Community Affairs Respondents (73.1%).

Table 14: Web site Ease by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	8	4	4	8	0
Disagree	12	5	7	1	9	2
Neutral	37	21	16	9	24	4
Agree	64	19	45	27	34	3
Strongly agree	58	25	33	11	33	14

Figure 13: Web site Ease, All Respondents



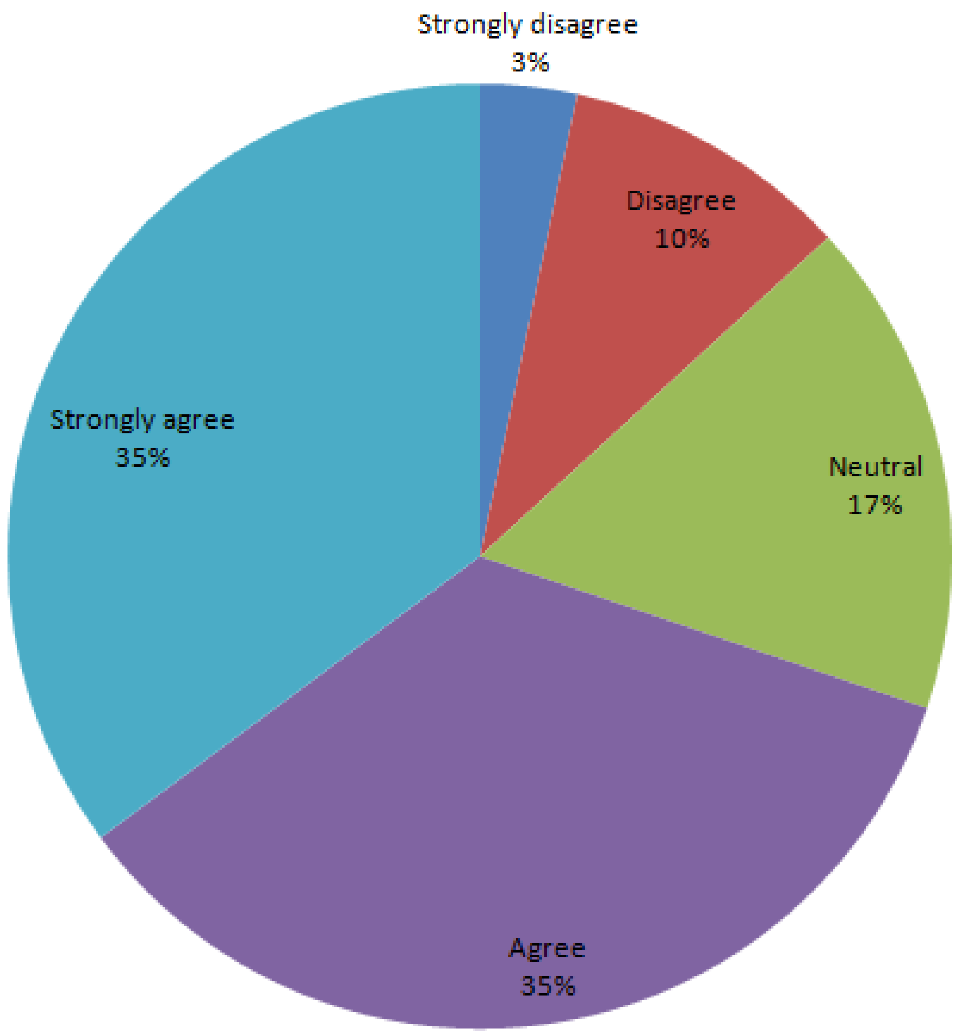
Web site Accuracy

Table 15 and Figure 14 show that of all respondents, 69.8% strongly agree or agree with the statement “The TDHCA public Web site contains accurate information on programs, services, and events.” Approximately 13.2% disagree or strongly disagree with this statement. Table 15 shows that a higher ratio of Manufactured Housing Respondents (81.8%) agreed with the statement than Housing Programs (67.9%) and Community Affairs Respondents (69.8%).

Table 15: Web site Accuracy by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	6	4	2	3	3	0
Disagree	18	11	7	3	14	1
Neutral	31	16	15	11	17	3
Agree	63	20	43	21	34	8
Strongly agree	64	23	41	16	38	10

Figure 14: Web site Accuracy, All Respondents



Systems Requiring Log-in

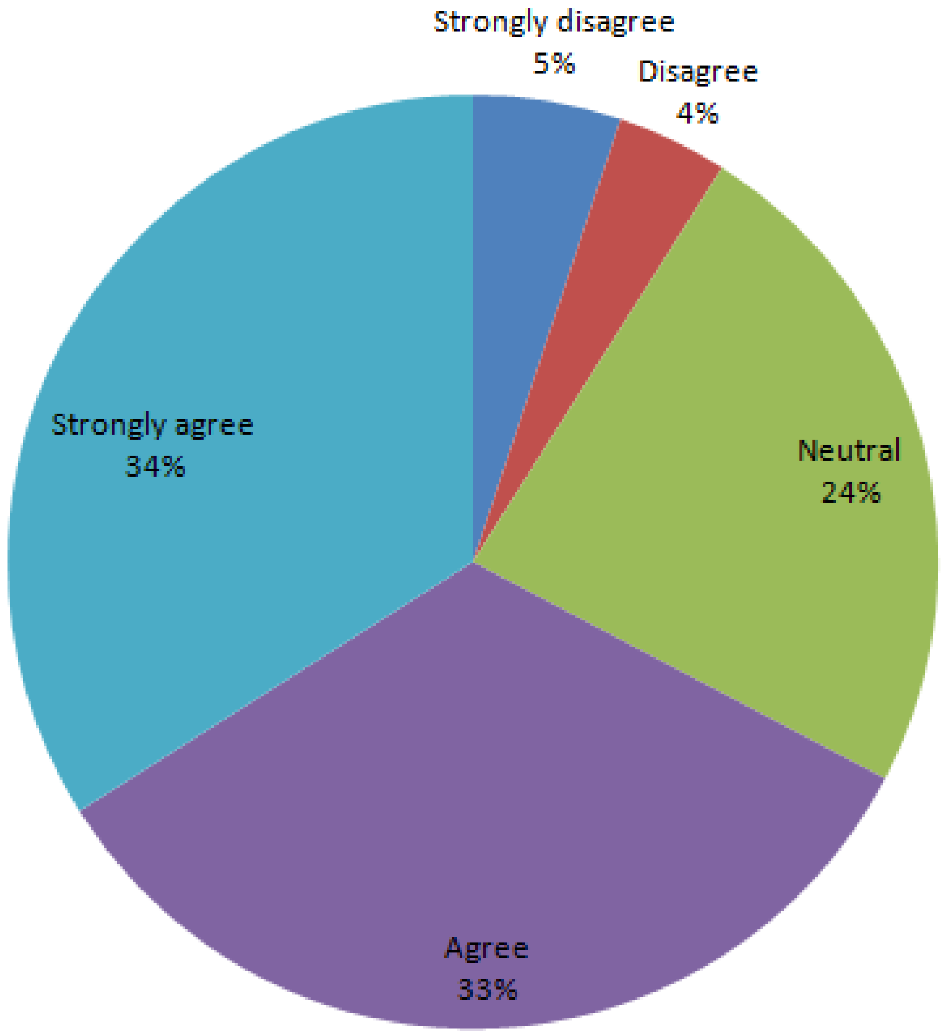
Ease of Use

Table 16 and Figure 15 show that of all respondents, 67.3% strongly agree or agree with the statement “TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use.” Approximately 9.0% disagree or strongly disagree with this statement. Table 15 shows that a higher percentage of Manufactured Housing Respondents (75.0%) agreed with the statement than Community Affairs Respondents (69.2%) and Housing Program Respondents (65.2%).

Table 16: Systems Ease of Use by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	8	5	3	3	5	0
Disagree	6	4	2	3	2	1
Neutral	37	20	17	10	25	2
Agree	52	19	33	20	30	2
Strongly agree	53	15	38	16	30	7

Figure 15: Systems Ease of Use, All Respondents



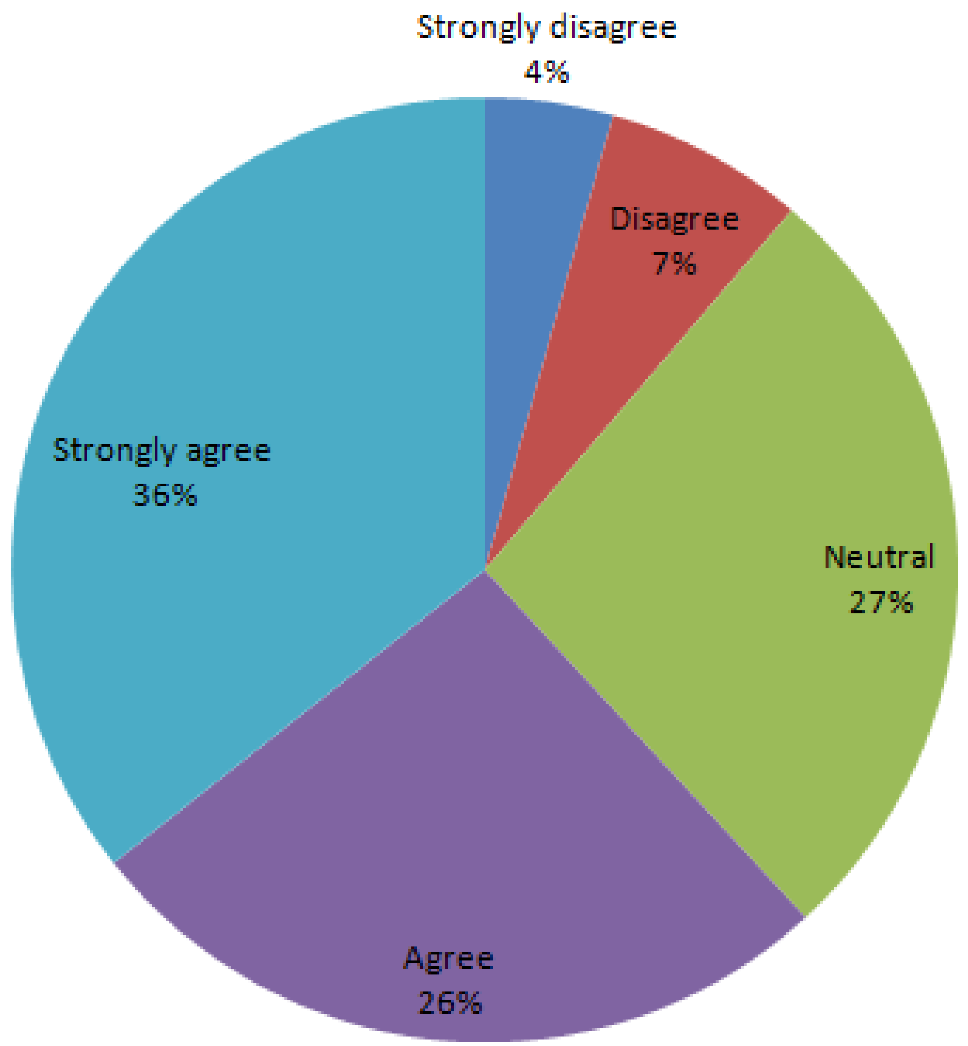
Effectiveness of Systems Requiring Log-in

Table 17 and Figure 16 show that of all respondents, 61.9% strongly agree or agree with the statement "TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA." Approximately 11.3% disagree or strongly disagree with this statement. Table 16 shows that a higher percentage of Manufactured Housing Respondents (78.6%) agreed with the statement than Housing Program Respondents (63.8%) and Community Affairs Respondents (53.8%).

Table 17: System Effectiveness by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	7	5	2	3	4	0
Disagree	11	7	4	3	7	1
Neutral	43	21	22	18	23	2
Agree	42	15	27	14	26	2
Strongly agree	57	18	39	14	34	9

Figure 16: Systems Effectiveness, All Respondents



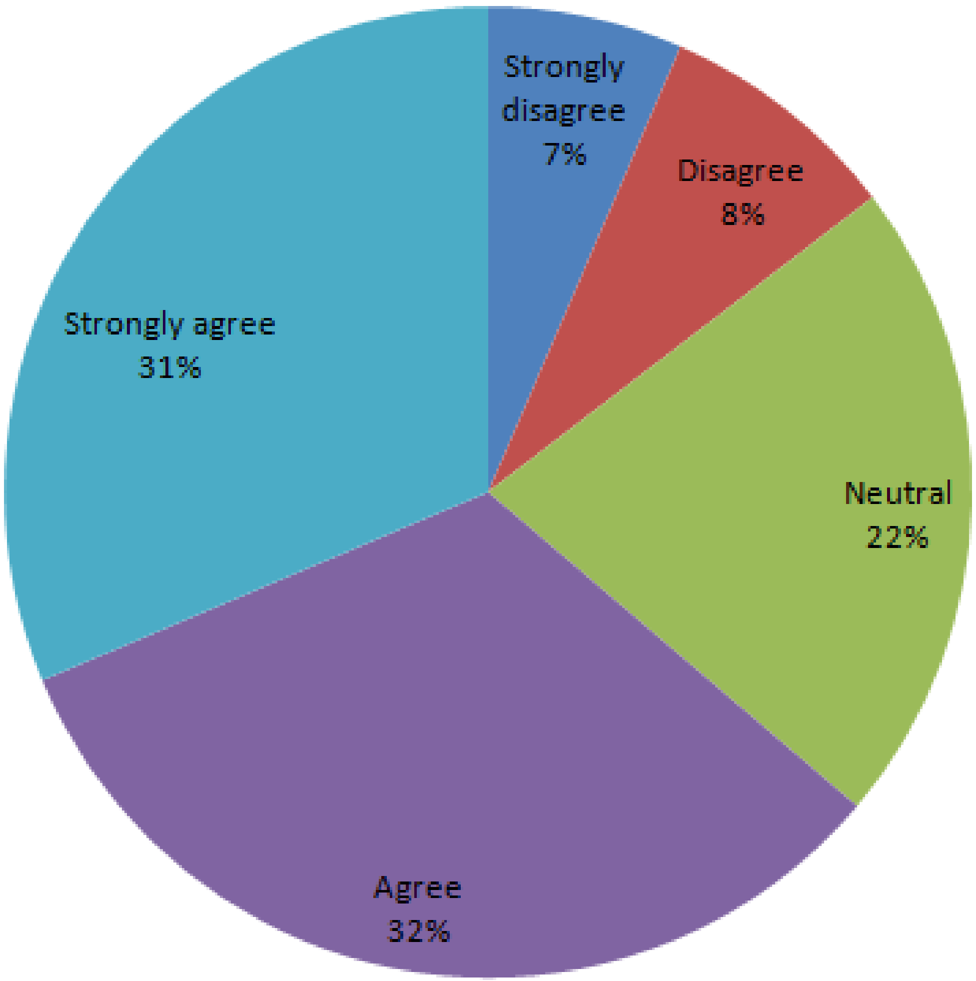
Document Clarity

Table 18 and Figure 17 show that of all respondents, 63.8% strongly agree or agree with the statement “Written materials (forms, instructions, information on programs and services, events, etc.) produced by TDHCA are clear.” Approximately 14.6% disagree or strongly disagree with this statement. Table 18 shows that a higher percentage of Manufactured Housing Respondents (72.7%) agreed with the statement than Housing Program Respondents (61.7%) and Community Affairs Respondents (64.3%).

Table 18: Document Clarity by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	7	5	3	9	0
Disagree	15	7	8	5	9	1
Neutral	40	21	19	12	23	5
Agree	60	21	39	20	34	6
Strongly agree	58	22	36	16	32	10

Figure 17: Document Clarity, All Respondents



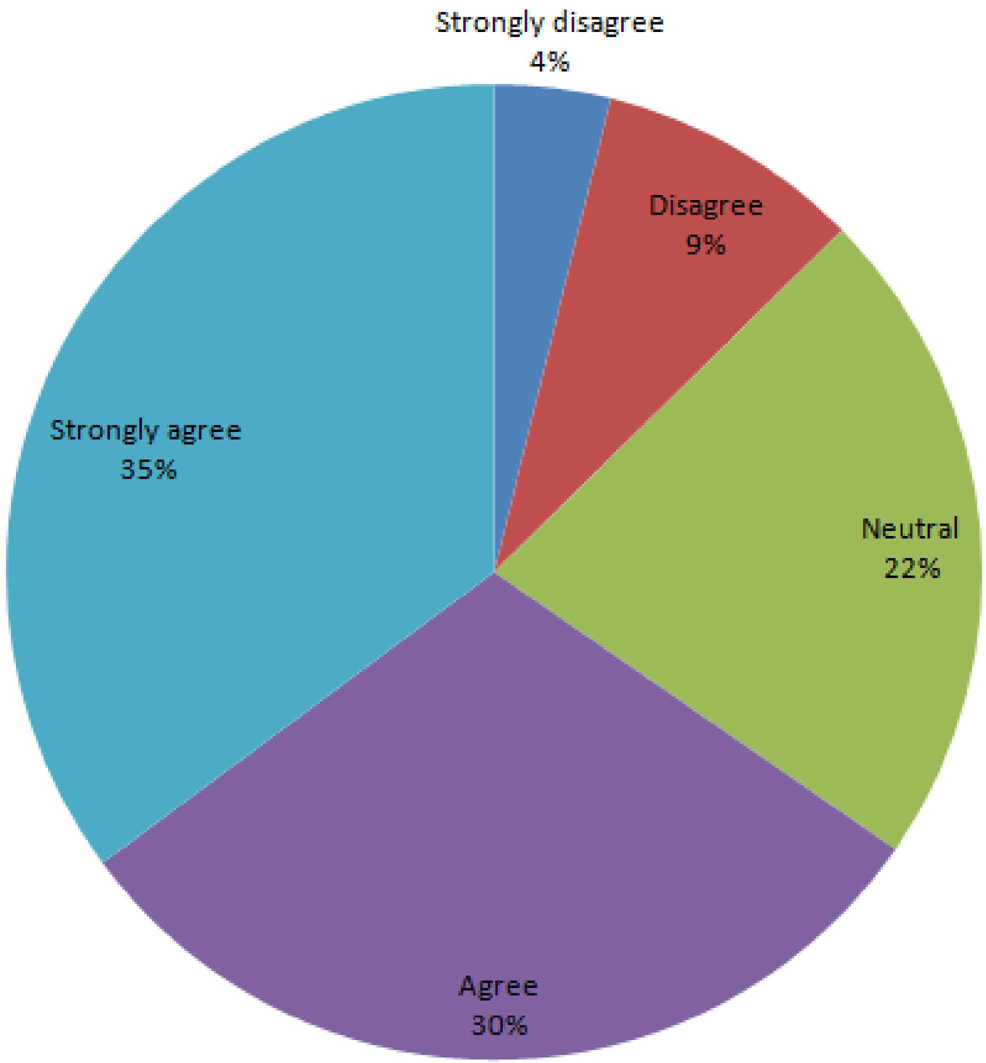
Document Accuracy

Table 19 and Figure 18 show that of all respondents, 65.4% strongly agree or agree with the statement “Written materials provide accurate information.” Approximately 12.6% disagree or strongly disagree with this statement. Table 18 shows that a higher ratio of Manufactured Housing Respondents (78.3%) agreed with the statement than Housing Programs Respondents (66.0%) and Community Affairs Respondents (58.9%).

Table 19: Document Accuracy by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	7	4	3	3	4	0
Disagree	16	8	8	5	11	0
Neutral	40	22	18	15	20	5
Agree	55	16	39	18	32	5
Strongly agree	64	26	38	15	36	13

Figure 18: Document Accuracy, All Respondents



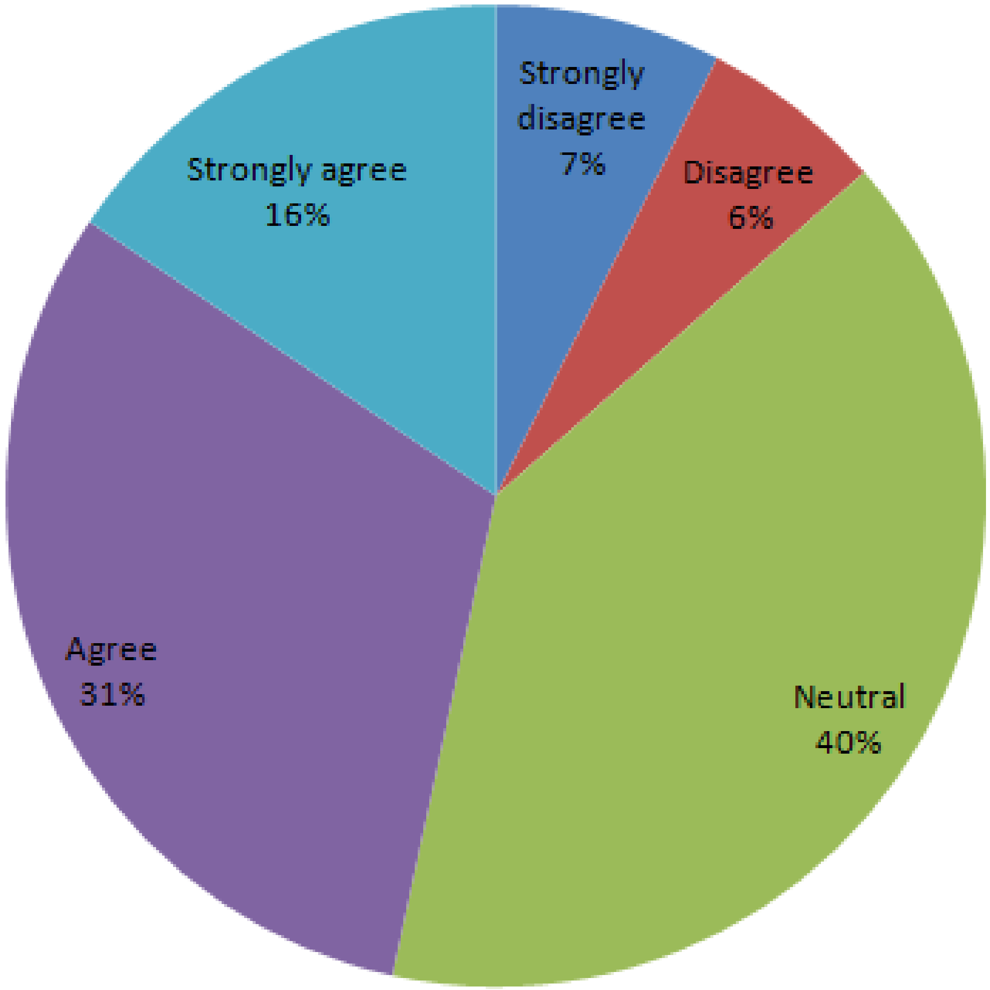
Location Satisfaction

Table 20 and Figure 19 show that of all respondents, 46.6% strongly agree or agree with the statement "The location of the TDHCA office is convenient." This was the lowest rate of agreement out of all the statements. Approximately 13.5% disagree or strongly disagree with this statement. Table 20 shows that a higher ratio of Manufactured Housing Respondents (64.3%) agreed with the statement than Housing Programs Respondents (48.3%) or Community Affairs Respondents (37.8%).

Table 20: Location Satisfaction by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	11	6	5	4	6	1
Disagree	9	6	3	4	4	1
Neutral	59	22	37	20	36	3
Agree	46	18	28	12	31	3
Strongly agree	23	11	12	5	12	6

Figure 19: Location Satisfaction, All Respondents



Complaint Process

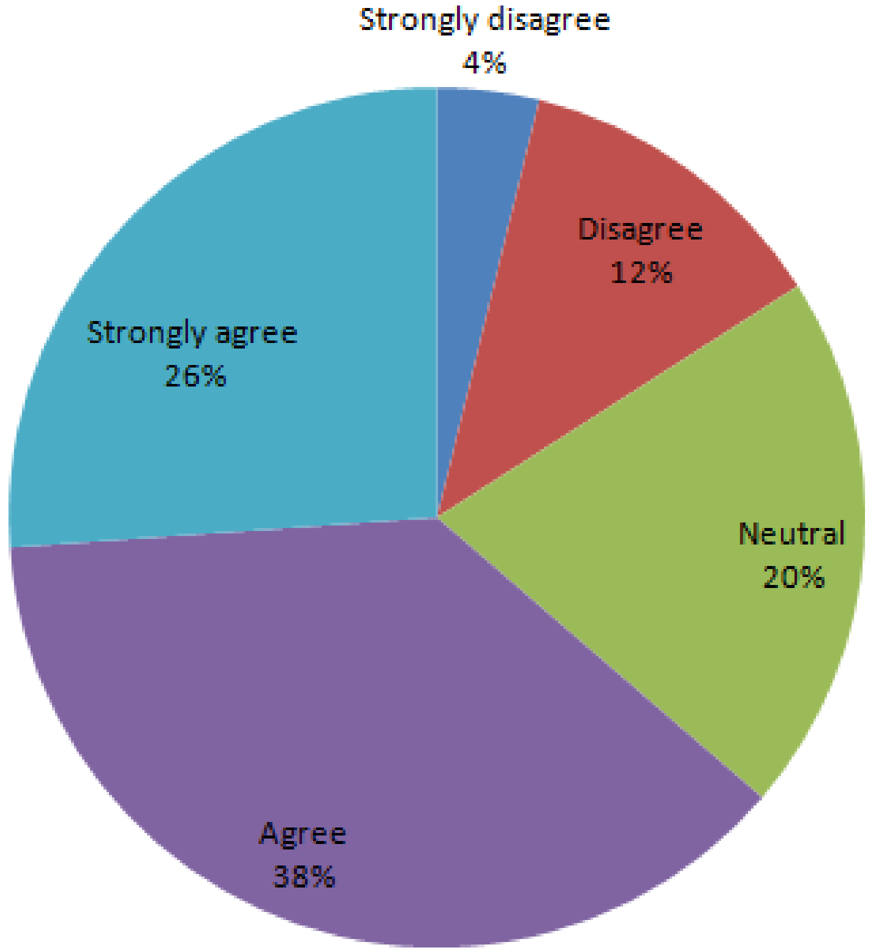
How to File a Complaint

Table 21 and Figure 20 show that of all respondents, 63.7% strongly agree or agree with the statement “I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.” Approximately 15.9% disagree or strongly disagree with this statement although; no Manufactured Housing Respondents disagreed with this statement. Table 21 shows that a higher percentage of Community Affairs Respondents (70.5%) agreed with the statement than Housing Programs Respondents (61.1%) and Manufactured Housing Respondents (57.1%).

Table 21: How to File a Complaint by Customer Type

Ratings	**All Respondents**	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	6	3	3	2	4	0
Disagree	19	12	7	3	16	0
Neutral	32	19	13	8	18	6
Agree	59	23	36	19	40	0
Strongly agree	41	19	22	12	21	8

Figure 20: How to File a Complaint, All Respondents



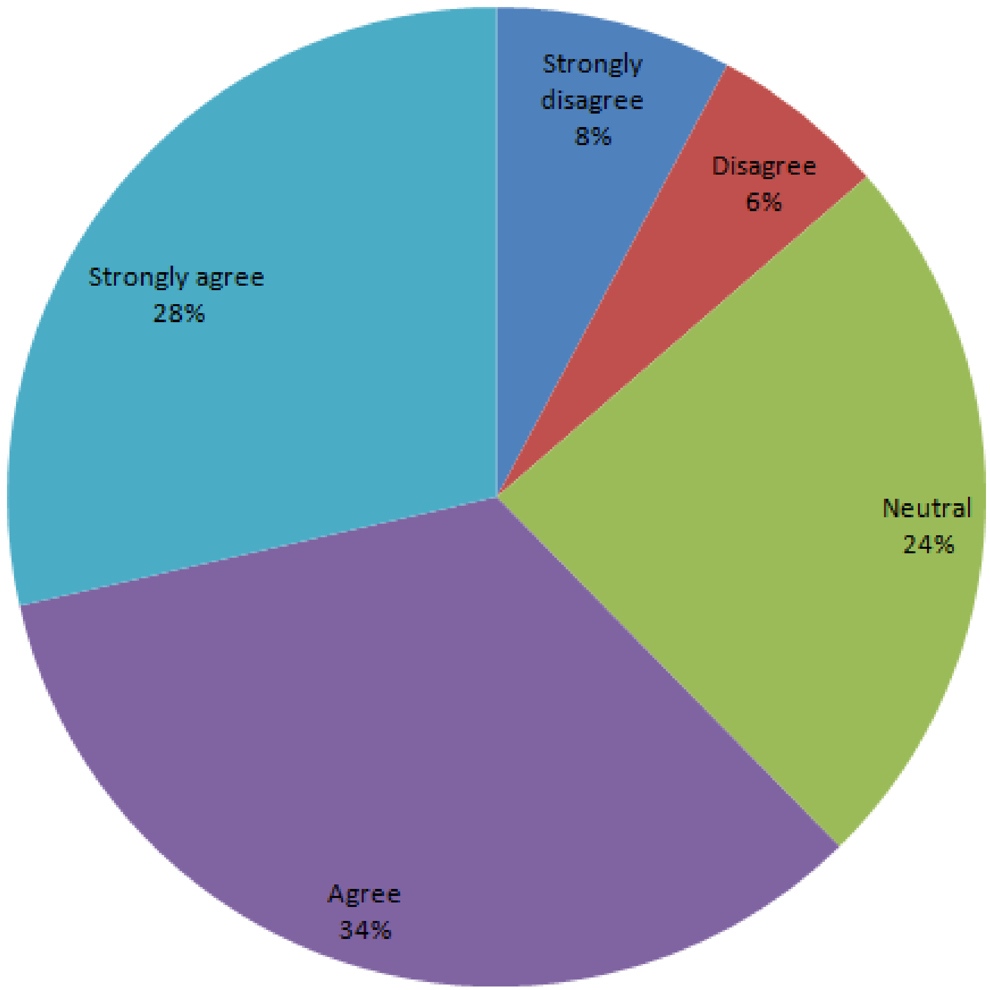
Complaint Response

Table 22 and Figure 21 show that of all respondents, 62.3% strongly agree or agree with the statement "If I complained, I believe it would be addressed in a reasonable manner." Approximately 13.6% disagree or strongly disagree with this statement although; no Manufactured Housing Respondents disagreed with this statement. Table 22 shows that a higher ratio of Manufactured Housing Respondents (83.3%) agreed with the statement than Housing Programs Respondents (55.6%) and Community Affairs Respondents (67.4%).

Table 22: Complaint Response by Customer Type

Ratings	All Respondents	Household Respondents	Organization Respondents	Community Affairs Respondents	Housing Programs Respondents	Manufactured Housing Respondents
Strongly disagree	12	7	5	5	7	0
Disagree	9	5	4	3	6	0
Neutral	37	19	18	7	27	3
Agree	52	21	31	18	29	5
Strongly agree	44	22	22	13	21	10

Figure 21: Complaint Response, All Respondents



4.3 SURVEY COMMENT SUMMARY

Comments Received

A total of 70 comments were received at the end of the Customer Service Survey. However 16 of those comments were direct requests for assistance. When a commenter requested assistance and provided contact information, a Housing Resource Center staff member reached out directly to assist the commenter. The following tables and analysis reflect the 54 remaining comments that provided input on TDHCA administration and programs.

Table 23: Comments Made

Comments Made	Total Comments	Household Respondents	Organization Respondents
Community Affairs	20	4	16
Housing Assistance	25	13	12
Manufactured Housing	9	6	3
Total Households or Organizations	54	23	31

The majority (31) of the open-ended responses were received from Organization Respondents while 23 responses were from Households.

Table 24: Tone of Comments

Tone of Comments Made	Total Respondents	Household Respondents	Organization Respondents
Positive	30	13	17
Neutral	6	2	4
Negative	18	8	10
Total Comments	54	23	31

Of the comments made, 55.6% of the comments were positive, 33.3% were negative and 11.1% were neutral in tone.

The positive comments related to TDHCA staff treating Organization Respondents with courtesy and their willingness to help them.

Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. Additionally, two commenters expressed appreciation for training opportunities provided by TDHCA.

> “The compliance courses are excellent tools for the apartment industry. Thank you.”

> “We appreciate the increased training opportunities now available on a monthly basis for ESG.”

One negative comment related to the need for more training by TDHCA.

> “I think there needs to be more training for newbies entering into the Weatherization field. There has been a lot of employee turnover in the last few years in our agency and much of the original staff from ARRA are no longer with us. As an office personnel, I feel like I need more training on the field assessment end from TDHCA rather than my own staff. I want to be confident that the information I am given is accurate, current information, and not based on a misinterpretation of program regulations. Although there are many webinars featured on the TDHCA Web site , I learn best in a classroom setting rather than through a webinar. I cannot stress enough the need for more classroom-type trainings and peer-to-peer interaction. Once a year at TACAA is not enough to keep up with all of the changing regulations.”

A couple of comments related to staff responsiveness.

> “I have emailed my <TDHCA staff> representative a question on 3/1/16 concerning our contract and what forms to use. She responded on 3/3/16 that she has read the email and will get back with me. I know everyone gets busy but, I have yet to see her response. The HBA forms state to submit the GFE and Preliminary HUD-1. Those documents have been obsolete since August 2015. When will the site be updated?”

> “It would be wonderful (yet I am sure very expensive) to have reps from TDHCA housed in the various regions. TDHCA seems short staffed and very stretched.”

Another comment related to the TDHCA Reservation System*.

> “Would prefer a different method for allocation of reservation funds.”

*It is unknown if the reference regarding the Reservation System was for the Housing Trust Fund or HOME program funding.

A total of 23 comments were received from Household Respondents and 13 of those provided positive feedback. The positive comments related to TDHCA staff being courteous and willing to help the respondents. Eight Household Respondents provided negative feedback.

.

One negative comment was about the TDHCA Web site .

> “I feel the Web site is hard to understand; there are a lot of questions (home buying is a process that takes thinking) I had unanswered, I feel lost and I don't

> feel confident of what I read nor what exactly is my "next" step, I would like to have a more clear answer."

Another negative comment related to homeownership programs.

> "I have been trying to find assistance on buying a home, but can't seem to get ahold of anyone."

It should be noted that if the respondent was contacting TDHCA via the toll-free number, the TDHCA staff person speaking with the individual provided resources and contact information related to the caller's specific request. After this information was relayed, every fifth caller was then transferred to another TDHCA staff who conducted the survey.

Comment Analysis

Among all respondents, the survey indicated a positive overall satisfaction with TDHCA customer service. There were two Customer Type respondents (e.g., (1) Households and (2) Organizations) and three business-type respondents (e.g., (3) Community Affairs Respondents, (4) Housing Program Respondents, and (5) Manufactured Housing Respondents). All five respondent types had the same statement with the highest average ranking: "TDHCA staff members were courteous."

Community Affairs had the following three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "TDHCA staff members demonstrated a willingness to assist."
3. "Overall, I am satisfied with my experiences with TDHCA."

Housing Programs had the following three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "Communication is available in the appropriate language."
3. "TDHCA staff members demonstrate a willingness to assist."

Manufactured Housing had the following three statements with the highest average ranking:

1. "TDHCA staff members were courteous."
2. "Overall, I am satisfied with my experiences with TDHCA."
3. "Communication is available in the appropriate language."

None of the five respondent types had the same three statements with the lowest average ranking but all types had the statement "The location of the TDHCA office is convenient." with the lowest average ranking.

Community Affairs had the following three statements with the lowest average ranking:

1. “The location of TDHCA is convenient.”
2. “The automated phone system is easy to navigate and helps me reach the correct division or individual when I call.”
3. “The TDHCA log-in systems provide an effective way to exchange program information with TDHCA.”

Housing Programs had the following three statements with the lowest average ranking:

1. “The location of TDHCA is convenient.”
2. “I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees.”
3. “If I complained, I believe it would be addressed in a reasonable manner.”

Manufactured Housing had the following three statements with the lowest average ranking:

1. “The location of TDHCA is convenient.”
2. “The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.”
3. “TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.”

For a majority of the statements, the differences in the percentage of respondents that agreed for the different types of business at TDHCA were very similar, all under 15% of each other. For 3 of the 17 statements, the differences between the types of business respondents were more than 20%, warranting further inquiry of any inconstancies within the Department. The largest differences are summarized below:

- Log-in Systems: Manufactured Housing has an agreement rate 24.7%% higher than Community Affairs Respondents.
- Office Location: Manufactured Housing has an agreement rate 26.5% higher than Community Affairs Respondents.
- Complaints: Manufactured Housing has an agreement rate 27.8% Housing Program Respondents.

4.4 Survey Changes

The analysis in this section identifies changes that would improve the survey itself, a summary of findings regarding the quality of service provided, and Department improvements to be made in response to the survey.

The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2017 to 2021* was included in the survey, along with other elements which will be used internally. The additional comments included by 53 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2018, the main change TDHCA would make to the survey is to reach more randomly-sampled population and a broader population, particularly with the Manufactured Housing Division customers. Of the 223 respondents, only 13.9% had contact with the Manufactured Housing Division.

Having a randomly-sampled population would allow TDHCA to determine confidence levels and intervals and a definite response rate. Unfortunately, because of the large TDHCA customer base, the number of written surveys or out-going calls which would be needed to provide a random sample is cost prohibitive. In 2018, TDHCA plans to continue electronic outreach via, email, Web site, and social media and will further expand outreach to field office locations with written surveys. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

TDHCA is acting upon the results found in the 2016 Survey. Once the results were compiled, each division at TDHCA received a summary of comments about their programs to determine successes and challenges. Overall, 79.0% of respondents agreed that they were satisfied with their experiences at TDHCA, which was a slight increase from 76.4% in 2014.

The customer service element with the highest overall satisfaction rate was the staff category, with 84.8% of all respondents agreeing that TDHCA staff members are courteous, and 81.9% of respondents agreeing that TDHCA staff members demonstrate a willingness to assist.

The customer service elements with the highest "disagree" selections were disagreeing with the statements "I am provided clear explanations about TDHCA services available to me." (16.8%) and "There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter or in person." (16.1%). Although no Manufactured Housing respondents disagreed, the statement "I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees." received a disagreement percentage of 15.9% among all respondents.

4.5 Customer Service Improvements

TDHCA has acted on the results of the previous 2014 Survey. Improvements listed by customer service category are included below.

Staff

The highest percentage of respondents who agreed with the statements in the survey agreed that the staff was courteous and willing to assist. Even though these customer service elements were the highest ranking in the 2014 Survey, the percentage of respondents that agreed that staff was courteous increased from 83.6% in to 84.8% in 2016 and the percentage of respondents that agreed that staff was willing to assist increased from 77.4% to 81.9%. Department continues to promote several customer-service related activities such as:

- Social Media: Establishment of the Department's presence on Twitter and Facebook in late 2011 has expanded communication opportunities beyond the Department's historical communication routes to more broadly include current audiences as well as additional public members and potential stakeholders. Since the last Customer Service Survey in May 2014, the Department's Twitter followers has grown by 82% (from 417 in May 2014 to 761 in May 2016) and the Department's number of Facebook "likes" has grown by 129% (from 394 in May 2014 to 903 in May 2016). Further, since the 2014 Customer Service Survey, the Department has launched a YouTube channel in September 2014 and a flickr page in October 2015. Interest in these new Social Media platforms are still growing with 22 YouTube Subscribers and no flickr followers as of mid-May 2016.

- Online Discussion Forums: The Department continues to use online discussion forums, which enhance opportunities for stakeholders to participate in Department activities, such as rules and plan development, and general input. As of mid-May 2016, the Department has 734 registered discussion forum members.

- Surveys: Beyond the biennial Customer Service Survey, the many divisions within the Department actively survey their customer groups throughout the year. For example, the Compliance Division sends an online survey to program administrators and subrecipients, following a monitoring visit receive feedback on the monitoring process and provide an established and formal channel of communication between Department staff and Organizational customers. The Compliance Division provides a quarterly report to the Department's Board of Directors to share the results of the survey with the Board members and the public.

Similarly to the 2014 Survey, in the comment section of the survey some respondents specifically named TDHCA employees with which they had exceptionally good experiences. However, there were also comments that some staff members needed more training or noted that staff enforced rules inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

Timeliness

TDHCA uses phone, Web site, email, fax, conferences, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures, social media, online discussion forums and other mediums to communicate with customers. Following a large increase of the percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner from between 2010 and 2012 from 61.5% to 71.0%, the trend seems to be stabilizing in 2014 and 2016 at 70.9% and 71.4% respectively.

As reported in the 2015-2019 Agency Strategic Plan, TDHCA's turnover rates have historically been at least 5% under the state turnover rates, consistently for the last five years. Employee turnover is normal to any organization but can be negative if it reaches abnormal levels. However, some turnover will always occur and is normal to any organization. With comparatively low turnover rates, staff is able to build relationships with customers and communicate consistently.

Following reorganization of their Customer Service Unit in 2011, the Manufactured Housing Division continues to exceed performance standards and processing times with titling, licensing, and consumer complaint resolution, resulting in a higher customer satisfaction.

Communications and Automated Phone System

Regarding clarity of explanations and the automated phone system, there was a slight increase in respondents who agreed with the positive statements. For the statement "I was given clear explanations about services available to me," in 2014, 69.8% of the respondents agreed, but in 2016, 70.2% agreed with the statement.

In 2012 and 2014, 57.4% and 57.3% of respondents agreed that the automated phone system helped them reach the correct person/division when they called. This trend continued in 2016 with 57.2% of respondents agreeing with that statement. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed. Following the 2014 Customer Service Survey, TDHCA updated its phone answering system with a new message about its divisions in the summer of 2014. In addition, TDHCA has made efforts to provide information to the public outside of the phone system. Besides the use of the public Web site and email, TDHCA uses its Facebook page, Twitter account, and online discussion forums to communicate with customers, without having to navigate the automated phone system.

In the 2014 and 2016 surveys, "Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak)" was in the top four statements with the highest levels of agreement. While not listed as a sample question in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2017 to 2021*, this question helped TDHCA develop its Language Access Plan in 2012. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote a more educated customer, the Manufactured Housing Division regularly provides training to the manufactured housing industry and to special interest groups such as the taxing entities, appraisal districts, titling companies, and private trade associations. This training is available in person and also through webinars. In addition to their goal to significantly increase the number of calls handled, the Manufactured Housing Division also focuses on the their Spanish speaking customers by dedicating adequate staff to assist this customer base, both in person and on the phone.

Web site

The first statement about the Web site, “The public Web site contains the information I expect,” was new for the 2012 survey and received an agreement rate of 81.1%. In 2014 and 2016, the agreement rate dropped to 79.1% and 68.9% respectively. For the majority of TDHCA’s customers and members of the general public, the public Web site is the first resource used to learn about and interact with the Department. Over the last few years, several new sections, pages and documents have been added to the public Web site. For manufactured housing, license holders are able to report and pay for installations performed, as opposed to mailing them in, enabling the Manufactured Housing Division to expeditiously inspect 97.9% of the installations reported.

Another new survey statement in 2012, “The Web site is easy to use” garnered agreement of 72.9% in 2012 but dropped to 67.9% and 66.7% in 2014 and 2016 respectively. As content grows on the Web site, the Department works to keep information posted, up to date, and readily available to its customers. TDHCA will continue to improve navigability and accessibility of the public Web site.

Also new in 2012 was the statement that “The TDHCA public Web site contains accurate information on programs, services, and events. In 2012 and 2014, 75.9% and 75.2% of respondents agreed that the Web site contained accurate information. However, in 2016, this percentage decreased to 69.8%. Since 2010, some sections of the Web site were updated to include more real-time information, such as a HOME reservation summary which provides access to the status of the HOME reservation contracts, and the closing status database which provides a tracking system to view the status of pending loan closings. In 2014, the Department launched the Vacancy Clearinghouse, providing a list of affordable apartments, located in properties funded by TDHCA, searchable by city, county, or ZIP code. Also in 2014, in conjunction with the launching of a new web-based computer system, the Manufactured Housing Division made Web site enhancements enabling users to view all ownership liens and tax lien information in real time. In 2015 and 2016, TDHCA has worked to make the Web site more user friendly as the amount of content and program information available has grown. For example, the Homeownership Division has launched Homebuyer Education

Courses, available through the public Web site, and the Division of Policy and Public Affairs has created a Public Comment Center web page to assist with public participation in the Department's public comment process on draft documents, such as plans, policies, reports, rules, etc.

Systems requiring log-in

In 2014, statements referring to the web applications that require sub-grantees to log in were added to receive additional feedback on the internal systems

The statement "TDHCA systems that require me to log in, such as the agency's contract and compliance systems, are easy to use" received a 73.4% agreement rate in 2014 and a 67.3% agreement rate in 2016. Similarly, the statement "TDHCA systems that require me to log in provide an effective way to exchange program information with TDHCA" received a 70.9% in 2014 agreement rate and a 61.9% agreement rate in 2016.

Reviewing the type of respondents who answered these questions about log-in systems shows that nearly half of the respondents (46.7% for ease of use and 47.1% for effectiveness) were households, and not organizations that would log-in to systems such as the agency's contract and compliance systems. For the 2018 Customer Service Survey, TDHCA plans to revise the survey logic for the "Systems requiring log-in" questions that only apply to Organizations.

Documents

TDHCA produces various forms of written information including Web site text, printed and bound documents required by state and federal mandates, legal forms and documents for program compliance, requests for applications, notices of funding availability, titling and licensing documents for manufactured housing, and a variety of other documents. The agreement rate with positive statements about TDHCA's documents declined slightly from 2014 to 2016.

Similarly to the 2014 survey, more respondents in 2016 agreed that documents were accurate (65.4%) than that documents were clear (63.8%). This percentage has decreased since the 2014 Survey in which 64.9% agreed that documents were clear and 70.2% agreed that documents were accurate.

Facility

TDHCA occupies two office buildings and the satisfaction with the location remained steady from 2014 to 2016 from 45.6% to 46.6%. However, this rate of agreement that the location of the office was convenient was not uniform across business types. Only 37.8% of Community Affairs Respondents agreed that "The location of the TDHCA office is convenient" as compared to 64.3% of the Manufactured Housing Respondents. One explanation may be the Manufactured Housing Division has a customer service center, while the Community Affairs and Housing Programs do not.

For those respondents for whom the office is not convenient, TDHCA attempts to reduce the need for customers for Community Affairs Programs or Housing Programs to come to TDHCA headquarters. Most required documents may be mailed or emailed. Trainings and outreach conducted by TDHCA are regularly scheduled at sites other than the TDHCA offices, partly in order to reach a larger number of people and partly because of the lack of meeting space at TDHCA. Regarding persons with disabilities, TDHCA regularly schedules meetings at off-site locations in order to offer convenient parking and accessibility to all attendees.

The facility of Manufactured Housing Division was specifically designed to accommodate the consumer with a customer reception area and a self-contained call center. Additionally, the facility's design is conducive to a processing environment with accommodations to train staff, hold small mediation and dispute resolution meetings between the industry and consumer. The facility also has sufficient space for the Manufactured Housing Division to house scanning equipment to sustain a paperless environment.

Complaint-Handling Process

More respondents agreed that they understood how to file a complaint (63.7%) compared to the 2014 survey responses (57.0%). Approximately 62.3% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2016, compared to 62.2% in 2014.

The link with information on how to file a complaint is presented prominently on TDHCA's homepage. All complaints that come to the Department are received in writing (either through the online form, by email, by mail or by fax) and are logged and tracked by Department staff to ensure proper resolution and follow-up. Individuals with a disability may request a reasonable accommodation to submit complaints over the phone by calling (512) 475-3800 or toll free: (800) 525-0657. To facilitate a response for the complaints, notification is sent to the complainant from TDHCA to indicate that the complaint has been received and will be processed within the required timeframe.

Based on voluntary compliance with the industry, the Manufactured Housing Division has up to 180 days to resolve complaints but completes the process in an average of 72 days which includes complaint investigation, inspection, repair, and final inspections.

5.0 CUSTOMER SERVICE PERFORMANCE MEASURES

This section specifically addresses performance measure information related to customer service standards and customer satisfaction. This section also reports on the standard measures reported for the customer service report. The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2015 performance and state fiscal year 2016 target is included.

GOAL 2: TDHCA will promote improved housing conditions for extremely low-, very low- and low-income households by providing information and assistance.

Strategy 2.1

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

Table 25: Strategy 2.1

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of information and technical assistance requests completed	7,000	7,911	113.01%	6,000

Explanation of Variance: The number of informational and technical assistance requests handled by the Housing Resource Center (HRC) varies based on economic conditions across the state.

Strategy 2.2

To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Table 26: Strategy 2.2

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of technical assistance contacts and visits conducted by the field offices	1,200	1,376	114.67%	1,380

Explanation of Variance: The Office of Colonia Initiatives (OCI) exceeded quarterly and annual targeted performance measures for on-site technical assistance visits. A higher demand for the program has led to a subsequent increase in the need for Technical Assistance amongst local governments and non-profit agencies.

GOAL 5: To protect the public by regulating the manufactured housing industry in accordance with state and federal laws.

Strategy 5.1

Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.

Table 27: Strategy 5.1

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of manufactured housing statements of ownership and location issued	70,000	49,613	70.88%	65,000

Explanation of Variance:
This measure is less than the targeted amount due to the number of incomplete applications received; applications were resubmitted for issuance.

Strategy 5.2
Conduct inspection of manufactured homes in a timely manner.

Table 28: Strategy 5.2

Strategy Measure	2015 Target	2015 Actual	% of Goal	2016 Target
Number of installation reports received	10,000	14,766	147.66%	12,000

Explanation of Variance: There was an increase in the number of installation reports received and processed.

Strategy 5.3

To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 29: Number of Complaints Resolved

Strategy Measure #1	2015 Target	2015 Actual	% of Goal	2016 Target
Number of complaints resolved	500	391	78.20	450

Explanation of Variance: The Department has received fewer complaints than targeted, resulting in fewer complaints needing resolution.

Table 30: Average Time for Complaint Resolution

Strategy Measure #2	2015 Target	2015 Actual	% of Goal	2016 Target
Average time for complaint resolution	180	71.70	39.83%	180

Explanation of Variance: The average time for resolution of complaints is lower than the targeted projection, which is desirable.

Table 31: Number of Jurisdictional Complaints Received

Strategy Measure #3	2015 Target	2015 Actual	% of Goal	2016 Target
Number of jurisdictional complaints received	450	402	89.33%	400

Explanation of Variance: This measure is lower than the targeted projection due to the receipt of fewer complaints than projected.

STANDARD MEASURES

The following measures concern the Report on Customer Service. These customer service measures report on FY 2015 as the 2016 TDHCA Customer Service Survey was conducted this year.

Outcome Measures:

1. Percent of surveyed customer respondents expressing overall satisfaction with services received

2016 Actual
70.9

Explanation: 154 (out of 195*) of the survey respondents agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.
*The actual number of respondents was 223, but not all respondents answered all questions. For the overall satisfaction question, 195respondents answered.

2. Percent of surveyed customer respondents identifying ways to improve service delivery

2016 Actual
22.7%

Explanation: Number of survey respondents (53) who wrote in additional comments about TDHCA service delivery.

Output Measures:

1. Number of customers surveyed

2016 Actual
223

Explanation: Total number of individuals who completed the survey.

2. Number of customers served

2014 Actual	2015 Actual
748,336	680,487

Explanation: This category includes all households/individuals receiving assistance from TDHCA, as well as entities awarded funds from TDHCA. These figures are derived from the SLIHP, performance measures and internal data. They may include some double counting.

Table 32: Subrecipients and Licensees

Subrecipients and Licensees	SFY 2014	SFY2015
Comprehensive Energy Assistance Program Subrecipients	43	42
Community Service Block Grant Subrecipients	43	42
Community Service Block Grant Discretionary Fund	4	2

Subrecipients and Licensees	SFY 2014	SFY2015
Subrecipients		
Emergency Solutions Grant Program Subrecipients	23	34
Homebuyer Assistance Program Participating Lenders	60	155
Homeless Housing and Services Program Organizations	8	8
Housing Trust Fund Administrators – Bootstrap Program	39	31
Housing Trust Fund Administrators – Amy Young Program and/or Contract for Deed Program	25	31
Single Family HOME Administrators	275	238
Housing Tax Credit Awards	90	106
Manufactured Housing Licenses issued	1,649	1,667
Total	2,259	2,356

Table 33: Targeted Beneficiaries

Targeted Beneficiaries	SFY 2014	SFY2015
Single Family Homeownership	3,269	2,687
HOME Investment Partnerships Program	929	897
Housing Trust Fund	235	230
9% Housing Tax Credits	6,010	6,416
4% Housing Tax Credits	2,374	5,116
Multifamily Bond Funds	434	100
Section 8 Housing Choice Voucher Program	878	844
Emergency Solutions Grant Program	33,874	53,140
Community Services Block Grant	373,740	324,398
Comprehensive Energy Assistance Program	193,491	151,481
Weatherization Assistance Program	5,543	4,511
Homeless Housing and Services Program	5,339	12,277
Complaints received by TDHCA	248	443
Public Assistance Calls	7,778	7,911
Colonia SHC Beneficiaries	41,973	41,135
Manufactured Housing SOLs issued	53,113	49,613
Manufactured Housing Inspections - routine	13,507	13,211
Manufactured Housing Inspections - non-routine	2,948	3,319
Manufactured Housing Complaints Received	394	402
TOTAL	746,077	678,131

All Customers Served	2014	2015
GRAND TOTAL	748,336	680,487

Efficiency Measure:
Cost per customer surveyed

2014 Actual
$4.55

Explanation: The cost of the Department's subscription to SurveyMonkey online survey program was $200.00 for one year. On average, the Department conducts 20 surveys per year, including the Customer Service Survey, which is approximately $10.00 per survey. Approximately 50paper surveys were produced. At $.10 per copy, this is $5. The Customer Service Report took approximately 50 hours of staff time to develop, administer and analyze. At an average of $20 per hour, this is approximately $1,000. The total cost of the survey was $1,015. Per customers that completed the surveyed (223), this total is $4.55 cents per survey.

Explanatory Measure:
Number of customers identified

2014	2015
4,386,771	4,513,870

Explanation: TDHCA primarily serves households at or below 80% of the area median income. All of this population would be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas would potentially need the services of the TDHCA Manufactured Housing Division. All owners of manufactured homes in Texas would potentially need the services of the TDHCA Manufactured Housing Division. These figures are derived from performance measures and internal data. They may include some double counting.

Targeted Beneficiaries	**2014**	**2015**
Households at or below 80% AMFI	4,346,103	4,458,313
Number of Manufactured Housing Units	879,814	893,419
TOTAL	4,386,771	4,513,870

Number of customer groups inventoried

2016 Actual
2

Explanation: The number of customer groups identified by TDHCA: (1) Households (Targeted Program Beneficiaries) and (2) Organizations (Subrecipients and Licensees).

APPENDIX A

The following tables show the questions and programming included in the online survey.

English version:

Question Subject	Question
English/Spanish	I would like to take this survey in: English Spanish
Business with TDHCA	Where do you live in Texas? Or, if your organization does business with TDHCA, what area does your organization serve or where is your business headquartered? Select One. Region 1, High Plains (e.g., Panhandle) Region 2, Northwest Texas (e.g., City of Wichita Falls) Region 3, Metroplex (e.g,. Dallas/Fort Worth/Arlington) Region 4, Upper East Texas (e.g., Longview/Marshall) Region 5, Southeast Texas (e.g., Tyler/Jacksonville) Region 6, Gulf Coast (e.g., Houston/Sugar Land/Baytown) Region 7, Capital (e.g., Austin/San Marcos) Region 8, Central Texas (e.g., City of Waco) Region 9, Alamo (e.g., City of San Antonio) Region 10, Coastal Bend (e.g., Corpus Christi/Kingsville) Region 11, South Texas Border (e.g., Rio Grande Valley) Region 12, West Texas, (e.g., Midland/Odessa) Region 13, Upper Rio Grande (e.g., City of El Paso) All of Texas

Question Subject	Question
	 My primary type of business/contact with TDHCA is: (Select One) Housing Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, disaster relief and apartment development/rental) Community Affairs (e.g. weatherization, homelessness prevention and services, and utility payments) Manufactured Housing (titles, licensure, inspections, etc.) [Programming: If A, go to Question 5; if B, go to Question 6; if C, go to Question 7.]
Customer Type	What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information and assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA *(e.g. first time homebuyer assistance, rental assistance, home repair, etc)* B. I am a direct applicant, awardee, contract administrator, subrecipient or business working with TDHCA *(e.g. HOME awardee, Housing Tax Credit developer, etc.)* [Programming: If A, go to Question 8; If B, go to Question 11.] What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information and assistance from

Question Subject	Question
	TDHCA or seeking/receiving assistance through a local organization funded by TDHCA *(e.g. weatherization, utility assistance, homeless services, etc. through a local provider)* B. I am a direct applicant, awardee, contract administrator, subrecipient, or business working with TDHCA (e.g. Community Service Block Grant, Comprehensive Energy Assistance Program, Weatherization Assistance Program, Emergency Solutions Grant subrecipient, etc.) [Programming: If A, go to Question 9; If B, go to Question 12.] What type of contact do you have with TDHCA? (Select One) A. I am an individual seeking information from TDHCA (e.g. titles, statements of ownership and location, etc.). B. I am a licensee or business working with TDHCA. [Programming: If A, go to Question 10; If B, go to Question 13.]
	What type of housing assistance did you receive: Homebuyer Assistance Rental Assistance Home Repair Assistance Disaster Relief Other (specify) [Programming: Go to Question 14.] What type of assistance did you receive? Homeless services Homeless prevention assistance Weatherization Utility bill payments Other (specify) [Programming: Go to Question 14.] Please mark what contact you have had with the Manufactured Housing Division: Statement of Ownership and Location Records and Releases on Tax and Mortgage Liens Installation Inspections Other (specify) [Programming: Go to Question 14.]
	Please indicate the programs areas with which you work: HOME Investment Partnerships Program (e.g Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental

Question Subject	Question
	Assistance, Contract for Deed) Housing Trust Fund Program (e.g Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed) Housing Tax Credit Program, Multifamily Bond Program, Multifamily Direct Loan Program Colonia Self-Help Center Program or Texas Bootstrap Loan Program Neighborhood Stabilization Program First Time Homebuyer Program, Mortgage Credit Certificate Program, Texas Statewide Homebuyer Education Program Other (please specify): [Programming: Go to Question 14.] Please indicate the programs areas with which you work: Community Services (Community Services Block Grant Program) Homelessness Services (Emergency Solutions Grant Program, Homeless Housing and Services Program) Energy Assistance (Comprehensive Energy Assistance Program, Weatherization Assistance Program) Section 8 Housing Choice Voucher Program Other (specify) [Programming: Go to Question 14.]
	Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance for: Manufactured Housing Manufacturing Manufactured Housing Retailing Manufactured Housing Rebuilding Manufactured Housing Installations Manufactured Housing Broker Manufactured Housing Sales Other (specify) [Programming: Go to Question 14.]
Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	
Staff	TDHCA staff members are courteous.
	TDHCA staff members demonstrate a willingness to assist.
Timeliness	There is a reasonable wait time for a concern or question to be addressed by phone, fax, email, letter or in person.
Communications	I am provided clear explanations about TDHCA services available to me.
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.

Question Subject	Question
	Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak).
Web site	The TDHCA public Web site contains the information I expect.
	The TDHCA public Web site is easy to use and ADA-accessible.
	The TDHCA public Web site contains accurate information on programs, services, and events.
	The TDHCA log-in systems, such as the department's contract and compliance systems, are easy to use.
	The TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.
Facility	The location of the TDHCA office is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it will be addressed in a reasonable manner.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.
Survey Type	You heard about this survey Social Media: Facebook Social Media: Twitter A TDHCA Listserv Announcement An Email from TDHCA The TDHCA public Web site A telephone conversation with TDHCA staff At a customer service center (written survey copy) Other:
Please add additional comments below.	
Comments	Please use the space below to provide any additional comments or concerns.

Spanish Version

Tema de la Pregunta	Pregunta
Inglés / Español	Me gustaría responder a esta encuesta en: Inglés

Tema de la Pregunta	Pregunta
	Español
Asunto con TDHCA	2. Donde vive en Texas? Si es parte de un negocio u organización que realiza gestiones de negocios con TDHCA, en que áreas ofrece servicio su organización? A. Región 1, High Plains – Altíplanos (por ejemplo, Panhandle) B. Región 2, Northwest Texas - Noroeste de Texas (por ejemplo, Cuidad de Wichita Falls) C. Región 3, Metroplex (por ejemplo, Dallas/Fort Worth/Arlington) D. Región 4, Upper East Texas – Norte Este de Texas (por ejemplo, Longview/Marshall) E. Región 5, Southeast Texas - Sureste de Texas (por ejemplo, Tyler/Jacksonville) F. Región 6, Gulf Coast - Costa del Golfo (por ejemplo, Houston/Sugar Land/Baytown) G. Región 7, Capital (por ejemplo, Austin/San Marcos) H. Región 8, Central Texas - Centro de Texas (por ejemplo, Cuidad de Waco) I. Región 9, Alamo (por ejemplo, Cuidad de San Antonio) J. Región 10, Coastal Bend – Plegado Costero de Texas (por ejemplo, Corpus Christi/Kingsville) K. Región 11, South Texas Border - Frontera del Sur de Texas (por ejemplo, Valle del Rio Grande) L. Región 12, West Texas - Oeste de Texas (por ejemplo, Midland/Odessa) M. Región 13, Upper Rio Grande – Norte del Rio Grande (por ejemplo, Cuidad de El Paso) N. All of Texas - Todo Texas

<table>
<tr><th>Tema de la Pregunta</th><th>Pregunta</th></tr>
<tr><td></td><td>


5. Mi principal tipo de negocio con TDHCA es: (Seleccione Uno)
Asistencia con Vivienda (por ejemplo, asistencia para compradores de vivienda, asistencia con renta, asistencia con reparación de viviendas, asesoramiento con la ejecución de una hipoteca, recuperación tras un desastre y el fomento de apartamentos y alquiler)
Asuntos Comunitarios (por ejemplo, climatización, prevención y servicios para personas sin hogar y para evitar la perdad de hogar, y los pagos de energía)
Viviendas Prefabricadas (por ejemplo, títulos, licencias, inspecciones, etc.)
[Programación: Si es A, vaya a la pregunta 5, Si es B, vaya a la pregunta 6, Si es C, vaya a la pregunta 7.]</td></tr>
<tr><td>Tipo de Cliente</td><td>6. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno)
Soy un individuo buscando información y asistencia de TDHCA o buscando/recibiendo asistencia a travez de una organización local financiada por TDHCA (por ejemplo, asistencia con compra de vivienda por primera vez, asistencia con renta, reparaciones de viviendas, etc.)
Soy un solicitante directo, adjudicatario, administrador de contrato, sub-beneficiario o tengo negocio que trabaja con TDHCA (por ejemplo, adjudicatario HOME, Promotor de crédito de impuestos de vivienda, etc.)
[Programación: Si es A, vaya a la pregunta 8; Si es B, vaya a la</td></tr>
</table>

Tema de la Pregunta	Pregunta
	pregunta 11.] 7. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno) Soy un individuo buscando información y asistencia de TDHCA o buscando/recibiendo asistencia a travez de una organización local financiada por TDHCA *(por ejemplo, climatización, asistencia con los pagos de energía, servicios para personas sin hogar, etc. a través de un proveedor local)* Soy un solicitante directo, adjudicatario, administrador de contrato, sub-beneficiario o tengo negocios con TDHCA (por ejemplo, Community Service Block Grant, Comprehensive Energy Assistance Program, Weatherization Assistance Program, Emergency Solutions Grant subrecipient, etc.) [Programación: Si es A, vaya a la pregunta 8; Si es B, vaya a la pregunta 12.] 8. ¿Qué tipo de comunicación tiene con TDHCA? (Seleccione Uno) Soy un individuo buscando información de TDHCA (por ejemplo, títulos, declaraciones de propiedad y ubicación, etc.) Soy un licenciatario o tengo negocio que trabaja con TDHCA. [Programación: Si es A, vaya a la pregunta 9; Si es B, vaya a la pregunta 13.]
	9. ¿Qué tipo de asistencia de vivienda recibió o solicitó? Asistencia para Compradores de Vivienda Asistencia con la Renta Asistencia con Reparación de Vivienda Recuperación tras un Desastre Otro (especificar) [Programación: Vaya a la pregunta 14.] 10. ¿Qué tipo de asistencia recibió o solicitó? A. Servicios para personas sin hogar B. Asistencia para la prevención de la falta de vivienda C. Climatización D. Asistencia con los pagos de energía E. Otro (especificar) [Programación: Vaya a la pregunta 14.] 11. Favor de marcar para que asunto se ha comunicado con la División de Viviendas Prefabricadas: Declaración de Propiedad y Ubicación Registros y liberación de impuestos y gravámenes hipotecarios

Tema de la Pregunta	Pregunta
	Inspecciones de instalación Otro (especificar) [Programación: Vaya a la pregunta 14.]
	12. Favor de indicar los programas con los cuales usted trabaja: HOME Investment Partnerships Program (e.g Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed Conversion) Housing Trust Fund Program (e.g Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed Conversion) Housing Tax Credit Program, Multifamily Bond Program Colonia Self-Help Center Program or Texas Bootstrap Loan Program Neighborhood Stabilization Program First Time Homebuyer Program, Mortgage Credit Certificate Program, Texas Statewide Homebuyer Education Program Otro (especificar) 13. Favor de indicar los programas con los cuales usted trabaja: Community Services (e.g. Community Services Block Grant Program, Emergency Solutions Grant Program, Homeless Housing and Services Program, Section 8 Housing Choice Voucher Program) Energy Assistance (e.g. Comprehensive Energy Assistance Program, Weatherization Assistance Program) Otro (especificar) [Programación: Vaya a la pregunta 14.]
	Favor de indicar que asunto ha tratado con la División de Viviendas Prefabricadas. ¿Ha recibido entrenamiento y/o una emisión para:

Tema de la Pregunta	Pregunta
	Fabricación de Viviendas Prefabricadas Minoristas de Viviendas Prefabricadas Reconstrucción Viviendas Prefabricadas Instalaciones de Viviendas Prefabricadas Corredor de Viviendas Prefabricadas Ventas de Viviendas Prefabricadas Otro (especificar) [Programación: Vaya a la pregunta 14.]
Favor de calificar las declaraciones siguientes en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la declaración).	
Personal	Miembros del personal de TDHCA son atentos.
	Miembros del personal de TDHCA demostraron una buena voluntad al asistirle.
Puntualidad	Hay un tiempo de espera razonable para una preocupación o preguntas para ser respondidas por teléfono, fax, correo electrónico o en persona.
Comunicaciones	Me dieron explicaciones claras sobre los servicios disponibles para mí.
	El sistema telefónico automatizado es fácil de navegar y me comunica con la división o persona con quien quiero hablar.
	Comunicación es disponible en el idioma apropiado (para organizaciones/negocios, favor de considerar el idioma que sus clientes hablan).
Sitio de Internet	El sitio de Internet del TDHCA contiene la información que espero encontrar.
	El sitio de Internet del TDHCA es fácil de usar.
	El sitio de Internet del TDHCA contiene información clara y precisa sobre los programas, servicios y eventos.
	Sistemas del TDHCA que requieren acceso, tales como los sistemas departamentales de contratación y cumplimiento, son fáciles de usar.
	Sistemas del TDHCA que requieren acceso al sistema proveen una manera efectiva para intercambiar información sobre programas con el Departamento.
Información Escrita	Documentos (formas, instrucciones, información sobre programas y servicios, eventos, etc.) producidos por TDHCA son claros.
	Documentos proveen información exacta.
Facilidades	La localizacion de la oficina de TDHCA es conveniente.
Proceso de Presentar Quejas	Entiendo cómo presentar una queja por un asunto de Equidad de Vivienda, o una queja con respecto a los programas, servicios, concesionarios o sub-beneficiarios de TDHCA.
	Si yo diera una queja, estoy confiado que se manejaría de una manera razonable.

Tema de la Pregunta	Pregunta
Satisfacción General	En general, estoy satisfecho con mis experiencias con TDHCA.
Tipo de encuesta	Se enteró de esta encuesta a través de: Medios Sociales: Facebook Medios Sociales: Twitter Un anuncio de listserv del TDHCA Correo electrónico de un programa de TDHCA El sitio de Internet de TDHCA Por teléfono con el TDHCA En un centro de servicio de cliente (por escrito) Otro (specifar)
Favor de añadir comentarios adicionales a continuación.	
Comentario	Por favor, utilice el espacio abajo para proporcionar cualquier comentario adicional, reconocimientos o expresar alguna duda. Su regeneración se aprecia. GRACIAS.

APPENDIX B

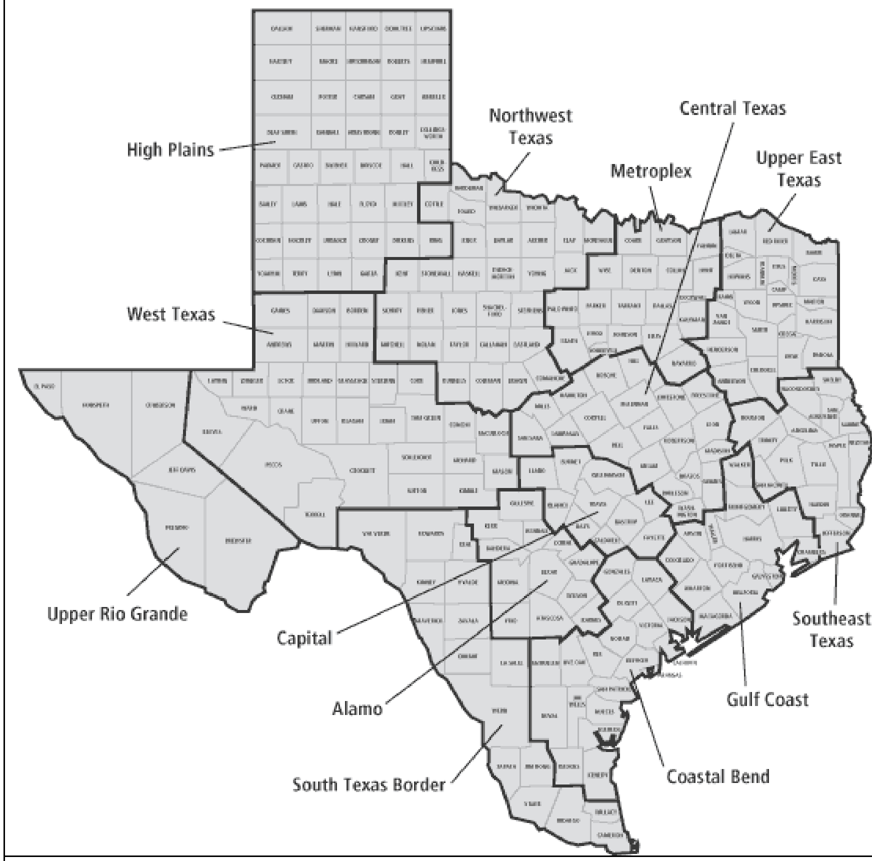
The following two surveys were the written surveys available at the Manufactured Housing Office.

English Version:

(If you provide/receive services through other TDHCA program areas other than Manufactured Housing, such as Community Affairs or Housing Assistance, please go online to take the survey at www.tdhca.state.tx.us).

Business with TDHCA
Where do you live in Texas or, if you are part of a business or organization that does business with TDHCA, what areas does your organization serve? (circle your choice) Region 1, High Plains (e.g. Panhandle) Region 2, Northwest Texas (e.g. City of Wichita Falls) Region 3, Metroplex (e.g. Dallas/Fort Worth/Arlington) Region 4, Upper East Texas (e.g. Longview/Marshall) Region 5, Southeast Texas (e.g. Tyler/Jacksonville) Region 6, Gulf Coast (e.g. Houston/Sugar Land/Baytown) Region 7, Capital (e.g. Austin/San Marcos) Region 8, Central Texas (e.g. City of Waco) Region 9, Alamo (e.g. City of San Antonio) Region 10, Coastal Bend (e.g. Corpus Christi/Kingsville) Region 11, South Texas Border (e.g. Rio Grande Valley) Region 12, West Texas, (e.g. Midland/Odessa) Region 13, Upper Rio Grande (e.g. City of El Paso) All of Texas

Business with TDHCA



For Individuals only: Please mark what contact you have had with the Manufactured Housing Division:

Statement of Ownership and Location

Records and releases on tax and mortgage liens

Installation inspections

Other (specify): ____

For Businesses/Organizations only: Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance for:

Manufactured Housing Manufacturing

Manufactured Housing Retailing

Manufactured Housing Rebuilding

Manufactured Housing Installations

Manufactured Housing Broker

Manufactured Housing Sales

Other (specify): ____

Please rate the following statements on the scale of 1 (strongly disagree with the statement) to 5 (strongly agree with the statement). (Circle your choice.)

TDHCA staff members are courteous.

Business with TDHCA
1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
TDHCA staff members demonstrate a willingness to assist. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The time I have to wait for a concern or question to be addressed, whether by phone, in person, by email or by letter is reasonable. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
I am provided clear explanations about TDHCA services available to me. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The automated phone system is easy to navigate and helps me reach the correct division or individual when I call. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
Communication is available in the appropriate language (for Organizations/Businesses, please consider the languages your clients speak). 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The TDHCA public Web site contains the information I expect. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The TDHCA public Web site is easy to use. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The TDHCA public Web site contains accurate information on programs, services, and events. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are clear. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
TDHCA written materials provide accurate information. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
The location of the TDHCA office is convenient. 1 2 3 4 5 n/a (strongly disagree) (disagree) (neutral) (agree) (strongly agree)
I understand how to file a complaint regarding TDHCA programs, services, licensees, or subgrantees. 1 2 3 4 5 n/a

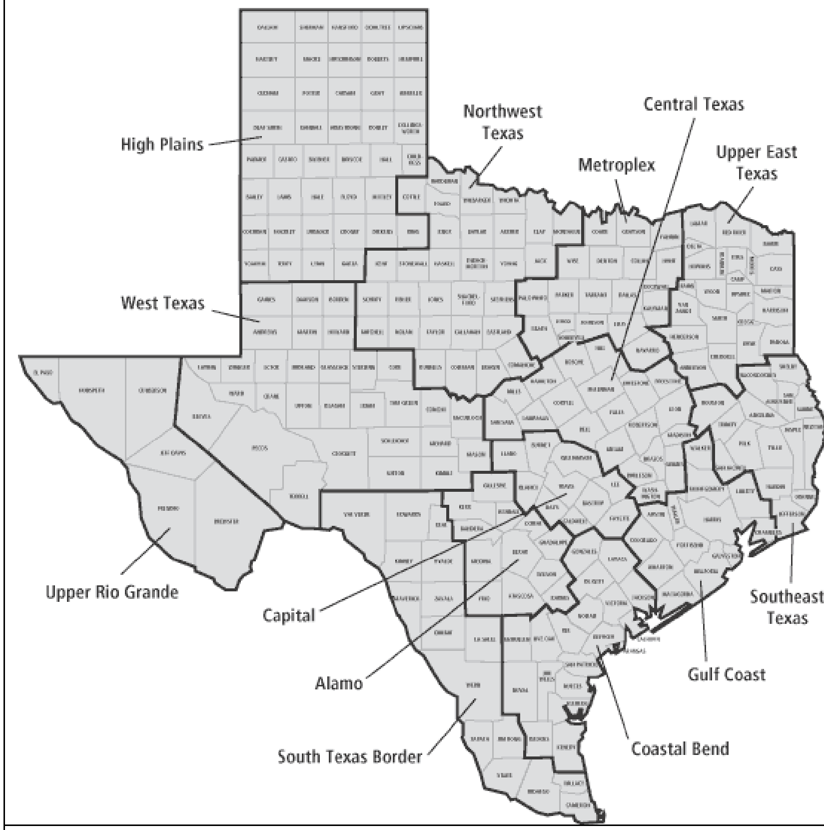
Business with TDHCA					
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
If I filed a complaint, I believe it would be addressed in a reasonable manner.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
Overall, I am satisfied with my experiences with TDHCA.					
1	2	3	4	5	n/a
(strongly disagree)	(disagree)	(neutral)	(agree)	(strongly agree)	
Please use the space below to provide any additional comments or concerns.					

Spanish version:

(Si usted proporciona o recibe servicios a través de otros programas del TDHCA, como asistencia para la vivienda o con la utilidad, por favor visitenos en línea para participar en la encuesta en www.tdhca.state.tx.us).

Pregunta
Donde vive en Texas o, si es parte de un negocio u organización que realiza gestiones de negocios con TDHCA, en que áreas ofrece servicio su organización? Región 1, High Plains – Altíplanos (por ejemplo, Panhandle) Región 2, Northwest Texas - Noroeste de Texas (por ejemplo, Cuidad de Wichita Falls) Región 3, Metroplex (por ejemplo, Dallas/Fort Worth/Arlington) Región 4, Upper East Texas – Norte Este de Texas (por ejemplo, Longview/Marshall) Región 5, Southeast Texas - Sureste de Texas (por ejemplo, Tyler/Jacksonville) Región 6, Gulf Coast - Costa del Golfo (por ejemplo, Houston/Sugar Land/Baytown) Región 7, Capital (por ejemplo, Austin/San Marcos) Región 8, Central Texas - Centro de Texas (por ejemplo, Cuidad de Waco) Región 9, Alamo (por ejemplo, Cuidad de San Antonio) Región 10, Coastal Bend – Plegado Costero de Texas (por ejemplo, Corpus Christi/Kingsville) Región 11, South Texas Border - Frontera del Sur de Texas (por ejemplo, Valle del Rio Grande) Región 12, West Texas - Oeste de Texas (por ejemplo, Midland/Odessa) Región 13, Upper Rio Grande – Norte del Rio Grande (por ejemplo, Cuidad de El Paso) All of Texas - Todo Texas

Pregunta



Para individuos solamente: Favor de marcar para que asunto se ha comunicado con la División de Viviendas Prefabricadas

Declaración de Propiedad y Ubicación

Registros y liberación de impuestos y gravámenes hipotecarios

Inspecciones de instalación

Otro (especificar): ____

Para empresas y organizaciones solamente: Favor de indicar que asunto ha tratado con la División de Viviendas Prefabricadas. ¿Ha recibido entrenamiento y/o una emisión para:

Fabricación de Viviendas Prefabricadas

Minoristas de Viviendas Prefabricadas

Reconstrucción Viviendas Prefabricadas

Instalaciones de Viviendas Prefabricadas

Corredor de Viviendas Prefabricadas

Ventas de Viviendas Prefabricadas

Otro (especificar) :____

Favor de calificar las declaraciones siguientes en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la declaración). Encierre en un círculo su elección.

Miembros del personal de TDHCA son atentos.

1 2 3 4 5

no aplica.

Pregunta
(muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Miembros del personal de TDHCA demostraron una buena voluntad al asistirle. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
El tiempo que tuve que esperar para una respuesta a un problema o cuestión, sea por teléfono, en persona, o por carta era razonable. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Me dieron explicaciones claras sobre los servicios disponibles para mí. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
El sistema telefónico automatizado es fácil de navegar y me comunica con la división o persona con quien quiero hablar. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Comunicación es disponible en el idioma apropiado (para organizaciones/negocios, favor de considerar el idioma que sus clientes hablan). 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
El sitio de Internet contiene la información que espero encontrar. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
El sitio de Internet de TDHCA es fácil de usar. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
El sitio de Internet de TDHCA contiene información clara y precisa sobre los programas, servicios y eventos. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Documentos (formas, instrucciones, información sobre programas y servicios, eventos, etc.) producidos por TDHCA son claros. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)

Pregunta
Documentos proveen información exacta. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
La localizacion de la oficina de TDHCA es conveniente. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Entiendo cómo presentar una queja con respecto a los programas, servicios, concesionarios o sub-beneficiarios de TDHCA. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Si yo diera una queja, estoy confiado que se manejaría de una manera razonable. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
En general, estoy satisfecho con mis experiencias con TDHCA. 1 2 3 4 5 no aplica. (muy en desacuerdo) (en desacuerdo) (neutral) (*de acuerdo*) (*muy de acuerdo*)
Por favor, utilice el espacio abajo para proporcionar cualquier comentario adicional o expresar alguna duda. ____ ____

Schedule H: Assessment of Advisory Committees

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name:	Colonia Residents Advisory Committee		
Number of Members:	16		
Committee Status (Ongoing or Inactive):	Ongoing	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
Date Created:	9/1/1995	**Date to Be Abolished:**	on-going
Budget Strategy (Strategies) (e.g. 1-2-4)	B.2.1	**Strategy Title (e.g. Occupational Licensing)**	Information and Assistance - Colonia Service Centers
Budget Strategy (Strategies)		**Strategy Title**	

State / Federal Authority	Select Type	Identify Specific Citation
State Authority	Statute	Texas Government Code §2306.584
State Authority		
State Authority		
Federal Authority		
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0

Meetings Per Fiscal Year	1	1	1

Committee Description:	Section 2306.585 of the Texas Government Code requires the Colonia Resident Advisory Committee (C-RAC) to meet at least 30 days before a Colonia Self-Help Center award is presented to the Department's Governing Board for approval. The committee is comprised of colonia residents from the counties (El Paso, Val Verde, Maverick, Webb, Starr and Cameron/ Willacy Counties) that operate a Colonia Self-Help Center.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

The C-RAC usually meets once a year along the Texas/Mexico border to review possible awards to the County to operate a Colonia Self-Help Center.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

The C-RAC does not produce any documents. The C-RAC reviews and recommends to the Department's Governing Board the types of activites in accordance to Section 2306.586 to be delivered by the Colonia Self-Help Center.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

The C-RAC recommended the award of the Starr and Maverick Counties Colonia Self-Help Center in 2015. The Department adopted the recommendations. C-RAC will be recommending additional awards in the Summer of 2016.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

40 hours

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

TDHCA staff (Office of Colonia Initiatives) provides technical assistance to the counties and reviews Colonia Self-Help Center application submissions for possible recommendation by the C-RAC and the Department's Governing Board.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

Meeting information is provided to the county.

7b. Do members of the public attend at least 50 percent of all committee meetings?

Yes

7c. Are there instances where no members of the public attended meetings?

No

8. Please list any external stakeholders you recommend we contact regarding this committee.

The counties managing or overseeing the Colonia Self-Help Center.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

Yes

9b. Please describe the rationale for this opinion.

The C-RAC is comprised of colonia residents in the targeted counties. The C-RAC provides input and recommendations in the operation ofoperation of and award of funds to the Colonia Self-Help Centers.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

Yes

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

Retain

11b. Please describe the rationale for this opinion.

Section 2306.582 of the Texas Government Code establishes the Colonia Self-Help Centers. The C-RAC committee provides local input regarding the activities delivered by the Colonia Self-Help Centers.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? No NOTE: The Agency would continue to seek input from colonia residents

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

The C-RAC provides local input regarding activities proposed and delivered by the Colonia Self-Help Center.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Colonia Resident Advisory Committee

County	Primary Contact	Secondary Contact
Cameron	Jose Luis Almazan, Valle Escondido 9301 Alaska Brownsville, Texas 78523 (956) 542-3326	Lupita Sanchez, Cameron Park 2216 Eduardo Avenue Brownsville, Texas 78526 (956) 542-2488
Willacy	Aurelio Guerra, Lasara PO Box 158 Lasara TX 78561 (956) 689-2733	Noria Garcia, Lasara PO Box 21 Lasara TX 78561 (956) 970-8095
Hidalgo	Yesssica Gonzalez, Indian Hills Subdivision 12567 Tejas Boulevard Mercedes TX 78570 (956) 355-3592	Cayetano Lopez, Linda Vista Estates 606 Nora Lande Mission TX 78573 (956) 560-2405
Webb	Elvira Torres, Colonia Los Altos 258 Arco Iris Road Laredo TX 78043 (956) 729-7556	Maria de Jesus Pena, Colonia Tanquecitos 251 Arco Iris Road Laredo TX 78043 (956) 722-2892
Starr	Dewitt Jones, Garciasville PO Box 77 Garciasville TX 78547 (956) 457-7743	Jose A Garza, La Puerta 97 KCTM FM 103 Road Rio Grande City TX 78582 (956) 735-1175
El Paso	Maria Garcia, Agua Dulce 771 Agua Limpia El Paso TX 79928 (915) 852-9290	Irma Castaneda, Agua Dulce 731 Agua Tibia El Paso TX 79928 (915) 408-5832
Maverick	Elizabeth Rodriguez, Loma Bonita 1911 Coyunda Eagle Pass TX 78852 (830) 757-0215	Dora Lucia Contreras, Loma Bonita 2030 Boulder Ridge Eagle Pass TX 78852 (830) 757-3652
Val Verde	Lupita Galindo, Val Verde Park Estates 233 Dennis Drive Del Rio TX 78840 (830) 719-2551	Iracema Guerra, Chaparral Hills 306 Cerezo Avenue Del Rio TX 78840 (830) 461-2728

TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS
Building Homes. Strengthening Communities.

Colonia Resident Advisory Committee C-RAC
Starr County Self Help Center
Rio Grande City, Texas

Sign in Sheet

Thursday, May 07, 2015

NAME	ORGANIZATION/ADDRESS	TELEPHONE	EMAIL ADDRESS
Saul Villarreal	Proyecto Azteca	702-3307	Saulv0808@hotmail.com
L Sanchez		755-7385	lupita.sanchezmartinez@gmail.
Veronica Herrera	Webb County	956-523-4605	vherrera@webbcountytx.gov
Cassie Allred	Webb Co. Self Help Ctr.	956-523-4760	cagarza@webbcountytx.gov
Ivan Morua	City of Eagle Pass	830-773-1111	imorua@eaglepasstx.us
San Juana Garza	City of Eagle Pass	830-773-1111	sjgarza@eaglepasstx.us
Roberto Ruiz	Mav. Co. Pct. 4	830 352 0400	robruizteach@yahoo.
Jerry Morales	Mav. Co. Pct. 2	830-513-9575	morales.jerry@yahoo.com
Ernesto Guerra	Mav Co Road Bridge	830-752-0093	[illegible]@co-maverick.tx.us
Rolando Martinez	Cameron County	956-550-1353	Rolando.Martinez@co.cameron.tx.us
Elvira Torres	Webb County (Laredo)	956-229-3363	Elvira torres @Yahoo.Com
Anna M. Villarreal	10 Mayorga St. Rio Grande City	956-487-2025	annavillarreal35@aol.com
Yessica Gonzalez	Hidalgo County	956 355 3592	yessica Gonzalez
Joselin [illegible]	Cameron County	956 639 1958	9301 Alaska RD
Maria Garcia	El Paso CouRAC	(915) 852-9290	marygarcia771@yahoo.com
Rose Marie Lopez	Starr Co.	956-353-1597	rosemjlopez@yahoo.com
Norma Guzman	Starr Co	956-263-3075	nguzman_56@yahoo.com
Yesenia Ayala	TDHCA	956-783-0693	yesenia.ayala@tdhca.state.tx.us
Leo Barrera	CDC of Brownsville	956-541-4955	jbarrera@cdcb.org
Diana Marroquin	El Paso County SHC	915 852 2656	dmarroquin@epcounty
Manty Montalvo	10 Mayorga St. RGC. TX 78582	956 488 2395	manty.montalvo@co.starr.tx.us

The Texas Department of Housing and Community Affairs is the state agency responsible for affordable housing, community services, energy assistance, colonia housing programs, and disaster recovery housing programs.

TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS
Building Homes. Strengthening Communities

Colonia Resident Advisory Committee C-RAC
Starr County Self Help Center
Rio Grande City, Texas

Sign in Sheet

Thursday, May 07, 2015

NAME	ORGANIZATION/ADDRESS	TELEPHONE	EMAIL ADDRESS
Blanca Juarez	Secretary of State	956 488 8689	101 S. Washington st RGC
ERIC TREVINO	URBAN COUNTY / HIDALGO COUNTY	956 787-8127	ERIC.TREVINO@CO.HIDALGO.TX.US
Francisco Salazar	TDHCA	512 475 2226	
Albert Alvidrez	TDHCA - El PASO BFO	915 834-4925	albert.alvidrez@tdhca.state.tx.us

The Texas Department of Housing and Community Affairs is the state agency responsible for affordable housing, community services, energy assistance, colonia housing programs, and disaster recovery housing programs.

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

www.tdhca.state.tx.us

C-RAC Agenda

May 22, 2014
1:30 pm

- Welcome

  Homero Cabello, OCI Director

- Introduction of C-RAC Members

  Homero Cabello, OCI Director

- El Paso County Colonia Self Help Center proposal

  Diana Marroquin, El Paso County

- Val Verde Colonia Self Help Center proposal

  Val Verde County Representative

- Open Forum

- Adjournment

Colonia Residents Advisory Committee

Webb County Colonia Self Help Center
May 22, 2014

Name	County	Signature
María de Jesús Díaz	Webb	María de Jesús Díaz
Elicia Torres	Webb	Elicia Torres
Rolando Martin	Cameron	[illegible]
Saul Villarreal	Hidalgo	[illegible]
Maria Garcia	El Paso	María Garcia
Diana Marroquin	El Paso	Diana Marroquin
Lupita Sanchez	Cameron	[illegible]
Francisco Salazar	TDHCA	Francisco Salazar
Leo Barrera	Cameron	[illegible]
Jorge Negrete	WEBB (SOS)	J. R. Negrete
Yesenia Ayala	TDHCA	[illegible]
Veronica Herrera	Webb	Veronica Herrera
Juan Vargas	WEBB	[illegible]
Cassie Allred	Webb	C. Allred
Arnoldo Cervantes	Webb	[illegible]
Albert Alvidrez	El Paso OCI	Albert Alvidrez

EXHIBIT A

PERFORMANCE STATEMENT

El Paso County

Contractor shall carry out the following activities in the target area **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22** as identified in its Colonia Self-Help Center Program Proposal. Contractor shall ensure that the amount of funds expended for each activity described herein does not exceed the amount specified for such activity in Exhibit B, Budget. The total number of beneficiaries to be targeted will be 9,100 persons of which 8,645 persons or ninety five percent (95%) are of low to moderate income.

(7). PUBLIC SERVICES $80,000.00

◊ **PUBLIC SERVICES**

◊ **Tool Library**

Contractor shall operate one (1) tool library and maintain, repair and/or purchase tools as necessary for colonia residents to check out and use in the home construction, repair and improvement projects. A minimum of four hundred (400) checkouts by colonia residents shall be accomplished. Residents residing in the colonias of **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22** will have first priority.

These activities shall benefit (9,100) persons, of which (8,645) persons or ninety percent (95%) are of low to moderate income.

Total Tool Library: 1

◊ **TechnologyAccess**

Contractor shall operate, maintain, and purchase necessary equipment including but not limited to network laser printer, projector, fax machine, scanner, paper, printer toner to provide access to computers and the internet. A minimum of five hundred (500) visits by colonia residents shall be accomplished. Access to computers shall be prioritized for the residents of the Colonia Self Help Center service area.

These activities shall benefit (9,100) persons, of which (8,645) persons or ninety five percent (95%) are of low to moderate income.

Total Technology Center: 1

◊ **Solid Waste Removal**

Contractor shall conduct seven (7) solid waste campaigns. A total of 350,000 lbs will be collected. Proper disposal of all solid waste material will be disposed at the city landfill. This will benefit the residents of **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22**

These activities shall benefit (9,100) persons, of which (8,645) persons or ninety five percent (95%) are of low to moderate income

(9). REHABILITATION $570,000.00

◊ **9a)Residential Rehabilitation**

◊ **Residential Rehabilitation**

Contractor shall assist ten (10) owner-occupied housing units at an average cost of ($40,000.00) dollars per residence with residential rehabilitation assistance. Colonia residents selected to participate in this activity will be from **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22**.

These activities shall benefit thirty (30) persons of which twenty eight (28) or ninety five percent (95%) are of low to moderate income

Total Rehabilitation: 10

◊ **Home Repair**

Contractor shall assist 16 residences at an average cost of approximately $10,000 per residence with self help home improvements that require immediate attention. The qualifying residents will be supplied with materials and general construction assistance and oversight. Residents will be solely responsible for conducting sweat equity self help construction repairs to the homes. Colonia residents selected to participate in this activity will be from **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22.**

These activities shall benefit forty eight (48) persons of which forty five (45) persons or ninety five percent (95%) are of low to moderate income.

Total Home Repairs: 16

◊ **Utility Connections**

To assist with emergency first come first serve utility connections to four (4) residences at an average cost of approximately $2,500 per residence in **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22**

These activities shall benefit twelve (12) persons, of which eleven (11) persons or ninety five percent (95%) are of low to moderate income.

Total Utility Connections: 4

(13). ADMINISTRATION, PLANNING & MANAGEMENT $150,000.00

◊ **Program Administration**

The contractor shall utilize one hundred eighty thousand dollars ($150,000.00) dollars to insure proper implementation of program activities and compliance procedures for the Self-Help Center. Funds will be used in whole or part by the County of El Paso staff that will provide supervision and interaction with the Self Help Center operation, deliverables and/or contract execution.

(15). CONSTRUCTION $200,000.00

◊ **15 (b) Not Feasible for Rehabilitation (Reconstruction)**

Contractor shall assist four (4) colonia residences with reconstruction of their homes and/or manufactured home replacements of up to $50,000 each. The applicants will be selected from the colonias of **Agua Dulce Units 1-5/Colonias del Paso, College Park, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 &22**

These activities shall benefit twelve (12) persons of which eleven (11) persons or ninety five percent (95%) are of low to moderate income.

Total Reconstruction: 4

2014 Budget Proposal
El Paso County

Line Categories	Total Line Item	Contract Funds
1. Acquisition, Disposition (lot Acquisition)		$ -
2. Clearance		$ -
3. Center Facility (e.g. senior center)		$ -
4. Public Facilities (do not use 4a, 4b, or 4c)		$ -
4(a). Water		$ -
4(b). Sewer		$ -
4(c). Flood and Drainage Facilities		$ -
5. Street/Bridge		$ -
6. Other Public Facilities		$ -
7. Public Service (Limited to 8% of request)	$ 80,000.00	
Technology Center		**$ 20,000.00**
Tool Library		**$ 20,000.00**
Solid Waste Removal		**$ 40,000.00**
8. Relocation		$ -
9. Rehabilitation (do not use 9)		$ -
9(a). Residential Rehabilitation	$ 570,000.00	
Residential Rehabilitation		$ 400,000.00
Self Help Home Repair		$ 160,000.00
Water Connections		$ 10,000.00
9(b). Commercial Rehabilitation		$ -
10. Public Housing Modernization		$ -
11. Removal of Architectural Barriers		$ -
12. Planning Only		$ -
13. Administration, Planning & Management	$ 150,000.00	$ 150,000.00
14. Economic Development Activities		
14(a). Assistance to nonprofit		$ -
14(b). Assistance to for profit		$ -
14(c). Micro Enterprise		$ -
15. New Construction do not use 15)		$ -
15(a). Last Resort		$ -
15(b). Not Feasible for Rehabilitation (Reconstruction)	$ 200,000.00	$ 200,000.00
15(c). Other 105(a)(15)		
16. Unspecified Activities (Surveys)		$ -
17. Homeownership Assistance		$ -
Totals	$ 1,000,000.00	$ 1,000,000.00

EXHIBIT A

PERFORMANCE STATEMENT

VAL VERDE COUNTY

Contractor shall carry out the following activities in the Val Verde County Colonia Self-Help Center target area colonias of **Escondido Estate (M2330017), Val Verde Park and #2 (M2330012 & M2330013), Town of Comstock (M2330011), Cienegas Terrace (M2330003) and Lake View Addition (M2330004)** as identified in its 2014 Colonia SHC Program Proposal. The persons to benefit from the activities described in this Performance Statement must be receiving service or a benefit from the use of the new or improved facilities and activities for the contract obligations to be fulfilled. The Contractor shall ensure that the amount of funds expended for each activity described does not exceed the amount specified for such activity in Exhibit B, Budget. The total number of beneficiaries to be targeted will be five thousand three hundred ninety one (5,391) persons of which five thousand three hundred ninety one (5,391) or one hundred percent (100%) are of low to moderate income.

7. Public Services **$48,000.00**

Solid Waste Removal

Contractor shall implement five (5) solid waste removal activities such as colonia lot clean-up campaigns, the removal of junk vehicles and large item trash pick-up as needed at an average cost of one thousand dollars ($1,000) per activity. An average of one hundred fifty thousand pounds (150,000 lbs.) will be collected per activity and all activities will include the proper disposal of all solid waste for the residents of the Val Verde County Colonia Self-Help Center target area.

These activities shall benefit five thousand three hundred ninety one (5,391) persons, of which five thousand three hundred ninety one (5,391) persons or one hundred percent (100%) are of low to moderate income.

Tool Library

The tool lending library is an area-wide public service activity and the contractor shall operate one (1) tool lending library the duration of the contract period, maintain and purchase tools as necessary to provide tools for home construction and improvements for the benefit of colonia residents who are building or repairing their residence or installing necessary residential infrastructure.

The Val Verde Colonia Self-Help Center will enroll a minimum of four hundred (400) new resident enrollments within the targeted colonias. The tool library resources will be prioritized for the residents of the Val Verde County Colonia SHC target area.

These activities shall benefit five thousand three hundred ninety one (5,391) persons, of which five thousand three hundred ninety one (5,391) persons or one hundred percent (100%) are of low to moderate income.

Technology Classes

Contractor shall conduct fifteen (15) computer literacy classes with two hundred twenty five beneficiaries (225), to provide tutoring and operate, maintain and purchase equipment to provide access to computers and the internet. Access to technology and any associated classes shall be prioritized in the Val Verde County Colonia Self-Help Center target area.

These activities shall benefit two hundred twenty five beneficiaries (225), persons, of which two hundred twenty five beneficiaries (225), persons or one hundred percent (100%) are of low to moderate income.

Technology Access

Contractor shall provide colonia residents access to computers and the internet. A minimum of four hundred (400) visits by colonia residents shall be accomplished. Access to technology shall be prioritized in the Val Verde County Colonia Self-Help Center target area.

These activities shall benefit five thousand three hundred ninety one (5,391) persons, of which five thousand three hundred ninety one (5,391) persons or one hundred percent (100%) are of low to moderate income.

9a. Residential Rehabilitation $112,000.00

Small Repair

Contractor shall assist twelve (12) homeowners within the Val Verde County Colonia SHC service area through self-help methodology with small home repairs and accessibility improvements at an average cost of nine thousand three hundred thirty three dollars ($9,333.33)

These activities shall benefit thirty six (36) persons, of which thirty six (36) or one hundred percent (100%) are of low to moderate income.

15b. Not Feasible for Rehabilitation (Reconstruction) $350,000.00

Contractor shall conduct seven (7) reconstructions of housing units for residents of the Val Verde County Colonia Self-Help Center service area at an average cost of fifty thousand dollars ($50,000)

These activities shall benefit twenty one (21) persons, of which twenty one (21) or one hundred percent (100%) are of low to moderate income.

13. Administration, Planning and Management $90,000.00

Contractor shall ensure the amount of funds expended for all eligible project-related administration activities that are intended to be charged to the contract, including the required annual program compliance and fiscal audit costs, do not exceed the amount specified for administration in amount of $90,000.00 noted in Exhibit B Budget.

EXHIBIT B
BUDGET
COLONIA SELF-HELP CENTER CONTRACT NO. ___________
VAL VERDE COUNTY

LINE	CATEGORIES	CONTRACT FUNDS	OTHER FUNDS	TOTAL
1	Acquisition, Disposition			
2	Clearance			
3	Center/Facility			
4	Public Facilities (use 4a, 4b, or 4c)			
4a	Water			
4b	Sewer			
4c	Flood and Drainage Facilities			
5	Street/Bridges			
6	Other Public Facilities			
7	Public Service (Limited to **8%** of Request)	$ 48,000	-0-	$ 48,000
8	Relocation			
9	Rehabilitation (use 9a or 9b)			
9a	Residential Rehabilitation	$ 100,000	-0-	$ 100,000
9b	Commercial Rehabilitation			
10	Public Housing Modernization			
11	Removal of Architectural Barriers			
12	Planning Only			
13	Administration, Planning and Management	$ 90,000	`-0-	$ 90,000
14	Economic Development (use 14a, 14b or 14c)			
14a	Assistance to Non-Profit			
14b	Assistance to For-profit Entities			
14c	Micro enterprises or Small Business			
15	New Construction (use 15a, 15b, or 15c)			
15a	Last Resort			
15b	Not feasible for Rehabilitation	$ 362,000		$ 362,000
15c	Other 105 (a) 15			
16	Unspecified Activities			
17	Homeownership Assistance		-0-	
	Totals	$ 600,000		$ 600,000

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

www.tdhca.state.tx.us

Colonia Resident Advisory Committee Meeting

April 9, 2013

Agenda

1. Welcome
   -Homero Cabello, Office of Colonia Initiatives & Single Family

2. Presentation, Discussion and Possible Action on El Paso County Proposal
   -Diana Maroquin, El Paso County Self Help Center

3. C-RAC Member Recognition

4. Program Updates and Other Business

5. Adjournment

221 East 11th - P.O. Box 13941 - Austin, Texas 78711-3941 - (800) 525-0657 - (512) 475-3800

EXHIBIT A

PERFORMANCE STATEMENT

El Paso County

Contractor shall carry out the following activities in the target area **Agua Dulce Units 1-5/Horizon 90, 91 & 94, El Paso Hills Units 1-4, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 & 22** as identified in its Colonia Self-Help Center Program Proposal. Contractor shall ensure that the amount of funds expended for each activity described herein does not exceed the amount specified for such activity in Exhibit B, Budget. The total number of beneficiaries to be targeted will be **8,982** persons of which **8,533** persons or ninety five percent (95%) are of low to moderate income.

(7). PUBLIC SERVICES

◊ **Solid Waste Removal** **$10,000.00**

Contractor shall utilize ($10,000.00) to conduct at a minimum two (2) solid waste removal activities such as colonia lot clean up campaigns, household trash pick-up as needed, at an average cost of five thousand dollars ($5,000.00) per activity. An average of one hundred thousand pounds (100,000 lbs) will be collected per activity. Proper disposal of all solid waste material will be disposed at the city landfill for the colonias of **Agua Dulce Units 1-5/Horizon 90, 91 & 94, El Paso Hills Units 1-4, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 & 22**

These activities shall benefit (8,982) persons, of which (8,533) persons or ninety five percent (95%) are of low to moderate income

(9). REHABILITATION

◊ **Self Help Home Repair** **$75,000.00**

Contractor shall utilize seventy five ($75,000.00) dollars to assist five (5) residences with self help home improvements that require immediate attention at an average cost of up to fifteen thousand dollars ($15,000.00) per residence. The qualifying residents will be supplied with materials and general construction assistance. Residents will be responsible for conducting sweat equity self help construction repairs to their homes. Colonia residents selected to participate in this activity will be from **Agua Dulce Units 1-5/Horizon 90, 91 & 94, El Paso Hills Units 1-4, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 & 22.**

These activities shall benefit (20) persons of which (19) persons or ninety five percent (95%) are of low to moderate income.

Total Home Repairs: 5

(13). ADMINISTRATION, PLANNING & MANAGEMENT

◊ **Program Administration** **$75,000.00**

The contractor shall utilize seventy five thousand dollars ($75,000.00) to insure proper implementation of program activities and compliance procedures for the Self-Help Center Program. Funds will be used in whole or part by the County of El Paso staff salaries and operating expenses that will support program supervision, Self Help Center operation, deliverables and/or contract execution.

(15). CONSTRUCTION

◊ **15 (b) Not Feasible for Rehabilitation (Reconstruction)** **$340,000.00**

Contractor shall utilize three hundred forty thousand dollars ($340,000.00) to assist four (4) colonia residences with the reconstruction of their homes at an average cost of $85,000 per home. The applicants will be selected from the colonias of **Agua Dulce Units 1-5/Horizon 90, 91 & 94, El Paso Hills Units 1-4, Lakeway Estates Units 1-3, Horizon View Estates Units 17, 20, 21 & 22**

These activities shall benefit approximately (16) persons of which (15) persons or ninety five percent (95%) are of low to moderate income.

Total construction: 4

2013 Budget Proposal
El Paso County

Line Categories	Total Line Item	Contract Funds
1. Acquisition, Disposition (lot Acquisition)		$ -
2. Clearance		$ -
3. Center Facility (e.g. senior center)		$ -
4. Public Facilities (do not use 4a, 4b, or 4c)		$ -
4(a). Water		$ -
4(b). Sewer		$ -
4(c). Flood and Drainage Facilities		$ -
5. Street/Bridge		$ -
6. Other Public Facilities		$ -
7. Public Service (Limited to 15% of request)	$ 10,000.00	
Technology Center		
Tool Library		
Construction Skill Training		
Solid Waste Removal		$ 10,000.00
8. Relocation		$ -
9. Rehabilitation (do not use 9)		$ -
9(a). Residential Rehabilitation	$ 75,000.00	
Residential Rehabilitation		
Self Help Home Repair		$ 75,000.00
Water Connections		
9(b). Commercial Rehabilitation		$ -
10. Public Housing Modernization		$ -
11. Removal of Architectural Barriers		$ -
12. Planning Only		$ -
13. Administration, Planning & Management	$ 75,000.00	$ 75,000.00
14. Economic Development Activities		
14(a). Assistance to nonprofit		$ -
14(b). Assistance to for profit		$ -
14(c). Micro Enterprise		$ -
15. New Construction do not use 15)		$ -
15(a). Last Resort		$ -
15(b). Not Feasible for Rehabilitation (Reconstruction)	$ 340,000.00	$ 340,000.00
15(c). Other 105(a)(15)		
16. Unspecified Activities (Surveys)		$ -
17. Homeownership Assistance		$ -
Totals	$ 500,000.00	$ 500,000.00

Colonia Residents Advisory Committee

Hidalgo Urban County Offices
April 9, 2013

Name	County	Signature
Jose Luis Almazan	Cameron	Jose Luis A
Rosa Bodden	Cameron	
Margarita Jauregui	El Paso	
Maria Vargas	El Paso	
Yolanda Hernandez	Hidalgo	Yolanda G. Hernandez
Juan Pena	Hidalgo	
Jerry Chacon	Maverick	[illegible]
Dora Lucia Contreras	Maverick	
DeWitt Jones	Starr	
Rosabel Alvarez	Starr	
Juan Lopez	Val Verde	
Lupita Galindo	Val Verde	
Amelia R. Juarez	Webb	
Amelia M. Rodríguez	Webb	
Manuel Carlos Valles	Willacy	
Raul Ramirez	Willacy	
Homero Cabello	TDHCA	
Yesenia Ayala	TDHCA	
Valerie Rivera ~~Soto~~	TDHCA	Valerie E. Rivera
Will Gudeman	TDHCA	
Albert Alvidrez	TDHCA	Albert Alvidrez
Diana Marroquin	El Paso	Diana Marroquin

4/9/13
CRAC meeting
Edinburg Tx

Steve de la Garza	Count of Hidalgo	[signature]
Cassie Allred	Webb	[signature]
Veronica Y. Herrera	Webb	[signature]
Juan Vargas	Webb	[signature]
Saul Villarreal	Hidalgo	[signature] - Proyecto Azteca
Yadira Garza		
Jose [illegible]	Cameron	[signature]
Ravi Garcia	Cameron	[signature]
Jorge Reyes	TDHCA	

Oliver de la Garza TX SOS [signature]

Blanca Juarez Starr [signature]

Lupita Ortega - TX SOS. [signature]

Anna M Villarreal Starr County Self Help Center

Dewitt Jones Starr County CRAC member

Manty Montalvo Starr County

Albert Alvidrez El Paso Border Field Officer

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Disability Advisory Workgroup

Number of Members: Not fixed membeship

Committee Status (Ongoing or Inactive): Ongoing

Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: 2006

Date to Be Abolished: NA

Budget Strategy (Strategies) (e.g. 1-2-4): NA

Strategy Title (e.g. Occupational Licensing): NA

Budget Strategy (Strategies): NA

Strategy Title: NA

State / Federal Authority	Select Type	Identify Specific Citation
State Authority		NA
State Authority		
State Authority		
Federal Authority		NA
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Meetings Per Fiscal Year	4	4	4

Committee Description: Meets on an ad hoc basis to provide the Department with feedback and input on policies, rule development, Notices of Funding Availability, and federal planning documents.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission. **NO BYLAWS**

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

This Committee generally meets 3-4 times per year on an ad hoc basis. Meetings occur as input and policies and plans are generated. Therefore, meetings may occur more frequently than quarterly, but may be less frequent during periods of the year when rules and plans are not being updated or released for comment. There are no requirements for frequency.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

There are no required documents or deliverables. The Committee does not produce products but rather provides insight on documents and policies proposed.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

In its most recent meetings, the DAW has asked for more discussion on the programming of HOME Investment Partnerships Program funds for Persons with Disabilities and whether it should be released by reservation or competitively contracted. The DAW also suggested that the Department establish a numeric percentage goal for what percentage of those it assists will be persons with disabilities. In response, both of those issues are slated for further discussion at subsequent DAW meetings, and data has been generated to present to the DAW that reflects persons with disabilities assisted with TDHCA programs. It should be noted that historically the input received from the DAW has been very integral to decision making on program funding including how HOME PWD funds are spent, establishment and expansion of the Project Access program, and creation and ongoing policy on the Amy Young Barrier Removal Program.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ? **NA**

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees? No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015? 200.0

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Staff assistance includes scheduling the meeting and space, coordinating time availability for attendees, establishing the call in line and establishing the agenda. Each agenda item is reflective of a TDHCA program area and subject matter or plan/rule. TDHCA staff for that agenda item may spend 4-5 hours in advance of the meeting preparing their materials and discussion points. At the meetings there are often 5-10 different issues covered and there are roughly 10 TDHCA employees at each DAW to ensure all issues are captured and the dialogue can occur with the right program staff.

6. Have there been instances where the committee was unable to meet because a quorum was not present? No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

The DAW is in essence a public workgroup and does not have fixed ongoing membership, but rather is an announced opportunity for public participation around the issues of persons with disabilities. Each DAW is announced through the Department's listserv and posted on the Department's calendar. Any prior attendees are invited.

7b. Do members of the public attend at least 50 percent of all committee meetings? Yes

7c. Are there instances where no members of the public attended meetings? No

8. Please list any external stakeholders you recommend we contact regarding this committee.

Easter Seals, Meals on Wheels and More, Austin Travis County Integral Care, Disability Rights Texas, Texas Council on Developmental Disabilities, Accessible Housing Austin, NAMI Austin

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? Yes

9b. Please describe the rationale for this opinion.

The DAW is an excellent tool for gathering critical public input as rules, plans, priorities and programs are generated. They provide valuable insight on the needs of populations with disabilities and insight on challenges in how the Department's programs may be operationalized.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? **No**

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area? **No**

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? **Retain**

11b. Please describe the rationale for this opinion.

It continues to provide valuable insight to the Department and ensures an excellent venue for ongoing dialogue with the disability community.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? **Yes** NOTE: The Agency solicits this input.

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

Without the DAW it would be far more challenging to garner comprehensive insight and feedback on policies and the perspectives of those with disabilities, and those who serve those with disabilities.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Not applicable. Because this is an ad hoc committee and not statutorily created, it has the flexibility needed.

SIGN-IN SHEET

2-18-16

Organization Name: Easter Seals Central Texas Contact: Rosa Gonzalez-Abrego

Address: 8505 Cross Park Dr #120 City: Austin State: TX Zip: 78754

Phone: 512-615-3379 Fax: 512-615-7121 Email: rgonzalez-abrego@eastersealstx.org

Organization Name: Accessible Housing Austin Contact: Isabelle Headrick

Address: City: State: Zip:

Phone: Fax: Email: isabelle.headrick@ahaustin.org

Organization Name: EQUITY CDC Contact: ROBB STEVENSON

Address: City: AUSTIN State: Zip:

Phone: Fax: Email: robb@equitycdc.org

Organization Name: Contact:

Address: City: State: Zip:

Phone: Fax: Email:

TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS
Building Homes. Strengthening Communities.

Sign-In Sheet

2-18-16

Organization Name ATCIC **Contact** ELIZABETH BAKER
Address 1430 Collier **City** Austin **State** TX **Zip** 78704
Phone 512-804-3230 **Fax** ______ **email** elizabeth.baker@atcic.org

Organization Name ______ **Contact** ______
Address ______ **City** ______ **State** ______ **Zip** ______
Phone ______ **Fax** ______ **email** ______

Organization Name ______ **Contact** ______
Address ______ **City** ______ **State** ______ **Zip** ______
Phone ______ **Fax** ______ **email** ______

Organization Name ______ **Contact** ______
Address ______ **City** ______ **State** ______ **Zip** ______
Phone ______ **Fax** ______ **email** ______

TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS
Building Homes. Strengthening Communities.

Sign-In Sheet

2-18-16

Organization Name DSHS **Contact** Anna Sonenthal
Address ____ **City** ____ **State** ____ **Zip** ____
Phone ____ **Fax** ____ **email** ____

Organization Name NAMI Austin **Contact** Marilyn Hartman
Address 8807 Smoketree Cove **City** Austin **State** TX **Zip** 78735
Phone 512-470-7840 **Fax** ____ **email** marilyn.hartman@earthlink.net

Organization Name DRTX **Contact** Jean Langendorf
Address 2222 W. Braker **City** Austin **State** TX **Zip** 78758
Phone ____ **Fax** ____ **email** ____

Organization Name Easter Seals Central TX **Contact** Tanya Lavelle
Address 8505 Cross Park Dr. Ste120 **City** Austin **State** TX **Zip** 78754
Phone 512-615-6884 **Fax** ____ **email** tlavelle@eastersealstx.org

SIGN-IN SHEET
10-21-15

ISABEL CASAS

Organization Name: Sen. Judith Zaffirini's Office   Contact: 512-463-0721

Address: ______   City: ______   State: ______   Zip: ______

Phone: ______   Fax: ______   Email: isabel.casas@senate.state.tx.us

Organization Name: ______   Contact: ______

Address: ______   City: ______   State: ______   Zip: ______

Phone: ______   Fax: ______   Email: ______

Organization Name: ______   Contact: ______

Address: ______   City: ______   State: ______   Zip: ______

Phone: ______   Fax: ______   Email: ______

Organization Name: ______   Contact: ______

Address: ______   City: ______   State: ______   Zip: ______

Phone: ______   Fax: ______   Email: ______

SIGN-IN SHEET

10-21-15

Organization Name: TDHCA Contact: Andre Adams

Address: City: Austin State: TX Zip: 77871

Phone: 512-475-3884 Fax: Email:

Organization Name: TDHCA Contact: Homero Cabello Jr

Address: City: State: Zip:

Phone: 512 475-2118 Fax: Email:

Organization Name: TDHCA Contact: MARNI HOLLOWAY

Address: City: State: Zip:

Phone: Fax: Email:

Organization Name: TRLA Contact: Lourdes Flores

Address: City: State: Zip:

Phone: Fax: Email:

SIGN-IN SHEET

10-21-15

Organization Name: TRLA
Contact: Kelli Howard
Address:
City:
State:
Zip:
Phone:
Fax:
Email: khoward@trla.org

Organization Name: DSHS
Contact: Anna Sonenthal
Address:
City:
State:
Zip:
Phone:
Fax:
Email: anna.sonenthal@DSHS.state.tx.us

Organization Name: MFP Director
Contact: Penny Larkin
Address:
City:
State:
Zip:
Phone:
Fax:
Email: penny.larkin@hhsc.state.tx.us

Organization Name:
Contact:
Address:
City:
State:
Zip:
Phone:
Fax:
Email:

SIGN-IN SHEET

10-21-15

Organization Name: Easter Seals
Contact: Kelly Garcia
Address: 8505 Cross Park Dr.
City: Austin
State:
Zip: 78754
Phone: 512-615-6820
Fax:
Email: Kgarcia@eastersealstx.org

Organization Name: Easter Seals Central Texas
Contact: Rosa Gonzalez-Abrego
Address: 8505 Cross Park Dr. ste 120
City: Austin
State: TX
Zip: 78754
Phone: 512-615-3379
Fax: 512-615-7121
Email: rgonzalez-abrego@eastersealstx.org.

Organization Name: TDHCA
Contact: Suzanne Hemphill
Address:
City:
State:
Zip:
Phone:
Fax:
Email:

Organization Name: NAMI Austin
Contact: Marilyn Hartman
Address: 8807 Smoketree Cove
City: Austin
State: TX
Zip: 78735
Phone: 512-470-7840
Fax:
Email: marilyn.hartman@earthlink.net

SIGN-IN SHEET

8-26-14

Organization Name: Texas Association of Centers for Ind Liv. (TACIL) Contact: Amy Kantoff
Address: 7101 Easy Wind Drive # 3114 City: Austin State: TX Zip: 78752
Phone: 512 374-0730 Fax: Email: amy@tacil-texas.org

Organization Name: TDHCA Contact: Frances Acosta
Address: 11th St City: Austin State: TX. Zip:
Phone: 512 305 8568 Fax: Email:

Organization Name: Accessible Housing Austin Contact: Isabelle Headrick
Address: City: Austin State: Zip:
Phone: Fax: Email: isabelle.headrick@gmail.com

Organization Name: DADS Contact: Laura Gold
Address: City: State: Zip:
Phone: Fax: Email:

SIGN-IN SHEET

8-26-14

Organization Name: Meals on Wheels and more Contact: Charles Clinton
Address: City: State: Zip:
Phone: Fax: Email:

Organization Name: Easter Seals Central Texas Contact: Rosa Gonzalez-Abrego
Address: 1611 Headway Cir Bldg 2 City: Austin State: TX Zip: 78754
Phone: 512-615-3379 Fax: 512-615-7121 Email: rgonzalez-abrego@eastersealstx.org

Organization Name: Easterseals Central Texas Contact: Tanya Lavelle
Address: 1611 Headway Circle City: Austin State: TX Zip: 78754
Phone: 512-615-6884 Fax: Email: tlavelle@eastersealstx.org

Organization Name: Contact:
Address: City: State: Zip:
Phone: Fax: Email:

SIGN-IN SHEET

8-26-14

Organization Name: Hogg Foundation   Contact: Jemila Lea
Address: City: State: Zip:
Phone: (512) 471-7627   Fax: Email: jemila.lea@austin.utexas.edu

Organization Name: Texas Council for Developmental Disabilities   Contact: Belinda Carlton
Address: City: State: Zip:
Phone: Fax: Email: belinda.carlton@TCDD.STATE.TX.US

Organization Name: DRT - JEAN LANGENDORF   Contact:
Address: City: State: Zip:
Phone: Fax: Email:

Organization Name: Self formerly Austin/Travis Reentry Roundtable   Contact: Jeri Houchins
Address: 815 Cattle Town   City: Smithville   State: TX   Zip:
Phone: 512-662-2005   Fax: Email: jeri.jean.w@gmail.com

SIGN-IN SHEET

8-26-14

Organization Name: Arx Advantage. Contact: Robbye Meyer
Address: 8801 Francia Trail City: Austin State: Tx Zip: 78748
Phone: 512 963-2555 Fax: Email: robbyemeyer@gmail.com

Organization Name: TSAHC Contact: Charlie Leal
Address: 2200 E. MLK Blvd. City: Austin State: TX Zip: [illegible]
Phone: Fax: Email: cleal@tsahc.org

Organization Name: Disability Rights Texas Contact: Jean Langendorf
Address: City: State: Zip:
Phone: Fax: Email: jeanl@drtx.org

Organization Name: Self formerly A/TCRAT Contact: Jeri Hawkins
Address: 815 Cattletown Rd City: Smithville State: TX Zip:
Phone: 512-662-2005 Fax: Email: jerijeanw@[illegible]

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name:	Fair Housing Workgroup		
Number of Members:	18-19		
Committee Status (Ongoing or Inactive):	Ongoing	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
Date Created:	5/6/2014	**Date to Be Abolished:**	NA
Budget Strategy (Strategies) (e.g. 1-2-4)	CHECK EMAIL FROM ERNIE	**Strategy Title (e.g. Occupational Licensing)**	
Budget Strategy (Strategies)		**Strategy Title**	

State / Federal Authority	Select Type	Identify Specific Citation
State Authority		
State Authority		
State Authority		
Federal Authority		
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses ASK SUSAN TO ESTIMATE TIME N THIS

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0

Meetings Per Fiscal Year	0	0	0

Committee Description: Ongoing coordination of documentation of compliance with fair housing requirements, including HUD Affirmatively Further Fair Housing ("AFFH") requirements. Includes representatives from GLO, TDA. DSHS, TDHCA, and TWC. Assists state agencies in aligning fair housing efforts associated with Analysis to Impediments to Fair Housing Choice ("AI") as well as ways to improve fair housing education and outreach.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

This group meets as needed, typically four times per year, at TDHCA.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

This is chiefly a coordinating body but its limited deliverables include comment proposed federal regulations and issuances and coordination of AI and AFFH.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

NA

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

30 hrs

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Disseminating HUD documents and other relevant documents; coordination of drafting of comments; sharing analysis and fair housing documentation.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

Not applicable.

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

Not applicable.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

Yes

9b. Please describe the rationale for this opinion.

Texas agencies document thoughtfully and compliantly developed measures to ensure compliance.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

No

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

Retain

11b. Please describe the rationale for this opinion.

Fair Housing Requirements are ongoing.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

Yes

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

It would be problematic to provide the certifications HUD requires.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Not applicable

Fair Housing Workgroup, Attendance

April 13, 2016
Fair Housing Workgroup Meeting
In attendance: Tim Irvine, Brooke Boston, Megan Sylvester, Suzanne Hemphill, Julie Leung, Bobby Wilkinson, Blade Berkman, Tom Fredell, Lowell Keig, Michelle Goodwine, Suzanne Barnard, Heather Lagrone

February 20, 2016
Fair Housing Workgroup meeting
In attendance: Tim Irvine, Brooke Boston, Megan Sylvester, Suzanne Hemphill, Julie Leung, Vada Dillawn, Blade Berkman, Tom Fredell, Katy Sellers, Vickie Covington, Lowell Keig, Michelle Goodwine, Kaleb Bennett

December 3, 2015
Fair Housing Workgroup meeting
In attendance: Tim Irvine, Beau Eccles, Brooke Boston, Megan Sylvester, Suzanne Hemphill, Elizabeth Yevich, Bobby Wilkinson, Suzanne Barnard, Veda Dillawn, Tom Fredell, Blade Berkman, Heather Lagrone, Vickie Covington, Lowell Keig

Fair Housing Workgroup Meeting (4/13/2016)

In attendance: Tim Irvine, Brooke Boston, Megan Sylvester, Suzanne Hemphill, Julie Leung, Bobby Wilkinson, Blade Berkman, Tom Fredell, Lowell Keig, Michelle Goodwine, Suzanne Barnard, Heather Lagrone

Agenda (4/13/16) – Fair Housing Workgroup Meeting

1) News & Updates

TDHCA shared HUD Guidance on Application of Fair Housing Act Standards to the Use of Criminal Records by Providers of Housing and Real Estate-Related Transaction. Agency staff discussed this guidance, asked some questions of Megan Sylvester.

TDHCA announced Fair Housing month activities and the webinar series. The webinars have 280 registered participants

- 4/12 1:30-3pm, Webinar I: Fair Housing Overview
- 4/19 10:30-noon, Webinar II: Reasonable accommodations and accessibility, fair housing considerations
- 4/26 10:30-noon, Webinar III: Fair Housing Best Practices for Multifamily Developments

Governor's proclamation – Fair Housing Month

TWC thanked the Governor's office for the proclamation , announced their fair housing conference in Austin on April 20th

TDA- CDBG roundtable for COG's now thru June 9th

TDHCA's Fair Housing board report outlines 144 substantive fair housing actions. The board report is available in the 3/31/16 board meeting for TDHCA.

2) HUD rules out for public comment

AFFH Assessment Tool for States and Insular Areas
Comment due May 10, 2016

TDHCA would like to comment on the tool, seeking other state agencies to add to comments, sign letter. TDA expressed interested in collaborating. TWC will review and provide comments.

Discussion questions:

- Seeking comment on how the State tool can ensure an appropriate fair housing analysis for rural areas
    - Rural vs non-metro, transportation system in rural Texas
        - TDA raised concerns on getting substantive, useful analyses for rural Texas
- Regional analysis

- Potential to conduct a sub-state analysis
- Push for collaborations between states and qualified PHAs
    - 327 qualified PHAs in Texas, 79 entitlements
    - Need for compensation for state burden
- Racial dots of block groups are meaningless for counties with one block group – rural Texas
- Maps less helpful for disability status, familial status, other protected classes
- Opportunity, disparity – two options – favor more targeted questions
- Concern – this is a process that directs agencies to go through race-based decision making
- "In the state" versus "of the state" concerns about what TDHCA controls
- Analysis includes non-HUD funded housing
- Housing and financial opportunities: occupancy codes, homeownership programs – local rules and policies, zoning
- Can TDHCA's PHA receiver a waiver to collaborate with the state AFH?
- What role does a person's place of residence have on access to emergency preparedness opportunities? (pg 16)
- Describe any effects on emergency management and preparedness for protected class groups in your state?
    - Request HUD get more specific with questions
- Reentry populations
- Disparities related to public health services – including law enforcement, fire and rescue, medical services, in the state by protected class
- Estimated average time for the state is 1500 hrs, PHA is 120 hrs

Draft comments are due to Suzanne at TDHCA by 4/22. TDHCA will circulate a draft for other agencies to consider signing onto. Comments due to HUD by 5/10/16.

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Housing and Health Services Coordination Council

Number of Members: 17

Committee Status (Ongoing or Inactive): Ongoing

Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: SB 1878, 81st Regular Legislative S

Date to Be Abolished: N/A

Budget Strategy (Strategies) (e.g. 1-2-4) 2 1 1

Strategy Title (e.g. Occupational Licensing) Center for Housing Research, Planning, and Communications

Budget Strategy (Strategies)

Strategy Title

State / Federal Authority	Select Type	Identify Specific Citation
State Authority	Statute	Texas Government Code §2306, Subchapter NN.
State Authority		
State Authority		
Federal Authority		
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$10,229	$9,646	$9,646
Personnel	$114,634	$106,852	$53,426
Number of FTEs	1.25	1.25	1.25
Other Operating Costs	$74,304	$128,208	$156,060
Total, Committee Expenditures	$199,167	$244,706	$219,132

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$219,132	$265,288	$219,132
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	-$19,965	-$20,582	$0
Meetings Per Fiscal Year	4	0	0

Committee Description: The Housing and Health Services Coordination Council (HHSCC) is codified in Texas Government Code §2306.1091. The purpose of the Council is to increase state efforts to offer service-enriched housing through increased coordination of housing and health services. The Council seeks to improve interagency understanding and increase the number of staff in state housing and health services agencies that are conversant in both housing and services.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

The Council is required to meet quarterly. Typically, meetings are held at the Brown Heatly State Office Building, 4900 N. Lamar, Austin.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

(b) The council shall develop a biennial plan to implement the goals described by Subsection (a) and (c) Not later than August 1 of each even-numbered year, the council shall deliver a report of the council's findings and recommendations to the governor and the Legislative Budget Board.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

Through its most recently published biennial plan, the HHSCC produced a number of recommendations to TDHCA as well as other state agencies and organizations. Many of these were related to the Housing Tax Credit program. Recommendations to TDHCA were treated consistent with other public comment. Some recommendations were implemented into agency rules, while others were not for various legal and/or policy reasons.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ? | **Yes and No. See explanation**

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees? | Yes

4a Explanation. The Housing and Health Services Coordination Council ("HHSCC") has a statutory composition that encompasses representation from certain state agencies, as well as representatives from non-governmental entities. Due to coordination limitations a conundrum exists in the arena of service-enriched housing: non-housing related service programs are generally not allowed to use funding sources to provide housing, and affordable housing is generally not allowed to be operated as a long-term services and supports facility. While there are examples where coordination has worked well – Money Follows the Person, Project Access, and Section 811 PRA – there remains a significant need. Accordingly, a major focus of the HHSCC has become informing appropriate parties at the local level how to coordinate accessing appropriate supportive services if you are a housing provider and how to access affordable housing if you are a services provider. The HHSCC's chief initiative in this regard is providing an academy for local teams to attend and learn about such linkages. Also, policy considerations have risen from some areas regarding the charge of the HHSCC and whether it should be making very specific and concrete recommendations to participating agencies, or providing them information to use as they develop such things as appropriations requests and rules.

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015? | 1152.0

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Scheduling meetings; drafting agenda; coordinating speakers/presentations; managing web page and social media regarding meetings; identify sources of funding from this state and the federal government; facilitate communication between state agencies, sources of funding, service providers, and other entities to reduce or eliminate barriers to service-enriched housing projects; monitoring TDHCA vendors procured on behalf of the Council; processing travel for Governor appointees; project management of Council projects; and facilitating Council meetings. In addition, preparation of the Biennial Plan and Report every even numbered year.

6. Have there been instances where the committee was unable to meet because a quorum was not present? | Yes

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

All meetings of the Council are public and posted on the TDHCA calendar, HHSCC web page, via a TDHCA and HHSCC listserv, Tweet, Texas Register and a conference call line number is available for those who cannot attend onsite.

7b. Do members of the public attend at least 50 percent of all committee meetings? | Yes

7c. Are there instances where no members of the public attended meetings? | No

8. Please list any external stakeholders you recommend we contact regarding this committee.

Easter Seals of Central Texas, Hogg Foundation, Texas Council for Development Disabilities, Disability Rights Texas, and Coastal Bend Center for Independent Living.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? | Yes

9b. Please describe the rationale for this opinion.

Since the creation of the Council, two Housing and Services Resource Guides have been produced; a Comprehensive Analysis of Service-Enriched Housing Finance Practices report was completed; a Housing and Services Partnership Academy was conducted; a study of the Texas 2-1-1 system was under taken; 10 Housing and Services informational videos were produced and posted on TDHCA's website; and a Housing and Services training curriculum was created and presented at numerous training opportunities.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? | Yes

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area? | Yes

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

The statutory requirement of having the chair of the HHSCC being the head of a member agency can place this person and the agency in a position rife with policy tensions. This might be addressed by allowing the HHSCC to designate its own chair, and allowing TDHCA to designate a participating representative, as with any other agency member.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? | Retain

11b. Please describe the rationale for this opinion.

The Council has conducted a number of activities that have resulted in more coordination of Housing and Services staff as well as increased state efforts to expand Service-Enriched Housing in Texas to serve persons with disabilities and older Texans.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? | Yes

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

One of the major activities of the Council is the coordination of the Housing and Services Partnership Academy, which is a training opportunity for local teams from across the state to receive training and technical assistance to help them expand Service-Enriched Housing in their communities. This is critical to the coordination at the local level to expand Service-Enriched Housing to address the shortage of affordable, integrated, and accessible housing across Texas.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Consider changing the statute to require election of a Governor appointee as the chair or enabling the HHSCC to designate its own chair. It also would be helpful to allow TDHCA to designate a participating representative as with any other agency member.

Another suggested modification deals with the issue of establishing quorum. The HHSCC has experienced challenges at certain times of establishing quorum. Members travel from across the state and have encountered difficulties in attending meetings due to other commitments. Changes made by the 84th Texas Legislature to the enabling statute of the Texas Interagency Council for the Homeless addressed similar issues and should be considered for the HHSCC.

ARTICLE I – NAME, DESCRIPTION, DUTIES & AUTHORITY

Section 1: NAME – The name of the organization shall be The Housing and Health Services Coordination Council (HHSCC) or the Council.

Section 2: DESCRIPTION – The HHSCC consists of 17 members: 8 appointed by the Governor of Texas, 8 appointed by designated state agencies and organizations, and the director of the Texas Department of Housing and Community Affairs, who serves as its Chair.

Section 3: DUTIES – The duties of the HHSCC are to: (1) develop and implement policies to coordinate and increase state efforts to offer service-enriched housing; (2) identify barriers preventing or slowing service-enriched housing efforts; (3) develop a system to cross-educate selected staff in state housing and health services agencies to increase the number of staff with expertise in both areas and to coordinate relevant staff activities of those agencies; (4) identify opportunities for state housing and health services agencies to provide technical assistance and training to local housing and health services; (5) develop suggested performance measures to track progress; (6) develop a biennial plan to implement the goals of the council; and (7) deliver a biennial report of the council's findings and recommendations to the governor and the Legislative Budget Board.

Section 4: AUTHORITY – The council was created by SB 1878 of the 81st Texas Legislature, Texas Government Code, Chapter 2306, Subchapter NN.

ARTICLE II – MEMBERSHIP

Section 1: COMPOSITION -- The council is composed of 17 members consisting of:
(1) The director of the Texas Department of Housing and Community Affairs;
(2) One representative from each of the following agencies, appointed by the head of that agency:
- (A) the Office of Rural Affairs within the Texas Department of Agriculture;
- (B) the Texas Department of Agriculture who is: knowledgeable about the Texans Feeding Texans and Retire in Texas programs or similar programs;
- (C) the Texas State Affordable Housing Corporation;
- (D) the Health and Human Services Commission;
- (E) the Department of Assistive and Rehabilitative Services;
- (F) the Department of Aging and Disability Services; and
- (G) the Department of State Health Services;
- (H) the Texas Veterans Commission

Agency appointees must have authority to make decisions for and commit resources of the agency that the member represents; administrative responsibility for agency programs for older adults or persons with disabilities; knowledge or experience regarding the implementation of projects that coordinate integrated housing and health services; or knowledge or experience regarding services used by older adults or persons with disabilities.

(3) Governor appointments:
- (A) A member of the Health and Human Services Commission Promoting Independence Advisory Committee;
- (B) One representative from each of the following interest groups, appointed by the governor: (1) financial institutions; (2) multifamily housing developers; (3) health services entities; (4) nonprofit organizations that advocate for affordable housing and consumer-directed long-term services and support; (5) consumers of service-enriched housing; (6) advocates for minority issues; and (7) rural communities.

Section 2: TERMS --

(a) A member of the council who represents a state agency serves at the pleasure of the head of that agency.

(b) Members of the council who are appointed by the governor serve staggered six-year terms, with the terms of two or three members expiring on September 1 of each odd-numbered year.

ARTICLE III – OFFICERS

Section 1: OFFICES AND TERMS – (1) Chair -- The director of the Texas Department of Housing and Community Affairs serves as the presiding officer of the council and will serve indefinitely. (2) Vice Chair – will be recommended by the Chair and elected by the Council and will serve a two year term.

Section 2: DUTIES – (1) Chair – Preside at general Council and Coordinating Committee meetings, approve committee members, recommend the Vice Chair, serve as the official representative of the council, retain all official records of the council, direct assignments of staff providing advisory support to council, and direct the protocol of meetings, structure, and functions of the council.
(2) Vice Chair – Preside over meetings in the absence of the Chair and serve on the Coordinating Committee.

Section 3: ELECTIONS – An election for Vice Chair will be held on the first general council meeting every even-numbered fiscal year.

ARTICLE IV – MEETINGS

Section 1: GENERAL COUNCIL MEETINGS – General council meetings will be held at least quarterly. Additional meetings may be called by the Chair or requested by any member and approved by the council.

Section 2: VOTING – Each member in attendance at a council meeting is eligible to vote, one vote per member. Absentee or proxy votes are not allowed.

Section 3: QUORUM – A simple majority of the membership, defined by the Code Construction Act as a majority of the number of members fixed by statute, shall constitute a quorum.

Section 4: AUTHORITY – All general council meetings will follow the Texas Open Meetings Act, Texas Government Code, Chapter 551. Committees consisting of less than a quorum of Council members, that are not subject to the Texas Open Meetings Act, shall post meeting agendas to the HHSCC website seven days in advance of a committee meeting.

ARTICLE V – COMMITTEES

Section 1: STANDING – The Council will have standing committees, to be determined by members at the first general council meeting every even-numbered fiscal year. Committees shall not in any case be composed of members such that constitute a quorum of the Council.

Section 2: MEMBERSHIP – The members of all committees will be approved by the Chair. The Chair will be an *ex officio* member of all committees.

Section 3: AD HOC – All temporary, ad hoc committees will be approved by the chair with a specific charge.

Section 4: RESTRUCTURING – Standing committees may be restructured, eliminated, or repurposed, and additional standing committees created by agreement of the council.

ARTICLE VI -- PARLIAMENTARY AUTHORITY

The rules contained in “Robert’s Rules of Order Newly Revised” shall govern the council in all cases where they are not inconsistent with the Texas Open Meetings Act and any specific rules of order the council may adopt.

ARTICLE VII – BYLAW AMENDMENTS

Amendments to the bylaws may be proposed by any council member. Amendments presented at a general council meeting shall be considered for voting at a subsequent meeting. 2/3 approval of all members is required to adopt an amendment to the bylaws.

These revised bylaws were approved on January 8, 2014.

Meeting Minutes Summary
January 6, 2016

On Wednesday, the sixth day of January, 2016, at 10:03 a.m., the quarterly meeting of the Housing and Health Services Coordination Council (HHSCC) was held at the Brown Heatly Building, 4900 North Lamar, Austin, TX 78751, Room 3501.

The following members, constituting a quorum, were present:

1. Tim Irvine, Chair
2. Doni Green, Vice Chair, (PIAC representative)
3. Kenneth Darden, Member, (Advocate for minority issues)
4. Michael Goodwin, Member, (Housing Consultant)
5. Suzanne Barnard, Member, Texas Department of Agriculture – Office of Rural Affairs representative
6. Martha Bagley, Member, Texas Department of Assistive and Rehabilitative Services representative
7. Anna Sonenthal, Member, Texas Department of State Health Services
8. Allyson Evans, Member, Health and Human Services Commission
9. Michelle Martin, Member, Texas Department of Aging and Disability Services
10. Michael Wilt, Texas State Affordable Housing Corporation, (representing David Danenfelzer)
11. Bradley Baird, Texas Veterans Commission, (representing Justin Coleman)
12. Richard De Los Santos, Member, Texas Department of Agriculture

1. Approval of July 15, 2015 Meeting Minutes
Approval was motioned by Ms. Green and seconded by Ms. Bagley. Minutes were approved unanimously.

2. Update on Section 811 Project Rental Assistance Program
Spencer Duran gave an update and facilitated a discussion on the Section 811 PRA Program.

3. Overview of Austin's Housing First Oak Springs
Darilyn Cardona-Beiler with Austin Travis County Integral Care gave an overview of the proposed Oak Springs development.

4. Update on Housing & Services Partnership Academy
Kelly Opot with CSH gave an update on the 2016 Housing and Services Partnership Academy that will be held on Feb. 9-10, 2016 in Austin.

5. Update on the HCBS-Adult Mental Health Program
Kristin Shilson and joy Kearney with the Department of State Health Services gave an overview of the new program that will serve adults with mental health needs in a Home and Community Based Services program.

6. Discussion of HHSCC 2016-2017 Biennial Plan

Terri Richard gave an overview of the detailed outline for the plan. Ms. Richard stated she would provide a rough draft of the plan at the April meeting.

7. Public Comment
There was no public comment.

8. General Updates/Next Steps/Staff Assignment(s)
Ms. Richard will coordinate the scheduling of the next meeting in July and then send a notice.

ADJOURN
There being no further business to come before the Council, the meeting was adjourned at 11:45 am.

Meeting Minutes Summary
July 15, 2015

On Wednesday, the fifteenth day of July, 2015, at 10:23 a.m., the quarterly meeting of the Housing and Health Services Coordination Council (HHSCC) was held at the Winters Building, 701 W. 51st., Austin, TX 78751, Room 460W.

The following members, constituting a quorum, were present:

1. Mike Goodwin, Member, (Multifamily Housing Developer Representative)
2. Kenneth Darden, Member, (Advocate for minority issues)
3. Mark Mayfield, Member (Rural Communities Representative)
4. Suzanne Barnard, Member, Texas Department of Agriculture – Office of Rural Affairs representative
5. Martha Bagley, Member, Texas Department of Assistive and Rehabilitative Services representative
6. Anna Sonenthal, Member, Texas Department of State Health Services
7. Sarah Mills, Member, Health and Human Services Commission
8. Penny Larkin, Member, Texas Department of Aging and Disability Services
9. Tim Irvine served as Chair.

The meeting began as an informal meeting due to lack of quorum.

Mr. Irvine and Council members said a few words in memory of Felix Briones, Jr. who passed away on June 29, 2015.

Spencer Duran gave an informal update on the Section 811 Project Rental Assistance Program.

At 10:23AM a quorum was established and the meeting officially began.

1. Approval of April 8, 2015 Meeting Minutes

Approval was motioned by Mr. Goodwin and seconded by Ms. Barnard. Minutes were approved unanimously.

2. Update on Section 811 Project Rental Assistance Program

There was no formal discussion on the Section 811 Project Rental Assistance Program.

3. 84th Legislative Session Updates

Council members gave updates on the 84th Legislative Session as it related to their agency.

4. Update on Department of State Health Services Cooperative Agreement to Benefit Homeless Individuals

Anna Sonenthal introduced Kenneth Placke. He gave an update on the grant and said that they hope to be notified in October 2015 whether or not they are awarded funding.

5. Aging and Disability Resource Centers Overview
Karen Holt with the East Texas ADRC gave an overview of ADRCs.

6. Update on Service-Enriched Housing Training, Technical Assistance, and Evaluation (Request for Proposal)
Ms. Richard gave an update about the Request for Proposal (RFP). Ms. Richard introduced Ms. Kelly Opot and Lisa Castro from CSH who gave an update about the training, technical assistance, and evaluation they were contracted to provide on behalf of the Council.

7. Public Comment
There was no public comment.

General Updates/Next Steps/Staff Assignment(s)
Ms. Richard will coordinate the scheduling of the next meeting and then send a notice.

Ms. Richard announced that at the next meeting there will be preliminary discussion about the upcoming 2016-2017 Biennial Plan. She asked Council members to start thinking about ideas for inclusion. She shared that her suggestion was to focus the plan on cost savings of Service-Enriched Housing.

ADJOURN
There being no further business to come before the Council, the meeting was adjourned at 11:58 am.

Meeting Minutes Summary
October 21, 2015

On Wednesday, the twenty-first day of October, 2015, at 10:04 a.m., the quarterly meeting of the Housing and Health Services Coordination Council (HHSCC) was held at the Brown Heatly Building, 4900 North Lamar, Austin, TX 78751, Room 3501.

The following members, constituting a quorum, were present:

1. Doni Green, Vice Chair, (PIAC representative) Served as Chair for meeting
2. Kenneth Darden, Member, (Advocate for minority issues)
3. Mark Mayfield, Member (Rural Communities Representative)
4. Suzanne Barnard, Member, Texas Department of Agriculture – Office of Rural Affairs representative
5. Martha Bagley, Member, Texas Department of Assistive and Rehabilitative Services representative
6. Anna Sonenthal, Member, Texas Department of State Health Services
7. Allyson Evans, Member, Health and Human Services Commission
8. Penny Larkin, Member, Texas Department of Aging and Disability Services
9. Michael Wilt, Texas State Affordable Housing Corporation, (representing David Danenfelzer)

1. Approval of July 15, 2015 Meeting Minutes
Approval was motioned by Mr. Mayfield and seconded by Ms. Bagley. Minutes were approved unanimously.

2. Update on Section 811 Project Rental Assistance Program
Spencer Duran gave an update and facilitated a discussion on the Section 811 PRA Program.

3. Update on Housing & Services Partnership Academy
Kelly Opot with CSH gave an update on the Request for Applications for the 2016 Housing and Services Partnership Academy.

4. Overview of Delivery System Reform Incentive Payment (DSRIP)
Rebekah Falkner with the Health and Human Services Commission gave an overview of the DSRIP projects and gave some specifics on a couple of projects that include a housing component.

5. Discussion of HHSCC 2016-2017 Biennial Plan
Terri Richard gave an overview of her initial thoughts on the content of the plan. Ms. Richard stated she would provide a written detailed outline at the January meeting and asked members to identify any research that would be informative for the plan.

6. Public Comment
There was no public comment.

7. General Updates/Next Steps/Staff Assignment(s)
Ms. Richard will coordinate the scheduling of the next meeting in January and then send a notice.

ADJOURN
There being no further business to come before the Council, the meeting was adjourned at 11:30 am.

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Texas Interagency Council on the Homeless

Number of Members: 15

Committee Status (Ongoing or Inactive): Ongoing

Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: 9/1/1995

Date to Be Abolished: NA

Budget Strategy (Strategies) (e.g. 1-2-4)	NA	**Strategy Title (e.g. Occupational Licensing)**	NA
Budget Strategy (Strategies)	NA	**Strategy Title**	NA

State / Federal Authority	Select Type	Identify Specific Citation
State Authority	Statute	Tx Govt Code 2306. Subchapter KK
State Authority		
State Authority		
Federal Authority		
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$18,060	$38,220	$18,060
Number of FTEs	0.3	0.6	0.3
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$18,060	$38,220	$18,060

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
127 - Community Affairs Federal Fund	$14,420	$34,580	$14,420
666 - Appropriated Receipts	$3,640	$3,640	$3,640
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0
Meetings Per Fiscal Year	4	4	5

Committee Description:

The council shall:
(1) survey current resources for services for the homeless in this state;
(2) initiate an evaluation of the current and future needs for the services;
(3) assist in coordinating and providing statewide services for all homeless individuals in this state;
(4) increase the flow of information among separate providers and appropriate authorities;
(5) develop guidelines to monitor the provision of services for the homeless and the methods of delivering those services;
(6) provide technical assistance to the housing finance division of the department in assessing the need for housing for individuals with special needs in different localities;
(7) coordinate with the Texas Workforce Commission, local workforce development boards, homeless shelters, and public and private entities to provide homeless individuals information on services available to assist them in obtaining employment and job training;
(8) establish a central resource and information center for the homeless in this state; and
(9) ensure that local or statewide nonprofit organizations perform the duties under this section that the council is unable to perform.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

Meetings are quarterly and at least 75% of the meetings occur in Austin, Texas. Texas Government Code §2306.9049(b) states that the the council shall meet at least quarterly.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

Per Texas Government Code §2306.908, the council shall submit annually a progress report to the governing bodies of the agencies represented on the council.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

In 2012, the TICH approved Pathways Home, which was a supplement to the annual report and which had several recommendations for state agencies. There were no recommendations that was made specifically for TDHCA.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

516.0

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Three staff at TDHCA are directly involved in the TICH. One staff member provides administrative support to the TICH, including setting meeting times and locations, taking meeting minutes, organizing documents, and submitting the annual report. The administrative support takes approximately 26 hours per quarter, or 104 hours per fiscal year. Two staff members attend the meetings and participate as members of the TICH. As members, the staff members participate in TICH subcommittees, which means at least one additional meeting per quarter and related work associated with the subcommittee. The TICH members from TDHCA spend approximately 10-15 hours per quarter on TICH-related activities, or 40-60 hours each per year. In addition, the TICH received funding in 2014 from two state agencies to further the work of the TICH. TDHCA is administering that funding and one of the TICH staff members from TDHCA is managing the contract for the funds received by the TICH and several TDHCA staff members draft the Interagency Agreements, contracts and process draw requests. Managing the contract takes on average 10 hours per month, or 120 hours per year. Finally, TDHCA was designated as a lead in two studies on homelessness to be completed in conjunction with the TICH. The two studies begin in June, 2015, and have taken 40% of one of the TICH members from TDHCA, which is approximately 192 hours.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

Yes

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

The TICH has advisory members, who are nominated by the TICH members. The advisory members are encouraged to participate in the TICH subcommittees and attend TICH meetings. The TICH meetings are open to the public and posted online on the TICH website and in the Texas Register. The TICH also holds the last quarterly meeting just before the Texas Conference on Ending Homelessness to encourage members of the public to attend.

7b. Do members of the public attend at least 50 percent of all committee meetings?

Yes

7c. Are there instances where no members of the public attended meetings?

No

8. Please list any external stakeholders you recommend we contact regarding this committee.

Mike Doyle, President/CEO of Cornerstone Assistance Network (mdoyle@canetwork.org, 817-632-6004); Eric Samuels, Balance of State Director (eric@thn.org, 512-482-8270); David Long, President of Texas State Affordable Housing Corporation (dlong@tsahc.org, 512-477-3568); Molly Voyles, Policy Manager of Texas Council on Family Violence (mvoyles@tcfv.org, 512-794-1133); Christine Gendron, Executive Director of the Texas Network of Youth Services (cgendron@tnoys.org, 281-450-8957);

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

Yes

9b. Please describe the rationale for this opinion.

The duties of the council are outlined in Texas Government Code §2306.905, and progress on the duties is reported yearly in its annual report.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

Yes

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

Retain

11b. Please describe the rationale for this opinion.

The TICH serves as a method for ensuring joint agency coordination on the issue of homelessness that otherwise may be less likely to occur and provides opportunities for the public to interact with several state agencies in one setting on the issue of homelessness.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

No

NOTE: The agency would continue to coordinate with many if not all of the participants.

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Modifications were made last session that helped make the TICH more administratively manageable.

TEXAS INTERAGENCY COUNCIL FOR THE HOMELESS

Annual Report

2015

CONTENTS

TICH Texas Interagency Council for the Homeless (TICH)
www.tdhca.state.tx.us/tich/index.htm

Texas Department of Housing and Community Affairs
Street Address: 221 East 11th Street, Austin, TX 78701 Mailing Address: PO Box 13941, Austin, TX 78711
Main Number: 512-475-3800 Toll Free: 1-800-525-0657 Email: info@tdhca.state.tx.us Web: www.tdhca.state.tx.us

INTRODUCTION

This report is the progress report of the Texas Interagency Council for the Homeless (TICH), required by Texas Government Code §2306.908.

In 1995, the 74th Texas legislature established the TICH. Legislation requires TICH to coordinate the state's resources and services to address homelessness. TICH serves as an advisory committee to the Texas Department of Housing and Community Affairs (TDHCA). Representatives from eleven state agencies sit on the council along with members appointed by the governor, lieutenant governor, and speaker of the house of representatives.

This report is provided to the governing body of each agency currently represented on the TICH, which includes the following, per §2306.903(a):

Texas Department of Housing and Community Affairs;
Health and Human Services Commission;
Department of State Health Services;
Department of Assistive and Rehabilitative Services;
Department of Aging and Disability Services;
Department of Family Protective Services;
Texas Workforce Commission;
Texas Veterans Commission;
Department of Criminal Justice;
Texas Juvenile Justice Department; and
Texas Education Agency.

The 84(R) Texas Legislative Session's Senate Bill (SB) 607, authored by Senator Hancock, passed both chambers and was signed into law on June 1, 2015. SB 607 amends §§2306.903(a), 2306.904(e), 2306.905 and 2306.906(b) of the Texas Government Code.

SB 607 amends §2306.905, which specifies that the TICH and each of its members may seek program or policy guidance assistance from the Texas Homeless Network (THN) in accomplishing the TICH's duties. THN is a nonprofit organization that assists homeless service providers in receiving and managing HUD grants, administering services, and gathering data.

SB 607 amends §2306.906(b), which requires each member agency to contribute resources to the TICH unless the agency certifies in writing that it is unable to commit resources during that fiscal period.

Finally, SB 607 amends §2306.910 to allow members to attend the TICH meetings by teleconference if the member resides 20 or more miles from the local of the meeting. The attendance by teleconference will allow the TICH member to be counted toward quorum requirements.

This report is organized based on the nine specific duties of the TICH per state law. This report covers progress made on each of these assigned duties since the last report of the TICH. As a companion to this report, TICH works under the framework of *Pathways Home*, which TICH released as a proposed policy framework for coordinating state administered programs with local service providers in Texas. TICH intends for *Pathways Home* to address most of the duties required under its statute.

ACTION ON STATUTORY REQUIREMENTS

(1) Survey Current Resources

During 2015, TICH sub-committee members met on several occasions and determined a need for further information from state agencies, especially concerning the housing status of clients served with state funds and how the state agencies define homelessness or if they have a definition of homelessness, at all. Sub-committee chairs plan to meet in the winter of 2015 to decide on the questions to be asked and the method of distribution of the survey questions. Administration of the survey to state agencies will occur early in 2016 with a target date for completion the end of the first quarter of the calendar year.

THN, a TICH Advisory Council member, partnered with TDHCA in 2015 to conduct an assessment of the eleven Continua of Care (CoC) in Texas to determine readiness for the CoC to be a Collaborative Applicant for U.S. Department of Housing and Urban Development (HUD) Homelessness Assistance funds and readiness and ability of the CoCs to distribute and manage State Emergency Solutions Grant (ESG) funding. The assessment phase was completed, and one of the eleven CoCs is prepared to serve as a collaborative applicant and two of the CoCs are prepared to distribute and manage State ESG funding for 2016 ESG funding. Additionally, THN continues to provide training and technical assistance where needed to help ensure the CoCs meet HUD and TDHCA requirements for CoC and ESG funding.

Through another partnership with TDHCA, THN provided in-depth technical assistance to non-profit organizations, local governments, and local mental health authorities (LMHAs) across the state in 2015. The aim of the project was to develop housing projects that can be funded by either CoC or ESG funds. THN worked with eighteen non-profit organizations in several different CoCs. The project development assistance focused on Permanent Housing and Rapid Re-housing projects. The assistance was provided to entities located in Brownsville, Tyler, Killeen, Kerrville, Bay City, Denton, San Antonio, Austin, Galveston, Texarkana, Denton, Corpus Christi, Temple, Lubbock, Dallas and Bryan/College Station.

(2) Initiate an Evaluation of Future and Current Needs

In developing *Pathways Home*, TICH initiated efforts to evaluate the current and future needs of the state, focusing on four subpopulations: families with children; unaccompanied youth; individual adults experiencing chronic homelessness; and veterans. The assessment of current needs draws primarily on Point-in-Time (PIT) Count data. However, there are several efforts to expand the data sources used, as outlined below and under section 4.

Data on Homeless Populations

TICH finds extensive limitations in existing sources of data on homeless populations. The council, in conjunction with TDHCA, plans to establish an information base to support more sophisticated evaluation of current and future needs. A key component in this effort may be the development of a data warehouse. The proposed system would integrate data from the state's eleven independent Homeless Management Information System (HMIS) implementations. HMIS gathers client-level data from persons served in homeless assistance programs funded by the U.S. Department of Housing and Urban Development (HUD), some Veteran's Administration (VA) programs, and the Runaway and Homeless Youth Program (RHY) under the U.S. Department of Health and Human Services (HHS). The data warehouse would have the ability to match records in HMIS across all eleven CoCs . Later in the implementation, the data warehouse may have the ability to connect to existing data in agencies' administrative datasets for cross-systems analysis.

TDHCA had previously identified funding for this effort in 2013; however, issues arose on which entity would own the data so the project never entered the implementation phase. Representatives from the Texas CoCs remain interested in the concept of a data warehouse and this item remains a priority for the council. Implementation of a data warehouse may occur if:

1. An entity with strong ties to Texas CoCs and its communities leads the effort;

2. Resources are made available through public and/or private sources that would allow expenses of constructing a system capable of integrating large, diverse data sets such as those in question; and

3. Official agreements are structured between each participating entity that are structured to establish equity among all and that preserves client and Contributing HMIS Organization (CHOs) anonymity.

Youth Count Texas!

The 84th (R) Texas Legislative Session's House Bill (HB) 679, authored by Representative Sylvester Turner, was signed into law on June 17, 2015. HB 679 adds §§2306.1101 and 2306.1102 to the Texas Government Code. The former defines homeless youth, and the latter requires TDHCA, in conjunction with the TICH, to conduct a study of homeless youth. The study is due to the Texas Legislature no later than December 1, 2016.

The definition of homeless youth per §2306.1102 will be used for the study and has many distinct elements. Information on some of the populations defined as homeless youth in HB 679 is already available, such as youth abandoned in a hospital or youth living in emergency shelters. For these populations, TDHCA is coordinating with other state agencies to gather this information to be used in the final report.

There is little information statewide about certain populations defined as homeless youth in HB 679, such as youth that lack a fixed, regular, and adequate nighttime residence. *Youth Count Texas!* is an initiative headed by TDHCA for a statewide count and needs assessment of both Texas homeless and unstably-housed youth starting October, 2015 and running through February, 2016.

Youth Count Texas! will be conducted in three phases:

- Phase I - Survey Tool Development. From July to August, TDHCA contracted with the Texas Network of Youth Services (TNOYS) to gather input from stakeholders including the TICH, hold three roundtables on the survey tools, and obtain commitment letters from a majority of CoCs to take the survey tool to their governing bodies for approval. The result will be the creation of two surveys: one for use during the annual point-in-time (PIT) count of homeless persons in January 2016 and one for a needs assessment which can be used up until February, 2016. An annual PIT count is required by HUD.
- Phase II - Survey Implementation. From September to April, TDHCA contracted with TNOYS to create training for survey implementation, provide technical assistance for CoCs, create a data collection methodology and system, and deliver a report of the results of the implementation.
- Phase III – Data Analysis. The data from Phase II, along with data collected from other state agencies, will be analyzed to examine the number and needs of homeless youth and the degree to which current

programs are meeting those needs; identify any sources of funding that might be available to provide services to homeless youth; and develop a strategic plan establishing steps to be taken and timelines for reducing youth homelessness in this state.

During Phase I, TDHCA's procured vendor, TNOYS, worked from July to August, 2015, to create the survey, in addition to managing the TICH Homeless Youth Workgroup which was created to give input to *Youth Count Texas!* Many members of the TICH Homeless Youth Workgroup members attended one of the three roundtables held during Phase I by TNOYS on the survey tool and edited a draft version of the survey for TNOYS.

During Phases II and III, the TICH Homeless Youth Workgroup will also give input during Phase II and III of the study on homeless youth. In addition, summaries of the progress on the study will be presented at the quarterly TICH meetings for the membership as a whole.

(3) Assist in Coordinating and Providing Statewide Services

The primary goal of *Pathways Home* is to enumerate a set of strategies to help state agencies coordinate resources to address the needs of homeless individuals in the state. The document organizes this framework under four thematic sections: 1) Affordable Housing and Supportive Services; 2) Homelessness Prevention; 3) Data, Research, and Analysis; and 4) State Infrastructure. This discussion begins on p. 34 of *Pathways Home* under the section titled *Framework for Strengthening Texas's Infrastructure*. For an outline of the document's proposed objectives and strategies for assisting in the coordination and delivery of services, please refer to pp. 71-79 of *Pathways Home*.

TICH committees continue to plan for increased communication between state agencies and non-profit agencies through webinars, in-person workshops and teleconferences. Texas Homeless Network hosts a semi-monthly Continuum of Care (CoC) Leader conference calls designed to facilitate conversation among the eleven CoCs in Texas to work on common issues and provide information that may be helpful in preventing and ending homelessness across Texas.

TDHCA partnered with THN to conduct an in-depth assessment of the TICH. The assessment is complete, and THN is working on the recommendations with TICH members in order to implement the recommendations chosen by TICH for follow-up.

Supported Housing Program

During the 83rd (R) Legislative Session, DSHS requested and received funds to provide additional supported housing resources among certain LMHAs across the state. The purpose of this funding is to enhance the ability of LMHAs to provide rental and utility assistance to individuals with mental illness, who were homeless and imminently homeless, along with supportive housing and mental health services. LMHAs are required to become HOME Tenant-Based Rental Assistance (TBRA) Administrators through TDHCA which allows them to access rental assistance funds, depending on availability, to maintain someone in subsidized housing when they are on wait lists for permanent housing subsidies.

Approximately $10.9 million ($4.7 million in fiscal year 2014, $6.2 million in fiscal year 2015) was allocated to 18 LMHAs, which began utilizing funding and created supportive housing programs in State Fiscal Year (SFY) 2014.

Participants are either considered short-term (up to 6-months of assistance) or long-term (up to 12 months of assistance). During 2014–15 biennium, 3,096 individuals have received DSHS rental assistance.

In SFY 2016, 18 LMHAs will be participating. Funding for this supported housing program is currently rolled up into the base budget of DSHS. As of the third quarter of fiscal year 2015, approximately 670 individuals were able to transition to either independent living or permanent supportive housing while continuing to receive behavioral health services.

Healthy Community Collaboratives

The 2014-15 General Appropriations Act, S.B. 1, 83rd Legislature, 2013 (Article II, Department of State Health Services, Rider 90) authorized DSHS to allocate up to $25 million in General Revenue over the biennium to fund grants to serve persons experiencing homelessness and mental illness.

Awards were made to collaborative projects in the five most populous urban municipalities: Austin, Houston, San Antonio, Fort Worth, and Dallas for the purposes of promoting collaboration based on locally identified priorities. These priorities included leveraging local matching funds in an amount equal to the grant awarded and addressing homelessness, criminal recidivism, emergency room utilization, substance abuse, employment rates, and local economic benefit. Funds appropriated for Healthy Community Collaborative (HCC) projects support significant coordination and collaboration between LMHAs, municipalities, and other community stakeholders.

In the first three quarters of SFY 2015, these five Texas cities have successfully implemented a coordinated assessment process, trained staff on required evidence-based practices, and housed some individuals in the community.

As of May 2015, 12,398 individuals completed the coordinated assessment and 1,655 of these individuals were diverted from homelessness and/or enrolled in another housing program. During this same time period, 4,363 individuals were enrolled in a HCC project and 238 individuals were on a waitlist to receive housing and/or related support services. Of the 4,363 individuals participating in one of the five HCC projects, 217 received permanent supportive housing, 329 received rapid re-housing, 46 received affordable housing and 35 received transitional housing. The remaining individuals who were not enrolled in an HCC project received services as usual.

Substance Abuse and Mental Health Services Administration (SAMHSA) funding opportunity: Cooperative Agreement to Benefit Homeless Individuals for States (CABHI-States)

In SFY 2015, DSHS, in partnership with TDHCA and the TICH, submitted an application to SAMHSA for the Cooperative Agreement to Benefit Homeless Individuals for States (CABHI-States). The purpose of this funding was to enhance or develop the infrastructure of states and their treatment service systems to increase capacity and provide accessible, effective, comprehensive, coordinate/integrated, and evidence-based treatment services; permanent supportive housing; peer supports; and other recovery support services to chronically homeless individuals or homeless/chronically homeless veterans with substance use disorder, serious mental illnesses or co-occurring mental and substance use disorders. Unfortunately, Texas did not receive this federal funding award. The state infrastructure committee plans to identify possible action items from the proposal that could be addressed in SFY 2016 and beyond.

(4) Increase the Flow of Information among Separate Providers and Appropriate Authorities

Through the development of *Pathways Home*, TICH has facilitated an unprecedented level of dialogue among independent service providers, both at the state and local level. Through the state agency survey, interagency discussions relating to the development of *Pathways Home*, and public hearings that engaged leaders and staff from local agencies and nonprofits, TICH opened new channels for communication. State Infrastructure, on pp. 66-70 and pp. 78-79, describes strategies for continuing to increase the flow of information among service providers and appropriate authorities.

As the subtitle to *Pathways Home* suggests, the framework focuses on the possibility of achieving stronger coordination between state agency programs and local CoC systems. A CoC acts as the core entity for organizing resources at the local level for homelessness assistance. The size of CoCs varies, from a single county like Travis County, to a multi-county network like the Texas Balance of State, which covers a swath of 216 rural and non-metropolitan counties in Texas. HUD is increasingly recognizing the CoC as the hub for coordinating service delivery. Through new regulations, HUD requires heightened integration between agencies receiving HUD funds and local CoCs. TDHCA and TICH recognize the importance of CoCs in the administration of assistance to persons experiencing and at risk of homelessness. As a result, TDHCA and TICH have increased their level of communication with CoC leadership across the state.

Beginning in September 2013 TICH members met with Texas CoC lead agency staff to discuss how TICH can support the work of Texas CoC in efforts to eliminate homelessness. Additional TICH helped facilitate a meeting between Texas CoCs and staff from the Texas Information and Referral Network on how homeless service providers could more efficiently use 2-1-1 to aid in efforts to implement Coordinated Assessment. The TICH plans to conduct regular meetings and webinars with Texas CoCs in an effort to collaborate more efficiently.

The Texas Homeless Information Exchange Governing Body (THIE) met three times in 2013 in an effort to establish a data warehouse. The group's primary goal was to execute decisions relating to the HMIS data warehouse.

In March 2014, THIE governing body members considered an opportunity to utilize funding provided through TDHCA to establish a data warehouse but ultimately could not come to a consensus on the terms of the grant. THIE governing body members continued to plan for the implementation of a data warehouse later in 2014 but interest in the initiative and CoC lead involvement waned. The THIE governing has not reconvened but in October of 2014 CoC leaders expressed interest to resume planning on a data warehouse project.

The Data, Research, and Analysis committee will facilitate a meeting of CoC leaders in the winter of 2015 with the purpose of resuming substantive planning on a data warehouse project. The first goal of this initiative will be the agreement between all CoCs upon a common set of data points that are proposed for inclusion in a data warehouse proposal. Additionally the committee will identify best practices in terms of program design and funding support from other statewide data sharing projects. The committee will follow up with CoC leaders to garner support for the recommended plan in the spring and summer of 2016, if resources allow.

In 2015 the Data, Research, and Analysis committee presented a report of HUD CoC PIT and Housing Inventory data for all Texas CoCs that THN aggregated. In 2016 this report will be updated and present to TICH membership again. Also in 2015 the committee will collect each CoC's PIT survey instrument and examine the questions to determine what data may be compared across CoCs for Texas. The committee will utilize these research findings to advocate for the use of a common PIT survey instrument in Texas beginning in 2016.

Study on Homeless Veterans

The 84th (R) Texas Legislative Session's SB 1580, authored by Senator Sylvia Garcia, was signed into law on June 18, 2015. SB 1580 adds §2306.1101 to the Texas Government Code, which requires TDHCA, in conjunction with the TICH and the Texas Veterans Commission (TVC) to conduct a study of veterans experiencing homelessness. The study is due to the Texas Legislature no later than December 1, 2016.

The study requires the following:

- A definition of homeless veteran used for the study;
- The status of homeless veterans in Texas;
- Statewide and local entities serving homeless veterans;
- Funding sources of entities serving homeless veterans;
- Recommendations to improve the State's approach to address veteran homelessness; and
- Recommendations to change State law to assist homeless veterans.

For the definition of homeless veteran used for the study, the study will include the definition used during the PIT count, which is a main federal data source for homeless veterans.

For the status of homeless veterans in Texas, the study will include the number of homeless veterans from the PIT count for last three years and veteran data from the U.S. American Community Survey, as well as needs of homeless veterans. The study will include short case studies on Houston, which recently announced it effectively ended veteran homelessness in June, 2015. A survey of other Texas cities that took the Mayors Challenge to end veteran homelessness will also be conducted and included in the study.

For the statewide and local entities providing services for veterans and funding sources, the study will include a list of housing options for homeless veterans, such as HUD-Veterans Affairs Supportive Housing (VASH) vouchers and reduced-rent apartments (Housing Tax Credit Program), and a list of service options from TICH members. Data from OneStar Foundation was purchased and data from TexVet.org was obtained to determine statewide entities other than state agencies that provide services to homeless veterans.

For the recommendations to state programs and state law, the study will include recommendations for Best Practices from other states and cities, recommendations from cities that are working to effectively ending veteran homelessness, recommendations from roundtables being held to gather input to the study, and recommendations from the TICH Veteran Homelessness Workgroup.

(5) Develop Guidelines to Monitor the Provision of Services for the Homeless and the Methods of Delivering those Services

In *Pathways Home*, TICH issues guidance on monitoring the delivery of services to persons experiencing and at risk of homelessness. For a proposed Housing Status Continuum, see p. 68. For a discussion on strategies for establishing a common definition of "at risk of homelessness", see Homeless Prevention, beginning p. 54. Objective 2 of Data, Research, and Analysis, pp. 63-65, provide guidance on developing metrics for monitoring the delivery of services to persons experiencing homelessness. Objective 1 of State Infrastructure, pp. 66-68, discusses the need for coordinating the definition of "homeless" that state agencies use for data collection and assessment.

In 2015 the Data, Research, and Analysis committee will resume the analysis of state agency data collection regarding persons experiencing homelessness. The goal is to establish common program intake questions regarding a person's housing status so that TICH may compile and compare data across all state agencies. State agency program intake data may prove to be a great resource TICH could effectively utilize to further examine homelessness across Texas over the course of time. Additionally this committee will meet with Texas' CoC leaders to facilitate planning so that a data warehouse can be implemented. If resources allow, the committee will poll HMIS projects in Texas to determine commonalities in regard to entry standards and practices.

(6) Provide Technical Assistance to the Housing Finance Division of the Department in Assessing the Need for Housing for Individuals with Special Needs in Different Localities

THN has provided resources and data to the TICH on the homeless population and its various subpopulations, including those with special needs. The TICH will share those resources and data with the Multifamily Program Division of TDHCA. Additional resources and data will be provided, as needed, specifically information related to youth and veterans experiencing homelessness. Notably, THN has over 15 years of experience conducting research and data analysis utilizing sensitive information from people experiencing or at risk of homelessness. THN will provide technical assistance in the area of data collection, analyses, and the dissemination of research to TICH and the Multifamily Program Division as needed.

(7) Coordinate with the Texas Workforce Commission to Provide Homeless Individuals Information to Assist them in Obtaining Employment and Job Training

The 83rd Legislature created a rider to the Texas Workforce Commission (TWC) Appropriations Bill that provides $4 million in funding in 2014 and $4 million in 2015 to "implement a program with community based organizations in partnership with employers to move Texans off of public benefits and into the workforce. The program targets individuals without housing and employment, and moves them into permanent employment." THN and TWC collaborated in the development and release of a Request for Proposals (RFP) to solicit proposals from community based organizations in Texas.

Initial funding was awarded to three agencies: 1) the American GI Forum National Veterans Outreach Program (NVOP), 2) SEARCH Homeless Services and, 3) Haven for Hope of Bexar County. As of September 2015, 2,376 people have been enrolled for employment services and 1,113 participants have entered regular employment.

In SFY 2015, TWC released a second RFP to solicit proposals from additional qualified organizations and awarded funds to The Coalition for the Homeless of Houston. The remaining funds from the second RFP were distributed proportionately among all four awarded organizations to serve additional participants.

THN has partnered with TWC on a project to fulfill the requirement of the 7th statute, "Coordinate with the Texas Workforce Commission to Provide Homeless Individuals Information to Assist them in Obtaining Employment and Job Training". The AmeriCorps VISTA Project manager, overseen by THN, is working with TWC and local workforce boards, and homeless service providers to assess the extent at which employment assistance to persons experiencing homelessness is being provided.

(8) Establish a Central Resource and Information Center for the Homeless

2-1-1 Texas currently serves as the state's central resource and information center for persons experiencing and at risk of homelessness. TICH will continue to work with 2-1-1 to ensure that this system maintains comprehensive and accurate information on current resources. THN, in coordination with TICH, continue to provide information to 2-1-1 to ensure that information on homeless services remains current.

HUD now requires CoCs to restructure their methods of case management, resource delivery, and information distribution. This restructured system is called Coordinated Entry and implementation is required by all CoCs. In recent regulations issued for the Emergency Solutions Grants (ESG) Program, HUD has already taken steps to encourage CoCs to begin using a coordinated entry process as the basis for all service delivery. CoCs will begin to use a coordinated entry assessment to both determine client eligibility for assistance and to refer clients to local resources that best fit their needs. As this transition occurs, TICH has served as a liaison between CoCs, 2-1-1, and state agencies to ensure the state's information resources are well positioned to support the coordinated entry and referral processes. Leads from each of the 11 Texas' Continua of Care coordinated with 2-1-1 staff to identify each agency serving as a CoC coordinated entry point. Establishing the coordinated entry points in the 2-1-1 system offers a more streamlined information and referral process for persons experiencing homelessness. Training in these communities was completed in the summer 2015, and these communities began receiving referrals directly from 2-1-1.

(9) Council Responsibilities Executed by Other Entities

The TICH works closely with THN, a nonprofit organization that provides assistance to Texas communities to end homelessness through training, technical assistance, and advocacy. THN has the following statutory authority to supplement the TICH's work pursuant to Section 2306.905(b) of the Texas Government Code: "The council and each of its represented agencies may seek program or policy assistance from the Texas Homeless Network in accomplishing the council's duties."

THN assists service providers in receiving and managing HUD grants, administering services, and gathering data. THN has assisted with the assessment of the state's current resources, evaluation of current and future needs, and has helped set goals for a state intervention to end homelessness. THN will continue to provide information and resources to the TICH as needed. THN is in the ideal position to provide additional assistance and work for the TICH if resources became available.

THN also assisted in Youth *Count Texas! as* described under Goal 2 above. Further, THN worked from July to August, 2015, to provide technical assistance to the Balance of State Continuum of Care agencies for an expanded PIT count in January, 2016, that will include more focus on youth, or a youth count separate from the PIT count from October 2015 to February 2016. THN worked to create a draft toolkit adapted from the True Youth Count Toolkit, created by True Colors Fund. The draft toolkit includes information on how to promote the count and a tip sheet with information on:

- Collaborating with youth-serving organizations;
- Community partners;
- Involving youth;
- Safety;

- Frequently Asked Questions (FAQs) page discussing the Point In Time Count and why a youth count is so important; and
- Magnet Event planning checklist.

THN also worked with three communities that are piloting a youth count separate from the PIT count: Denton, Comal County, and Victoria. THN will work closely with these communities to utilize their feedback on what worked and what did not work to inform future youth counts in the Balance of State areas.

THN identified potential partnering resources for *Youth Count Texas!* in the Balance of State Continuum of Care agencies' local communities, including youth service providers and Lesbian-Gay-Bisexual-Transgender (LGBT) partners. THN will continue to work with the homeless coalitions to identify youth service providers and LGBTQ partners to cross check with THN's current list.

THN worked on a social media strategy for *Youth Count Texas!* to effectively integrate social media, such as hashtags on both Facebook and Twitter, to reach a larger audience. TDHCA and THN will work together to coordinate the social media strategy.

THN collaborated with the Texas Homeless Education Office (THEO) on how to engage schools in the youth count. THEO suggested a few school homelessness liaisons that THN can work with to brainstorm ideas to coordinate *Youth Count Texas!*

Finally, THN researched and gathered information from the Urban Institute and True Colors Fund. These organizations both agree that involving youth who have been homeless and have aged out of foster care will improve any strategy in outreach to other youth. Importantly, the experience of these youth can be effectively utilized for advice on the survey tool, creating magnet events, and especially for locating and identifying known "hot spots" where homeless youth congregate.

TICH

Texas Interagency Council for the Homeless

Quarterly Meeting – April 28, 2015

Members present:

#	Member Agency	Representative	Attendance (Yes/No)
1	Office of the Governor appointee, Cornerstone Network (TICH Chair)	Mike Doyle	No
2	Office of the Lt. Governor	*vacant*	
3	Office of the Speaker of the House	*vacant*	
4	Health and Human Services Commission (HHSC)	Fedora Galasso	Yes
5	HHSC 2nd Member [formerly known as the Texas Department of Human Services]	Amy Felker	Yes
6	HHSC 3rd Member [formerly known as the Texas Commission on Alcohol and Drug Abuse]	*vacant*	
7	Texas Department of Aging and Disability Services (DADS)	Laura Gold	Yes
8	Texas Department of Assistive and Rehabilitative Services (DARS)	Jonas Schwartz (Debbie Gatica as proxy)	Yes
9	Texas Department of Criminal Justice (TDCJ)	Frances Gattis	Yes
10	Texas Department of Family and Protective Services (DFPS)	Beth Engelking	Yes
11	Texas Department of Housing and Community Affairs (TDHCA)	Brooke Boston*	Yes
12	TDHCA 2nd Member	Sharon Gamble	Yes
13	Texas Department of State Health Services (DSHS)	Anna Sonenthal	No
14	DSHS 2nd Member [formerly known as the Texas Department of Mental Health and Mental Retardation]	Carissa Dougherty	Yes
15	Texas Education Agency (TEA)	Kelly Kravitz	Yes
16	Texas Department of Juvenile Justice (TJJD)	Karen Lashbrook	No
17	Texas Veterans Commission (TVC)	Pam Maercklein (Elliott Sprehe as proxy)	Yes
28	Texas Workforce Commission (TWC)	George McEntyre	Yes

*Acting Chair, for Mike Doyle

Advisory Members present:

#	Advisory Member Organization	Representative	Attendance (Yes/No)
1	Texas Network of Youth Services (TNOYS)	Christine Gendron	No
2	Austin Travis County Integral Care	Darilynn Cardona-Beiler	No
3	Community Healthcore	Stanley Williams	No
4	Private Citizen	Dennis M. Scholl	No
5	Mental Health and Mental Retardation Authority (MHMRA) of Harris County, Comprehensive Psychiatric Emergency Program (CPEP) Division	Mende Snodgress	Yes
6	Texas Homeless Network (THN)	Eric Samuels	Yes
7	Texas Education Homeless Office (THEO)	Jeanne Stamp	Yes
8	Education Service Center Region 10	Jana Burns	No
9	Texas State Affordable Housing Corporation (TSHAC)	David Long	Yes
10	Texas Council on Family Violence	Molly Voyles (Mona Muro as proxy)	Yes
11	THN	Ken Martin	Yes
12	HHSC	Sonja Gaines	No

Other attendees: Diana Grey (THN), Jennifer Paulsen (THN), Kraig Fiero (THN); Megan Sylvester (TDHCA); Laura Saintey (TDHCA); and Michael Witt (TSAHC).

Administrative support: Cate Taylor (TDHCA)

I. Welcome and Introductions

Brooke Boston called the meeting to order at 10:13am. Because **Mike Doyle** was unable to attend the meeting, he requested that **Brooke Boston** act as Chair of the meeting in his absence. With 12 out of 18 Council members present, a quorum was established.

II. Election of TICH Chairperson

Brooke Boston made a motion to reelect **Mike Doyle** as TICH Chairperson. **Beth Engelking** seconded the motion. All members voted aye unanimously.

III. Remarks from Chair

Brooke Boston opened the floor for any remarks from members. **Ken Martin** announced that, effective August 31, 2015, he would be stepping down from his position as Executive Director at the Texas Homeless Network. **Ken Martin** thanked the Council members and noted that he was pleased with progress the Council has made towards its goals.

IV. 84th Legislative Session Report

An overview of legislative actions that may affect the TICH was provided by **Brooke Boston**.

SB 607 is Senator Hancock's TICH cleanup bill. SB 607 has been sent from the Senate to the House and has been received in the House. The engrossed bill: (1) clarifies the state agency membership of the TICH by making sure the changes in the health and human services structure are reflected in the TICH membership list; (2) Includes that TDHCA may support the TICH through fiscal support; (3) Includes that all TICH state agencies shall contribute resources each fiscal period to the TICH unless they state in writing that they cannot contribute; (4) Adds that the Texas Homeless Network can be sought out by the TICH to provide program or policy assistance; and (5) Adds that members may meet by teleconference if the council member lives more than 20 miles from the meeting site.

HB 679 is Representative Turner's bill for a study on homeless youth. HB 679 was voted out of the House and referred to the Senate's Health and Human Services Committee. The engrossed bill defines homeless youth and requires TDHCA to work with the TICH members to conduct a study on homeless youth which includes collecting data on the number of homeless youth, determining the degree to which homeless youth needs are being met, indentifying sources of funds for homeless youth, and developing a strategic plan to establish steps to meet homeless youth.

SB 1580 is Senator Garcia's bill for a report for homeless veterans *and* homeless youth. SB 1580 was left pending in the committee. The Committee Substitute defines homeless veterans and youth and requires TDHCA to work with the TICH members to conduct on a study of homeless veterans and homeless youth which compiles point-in-time counts, reviews recently-released studies, recommends changes in the law to better serve the populations; and identifies funding sources to serve these populations.

Brooke Boston then called for updates on legislative issues from other members that may be of interest to the TICH. **Dianna Grey** informed members of SB 1730, which is Senator Lucio's bill, relating to the administration of funds allocated to Texas from the National Housing Trust Fund (NHTF) by the General Land Office (GLO). By regulation, NHTF activities will mainly focus on rental assistance for the extremely low-income population. **Dianna Grey** expressed concerns about the GLO being named in the bill to administer the funds. However, **Brook Boston** clarified that the Governor's office has named TDHCA as the designated agency to administer the program in Texas. TDHCA staff will monitor the bill's progress, as it currently contradicts the Governor's designation.

Kelly Kravitz informed members of SB 1730, authored by Senator Uresti, which adds the term "students who are homeless" and would extend certain educational and transition assistance, currently offered to students who are in substitute care, to students who are experiencing homelessness.

Ken Martin informed members of HB 843, authored by Representative Naishtat, which relates to housing services provided through the DFPS transitional living services program to certain youth aging out of foster care. **Ken Martin** also informed members of HB 2902, authored by Representatives Springer, Burkett, and Larson, which relates to source of income protection for households seeking rental assistance. The companion bill on the Senate side, SB 267, contains an exception for the City of Austin. **Brooke Boston** reminded members that all projects and programs funded through TDHCA already contain source of income protections requirements either by program statute or contract.

V. New Members

Brooke Boston welcomed two new members to the TICH. **Frances Gattis**, joins from the Texas Department of Criminal Justice, as a replacement for Erin McGann, and **Amy Felker** joins from the Health and Human Services Commission.

Laura Gold then announced to the group that she will be leaving DADS at the end of May. Members thanked her for her involvement with the TICH.

VI. Approval of draft minutes

Brooke Boston made a motion to approve the TICH Quarterly Meeting Minutes from October 1, 2014 and January 20, 2015. **Carissa Dougherty** seconded the motion. All members voted unanimously to approve the minutes.

VII. TICH Committees

Each committee was asked to provide the job description or mission statement they created and to update the council members on what changes they made to the 2014 Annual TICH Report. Job descriptions and/or mission statements will be provided to **Naomi Trejo** by email following the meeting.

(a) *Homelessness Prevention*: **Beth Engelking** reported that the Homelessness Prevention Committee had not yet developed a job description for the committee but will meet soon with the new committee members. In the 2014 Annual TICH report, the committee updated information on the THN grant for coordinated access.

(b) *Housing and Supportive Services*: **Michael Wilt** provided the mission statement developed by the Housing and Supportive Services Committee. Changes made to the 2014 Annual TICH Report include improved methods of gathering, sharing, utilizing and protecting data for the HMIS data warehouse. The report also better defines THN's role with the TICH.

(c) *Data, Research, and Analysis*: In lieu of a job description for the Data, Research, and Analysis committee, **Eric Samuels** reported that committee members developed a challenge statement. Updates to the report include a re-established focus on coordination with CoC's and the data warehouse project. Data collection across state agencies will also be re-examined for commonalities.

(d) *State Infrastructure:* **Ken Martin** indicated that the State Infrastructure Committee met at various times in person and by email but had not completed a mission statement or job description yet. Updates to the report include a survey of current statewide resources, a review of what THN is accomplishing with the CoC's, and preparation for the transition of funding the ESG program through the CoC network in Texas. Also included is information on THN's leader calls, Housing Summit, case management training and technical assistance program, and the Healthy Community Collaborations and awards. Finally, the State Infrastructure Committee updated information on the TWC and TVC coordination efforts for employment services.

Following the committee updates, **George McEntyre** notified members that, under a Legislative appropriations rider to serve homeless individuals, TWC released an RFP but received few applicants. Should an RFP be released again for additional applicants to fully expend the $4 Million funds available, George **McEntyre** will notify the Council.

VIII. 2014 Report

Brooke Boston made a motion to approve the 2014 TICH Report. **George McEntyre** and **Sharon Gamble** seconded the motion. All members voted aye unanimously. With approval of the 2014 Report, it will now be delivered to the governing bodies of the agencies represented on the Council.

IX. Report on Texas Homeless Network's Review of TICH's Legislative Requirements

Ken Martin provided a brief overview of Dianna Grey's work to date with THN and TICH. Then, **Dianna Grey** provided a detailed update of her progress of the statutory assessment of the TICH. Two documents were provided to the TICH members and members reviewed recommendations of all action plan items proposed. Members were asked to choose two action items from the list to focus on between now and July 30th. Members had a lengthy discussion about which action items to focus on.

During this discussion, the suggestion was made to elevate the TICH to more of a policy advisory role for homeless issues and to provide recommendations to state agencies. The discussion also highlighted the importance of reviewing existing performance measures that report on homelessness activities. Following this meeting, **Ken Martin** and **Diana Grey** will meet to finalize a plan for next steps and report back to the TICH.

X. Status of the $10,000 Request from Member Agencies

Brooke Boston provided an overview of the $10,000 request to new TICH member, **Fedora Galasso.** Subsequently, **Ken Martin** suggested that any bylaws created include a process for transition of agency members to inform any new members of important projects and duties of the TICH.

Kelly Kravitz emphasized the importance of setting the terms for funding from the contributing agencies to the TICH. All members agreed.

XI. TICH VISTA Volunteer

Jennifer Paulsen provided an update of the Vista Volunteer project at THN. The recruitment process was started the Friday before this meeting and the volunteer will be housed at THN's offices. **Kelly Kravitz** asked, for clarification, if the $20,000 agency contributions were going to be used for the Vista Volunteer and **Brooke Boston** responded yes. Members were in agreement with the decision to use the funding for the VISTA Project Manager.

XII. Update on TDHCA Homelessness Services Programs and Initiatives

Sharon Gamble offered to present this item at the next TICH meeting, as time was running out and key TDHCA staff members were not present.

XIII. Update on Substance Abuse and Mental Health Services Administration Grant

Carissa Dougherty provided an update on the *Cooperative Agreements to Benefit Homeless Individuals (CABHI - State)* grant application submitted by DSHS. The grant application was submitted requesting the maximum allowable amount of funding, $9,000,000 for 3 years. Awards are expected to be announced in the fall of 2015. If awarded, **Carissa Dougherty** reviewed the timeline for adjusting and implementing the project plan submitted with the application. There will be a two month window to adjust the plan submitted with the application and a four month window to implement the plan.

Ken Martin followed with an update on a meeting he had with representatives from the USICH and HUD, during the most recent THN Housing Summit. The meeting focused on how HUD and the USICH can support the work of the THN and TICH.

The meeting concluded at 12:06 pm

TICH

Texas Interagency Council for the Homeless

Quarterly Meeting – August 4, 2015

Members present:

#	Member Agency	Representative	Attendance (Yes/No)
1	Office of the Governor appointee, Cornerstone Network (TICH Chair)	Mike Doyle	Yes
2	Office of the Lt. Governor	*vacant*	
3	Office of the Speaker of the House	*vacant*	
4	Health and Human Services Commission (HHSC)	Fedora Galasso	Yes
5	HHSC 2nd Member [formerly known as the Texas Department of Human Services]	Amy Felker	No
6	HHSC 3rd Member [formerly known as the Texas Commission on Alcohol and Drug Abuse]	*vacant*	
7	Texas Department of Aging and Disability Services (DADS)	Penny Larkin	Yes
8	Texas Department of Assistive and Rehabilitative Services (DARS)	Jonas Schwartz	Yes
9	Texas Department of Criminal Justice (TDCJ)	Frances Gattis	Yes
10	Texas Department of Family and Protective Services (DFPS)	Beth Engelking	Yes
11	Texas Department of Housing and Community Affairs, Housing Finance representative (TDHCA)	Brooke Boston	Yes
12	TDHCA, Community Affairs representative	Sharon Gamble	Yes
13	Texas Department of State Health Services (DSHS)	Anna Sonenthal	Yes
14	DSHS 2nd Member [formerly known as the Texas Department of Mental Health and Mental Retardation]	Carissa Dougherty	Yes
15	Texas Education Agency (TEA)	Kelly Kravitz	Yes
16	Texas Department of Juvenile Justice (TJJD)	Karen Lashbrook	Yes
17	Texas Veterans Commission (TVC)	Pam Maercklein (Edith Disler as proxy)	Yes
18	Texas Workforce Commission (TWC)	George McEntyre	Yes

Advisory Members present:

#	Advisory Member Organization	Representative	Attendance (Yes/No)
1	Texas Network of Youth Services (TNOYS)	Christine Gendron	No
2	Austin Travis County Integral Care	Darilynn Cardona-Beiler	No
3	Community Healthcore	Stanley Williams	No

#	Advisory Member Organization	Representative	Attendance (Yes/No)
4	Private Citizen	Dennis M. Scholl	No
5	Mental Health and Mental Retardation Authority (MHMRA) of Harris County, Comprehensive Psychiatric Emergency Program (CPEP) Division	Mende Snodgress	No
6	Texas Homeless Network (THN)	Eric Samuels (Lindsay Marsh as proxy)	Yes
7	Texas Education Homeless Office (THEO)	Jeanne Stamp (Barbara James as proxy)	Yes
8	Education Service Center Region 10	Jana Burns	No
9	Texas State Affordable Housing Corporation (TSHAC)	David Long	Yes
10	Texas Council on Family Violence	Molly Voyles	Yes
11	THN	Ken Martin	Yes
12	HHSC	Sonja Gaines	No

Other attendees: Annabel Osborn (HHSC), Shannon Ramsey (DFPS), Lauren Rosales (HHSC), Michael DeYoung (TDHCA), Beau Eccles (TDHCA), Tim Irvine (TDHCA), Barbara Wand James (THEO), Diana Grey (THN), Jennifer Paulsen (THN), Kraig Fiero (THN), and Michael Witt (TSAHC).

Administrative support: Naomi Trejo (TDHCA) and Cate Taylor (TDHCA)

I. Welcome and Introductions

Mike Doyle called the meeting to order at 10:15am. With 13 out of 18 Council members present, a quorum was established. **Tim Irvine** introduced **Beau Eccles**, the Texas Department of Housing and Community Affairs (TDHCA) new General Counsel. Fedora Galasso introduced two new interns who will be working with HHSC.

III. Recognition of Ken Martin's Service

Mike Doyle went immediately to item III on the agenda. Before **Mike Doyle** recognized **Ken Martin**, Texas Homeless Network (THN) outgoing Executive Director, **Mike Doyle** recognized **Barbara Wand James** who was retiring from the Texas Homeless Education Office (THEO) after 24 years. He related the **Barbara Wand James** had:

- Been involved in the TICH from 2002-2014 as an Advisory Member;
- Worked to help schools meet the No Child Left Behind Act requirement that every school district have a homeless liaison to work with homeless children, families and service providers;
- Started a resolution for the US Conference of Mayors to streamline the definitions of homelessness in America; in 2006 the US Conference of Mayors moved to support a change in the homeless definition;
- THEO planned a southern regional homeless education conference, Caring for the Caregiver;
- Reviewed Emergency Shelter Grants Program applications and Balance of State Continuum of Care applications;

- Was instrumental in the development of the TICH plan addendum, Pathways Home.

Mike Doyle then recognized **Ken Martin** who was resigning after 12 years at the THN. He related that **Ken Martin** had:

- worked with the TICH since 2003;
- assisted in several TICH committees, such as chairing the Statewide Definition/State Agency Coordination Committee in 2009, State Infrastructure Committee from 2011-2015;
- was instrumental in the development of the TICH plan addendum, Pathways Home in 2012;
- Under his leadership, THN provided technical assistance to numerous organizations to form local Continua of Care to apply for funding from HUD;
- started forming the Balance of State Continuum of Care in 2005, submitted the first application in 2006, and submitted the application yearly since 2006; and
- agency grew the Texas Homeless Network from a staff of four to a total of 16.

Mike Doyle presented **Ken Martin** with a resolution signed by **Tim Irvine** and **Mike Doyle** in recognition of **Ken Martin's** service.

Brooke Boston announced that **Naomi Trejo** was moving into a new position as TDHCA's Coordinator of Homelessness Programs and Policy. **Naomi Trejo** would be administering the Emergency Solutions Grants Program and Homeless and Housing Services Program, as well as becoming a member of the TICH. **Sharon Gamble** would be stepping down from the TICH, but still planned to attend TICH meetings. **Cate Taylor** would take over administrative support for the TICH.

II. Remarks from Chair

Mike Doyle reminded TICH members to check with **Cate Taylor** when inviting attendees to the TICH meetings. The meeting rooms needed to be large enough to accommodate the additional people.

IV. 84th Legislative Session Report

In **Michael Lyttle's,** Chief of External Affairs, absence, Naomi Trejo delivered the legislative update stating that three bills mentioned the TICH directly. The first was Senate Bill (SB) 607 which updates the membership of the TICH to reflect changes to agency names that have been made since 1995 when the 74th Legislature established the TICH. The membership updates now reflect HB2292 from the 78th Legislature which collapsed 12 Texas health and human service agencies and commissions into five agencies in 2003. SB 607 also allows TICH and its member agencies to seek assistance from the THN if any wish to do so. Further, SB 607 updates language to allow for a member's participation in a meeting by teleconference or other acceptable methods as allowed by the Open Meetings Act, which will count toward the determination of whether a quorum is present at the meeting.

Naomi Trejo mentioned that the new ability to attend via conference call and count toward quorum will be helpful in October because the TICH meeting will be in Corpus Christi in conjunction with the Texas Homeless Network Conference.

Mike Doyle mentioned that the new bill also included more language on resources that members contribute to the TICH. He said that **George McEntyre** had done great work in getting funding for the TICH. **George McEntyre** said that the Texas Workforce Commission had a draft budget item to contribute $10,000 to the TICH yearly. The interagency agreement that the Texas Workforce Commission was executing with the Texas Department of Housing and Community Affairs for the $10,000 contribution for the TICH could possibly be amended to include an annual contribution.

Mike Doyle said that if five agencies contributed $10,000 each, larger TICH projects could be accomplished. **George McEntrye** said that there was no specified amount in SB 607, but $10,000 was what **Mike Doyle** had asked for in 2014. **Naomi Trejo** pointed out that the new legislation required state agencies to submit in writing if they are not able to contribute resources during that fiscal period. There was some discussion on what the "fiscal period" timeframe referred to and it was decided that this meant state fiscal year, since the bill takes affect September 1.

Mike Doyle is going to write a letter to the leadership of each of the member agencies of the TICH informing them of the new requirements. **Tim Irvine** suggested writing a letter referencing the law and asking the agency heads to notify Mike in one month of the status of resources to be contributed to the TICH. **Tim Irvine** said he recognized that budgets were already in place at the state agencies, and he offered to meet with the finance divisions at other agencies to find ways for the agencies to contribute, which could be contributing talent or research. **Cate Taylor** was asked to draft the ask letter.

Naomi Trejo said the other two bills that affect the TICH would be discussed later in the meeting.

VIII. Approval of draft minutes

Mike Doyle skipped to agenda item VIII to approve the draft minutes. **George McEntyre** moved to approve and **Sharon Gamble** seconded. Members voted aye unanimously to approve the minutes.

IX. TICH Committees

(a) Homelessness Prevention

Beth Engelking reported that the committee had not met but expected they would do so prior to the next TICH.

(b) Housing and Supportive Services

Michael Wilt gave an update for **David Long** and reported that many members of the Texas Homeless Network and the Texas State Affordable Housing Corporation had attended the National Alliance to End Homelessness conference in July in Washington D.C. There were many best practices discussed and legislative visits.

(c) Data, Research, and Analysis

Lindsay Marsh gave an update for **Eric Samuels** and handed out an analysis of the point-in-time counts from the local Continua of Care across Texas. Veteran homelessness was down by 1,051 and homelessness was down by 7,430. **Mike Doyle** observed that 8% of the homeless population were veterans, and it was noted that Houston has made great strides in effectively eliminating homelessness among veterans. **Dianna Grey** mentioned that there were several programs tailored to homeless veterans, including Supportive Services for Veteran Families (SSVF) and U.S. Department of Housing and Urban Development-Veteran Affairs Supportive Housing (HUD-VASH) vouchers. **Ken Martin** gave a definition of "functional zero" which means every newly discovered veteran living on the streets or an emergency shelter is provided permanent housing within a certain amount of time, such as 30 day.

Brooke Boston asked about the barriers to finding housing listed on the point-in-time analysis. **Dianna Grey** clarified that the barriers listed were required by HUD, but there could be more barriers not listed. **Carissa Dougherty** responded that these barriers were most likely under reported and that the systems used for homelessness do not interface with each other. **Dianna Grey** brought up the need for coordinated access, and possibly using a vulnerability index. There was discussion on the value of data and what the real numbers are, since there could be other organizations with different counts. **Tim Irvine** said that the corollary to having accurate data was an education piece to the public on the value of housing first and making a financial argument for housing first options. **Mike Doyle** also mentioned the value of breaking down perceived preconceptions of homeless populations.

(d) State Infrastructure

Carissa Dougherty was named the interim chair of the State Infrastructure Committee until a replacement can be found for **Ken Martin.**

V. House Bill 679, Youth Homelessness

Naomi Trejo gave the update on the progress of meeting the requirements of House Bill (HB) 679. HB 679 requires a count and needs assessment of homeless youth. The bill provides its own definition of homeless youth, which is very broad. The Texas Department of Housing and Community Affairs (TDHCA) is working with the Department of Family Protective Services (DFPS) and Texas Juvenile Justice Department (TJJD) to determine if any data is already being collected.

TDHCA is also working to conduct a count of youth doubled up or living in shelters or the streets, since this is a population that does not have much data available. The study will be conducted in three phases. Phase I will be developing a survey to be used by the Continua of Care during the point in time count and separate youth counts. Phase II will be technical assistance for the Continua of Care when conducting the count. Phase III will be analyzing the data and writing the report. Texas Network of Youth Services (TNOYS) was awarded the contract to complete Phase I. Christine Gendron is the Executive Director of TNOYS.

There is a new TICH workgroup for homeless youth which was created by email because of the tight timeline in creating the survey. The workgroup already met with **Christine Gendron**. If anyone wanted to be a part of the workgroup, the details would be sent to the TICH. Completion of Phase I is due by August, 31, 2015. The final report is due to the legislature by December 1, 2016.

VI. Senate Bill 1580, Veteran Homelessness

Naomi Trejo gave an update for Senate Bill (SB) 1580, a study on veteran homelessness. SB 1580 is not anticipated to be as large a study as HB 679 since it will be a compilation of existing data. **Naomi Trejo** passed out a handout with the main points of the study. Houston and Austin will be highlighted as case studies for the report as the Houston has announced that it effectively ended veteran homelessness and the second has announced its intent to effectively end veteran homelessness. A signup sheet to be part of a new Veterans Homeless workgroup was passed around. The final report is due to the legislature by December 1, 2016.

Michael Wilt mentioned that the City of Austin was aiming to effectively end veteran homelessness by November 11, 2015, Veterans Day. **Cate Taylor** said that TDHCA had been in contact with the City of Austin and had been invited to Mayor Adler's weekly meetings on ending Veteran Homelessness.

X. Report on Texas Homeless Network's Review of TICH's Legislative Requirements

Ken Martin explained that the THN had hired **Dianna Grey** to improve how the TICH functions. Several TICH members were involved in the analysis of the TICH. **Dianna Grey** handed out draft by-laws for the TICH to be reviewed. Any changes suggested would need to be submitted before the end of August. **Mike Doyle** suggested that the draft by-laws should be sent to the entire TICH so comments could be sent to **Dianna Grey** by August 31, 2015.

Brooke Boston asked that, after the TICH members reviewed that if **Beau Eccles** or his team could review the draft by-Laws to ensure the new statute was incorporated and to provide legal insights. **Beau Eccles** agreed. **Dianna Grey** said the by-Laws were based on other interagency council for the homeless by-laws as well as TDHCA's Housing and Health Services Coordination Council's by-laws. **Penny Larkin** also asked for time for an internal review.

Mike Doyle asked about the next time that the TICH Annual Report was due. **Naomi Trejo** replied that there was no due date to be submitted and that currently the TICH needed to prepare the 2015 report. Usually the TICH sub-committees updated sections of the annual report. **Mike Doyle** asked **Cate Taylor** to send out sections of the report to TICH members to update and that the committee chairs needed to update the sections by October 1, 2015 so the draft could be reviewed at the next TICH meeting in Corpus Christi. The final report could be approved in January, 2016.

XI. Update on TDHCA Homelessness Service, Programs, and Initiatives

Sharon Gamble passed around two handouts: one for the Emergency Solutions Grants Program (ESG) and one for Homeless Housing and Services Program. The Homeless Housing and Services Program (HHSP) was dedicated funding for 2016-2017 of $5 million/year. It is for cities with populations over 285,500. Cities can choose a grantee to administer on their behalf. This program is a source of flexible funds.

ESG received its grant letter from HUD in mid-August and the contracts should be in place by October 1, 2015. There was a focus on more collaborative applications with a menu of services. Tarrant County has conducted an ongoing pilot to administer a local competition to distribute funds. Houston is a new pilot for a local competition to distribute funds. Award letters will go out in August.

Brooke Boston added that 99% of the updates from TDHCA were on the ESG Program and HHSP, but there was one more update about HUD-VASH vouchers. TDHCA had amended its Public Housing Authority Plan and Administrative Plan at its July 30th Board meeting to include permission to apply for project-based HUD-VASH vouchers for one development. The application to HUD for the HUD-VASH vouchers was due on August 28th for a property in Kerrville. If TDHCA received project-based HUD VASH vouchers now, TDHCA may be able to apply for tenant-based vouchers at a later time. **Brooke Boston** also explained how TDHCA functions as a Public Housing Authority for certain areas of the state without their own Public Housing Authorities, but not for all areas of the state without their own Public Housing Authorities.

Carissa Dougherty asked if the vouchers could be “recycled” like Project Access, which is a program with vouchers to help people move out of institutions such as state hospitals. **Brooke Boston** said that although there were only about 30 vouchers for Project Access to start and now there are about 140 vouchers, they were able to serve hundreds of people because the vouchers could be absorbed or “ported” to the local Public Housing Authority and the voucher could be “recycled” to be used again to move more people out of institutions. It was unknown if possible future tenant based HUD-VASH vouchers could be used the same way.

XII. Public Comment

XIII. Closing Comments/Next Meeting, October 14, 2015

There was a request for the handouts to be sent out.

XIV. Adjourn

The meeting adjourned at 11:45am.

Attachment
A Report on Homelessness among Veterans

Background of Report on Homelessness among Veterans

- Required as a result of Senate Bill (SB) 1580, 84 (R) Texas Legislative Session
- Report needs to be developed with input from the Texas Veterans Commission
- Report needs to be developed with input from the Texas Interagency Council for the Homeless

Main Points of SB 1580:

I. Determine definition of homeless veteran used for the study
II. Status of homeless veterans in Texas
III. Statewide and local entities providing services for veterans
IV. Funding sources of services for veterans
V. Recommendations to the State's approach to address veteran homelessness
VI. Recommendations to State law to assist homeless veterans

Tentative Timeline for Report

- Hold a TICH Homeless Veterans Workgroup conference call quarterly
- August 2015 – TDHCA staff meet with Houston Planners/Stakeholders
- September 2015 – TDHCA staff attend the Texas Veterans Commissions Housing Workgroup Meetings regarding the report
- October 2015 – Round table held at the Texas Homeless Network Conference
- November 2015 – TDHCA staff meet with Austin Planners/Stakeholders
- Feb/March 2016 – TDHCA staff attend the Texas Veterans Commission Summit
- July 2016 – TICH reviews draft Report on Homelessness among Veterans
- October 2016 – TICH approves the final Report on Homelessness among Veterans
- December 1, 2016 – Report on Homelessness among Veterans due to the Texas Legislature

DRAFT as of 8/4/2015

BY-LAWS OF THE TEXAS INTERAGENCY COUNCIL FOR THE HOMELESS

I. Name:

The name of this Council shall be by definition the Texas Interagency Council for the Homeless. (TICH)

II. Advisory Role

The Texas Interagency Council for the Homeless (TICH) serves as an advisory committee to the Texas Department for Housing and Community Affairs (TDHCA) and other state agencies as appropriate.

The TICH shall submit written policy recommendations to the TDHCA Board at least annually, and may submit policy recommendations to state agencies at its discretion.

III. Duties

The TICH's role and duties shall include, but are not limited to:

a. Survey current resources for services for the homeless in this state;
b. Initiate an evaluation of the current and future needs for the services;
c. Assist in coordinating and providing statewide services for all homeless individuals in this state;
d. Increase the flow of information among separate providers and appropriate authorities;
e. Develop guidelines to monitor the provision of services for the homeless and the methods of delivering those services;
f. Provide technical assistance to the housing finance division of the department in assessing the need for housing for individuals with special needs in different localities;
g. Coordinate with the Texas Workforce Commission, local workforce development boards, homeless shelters, and public and private entities to provide homeless individuals information on services available to assist them in obtaining employment and job training; and
h. Establish a central resource and information center for the homeless in this state;

IV. TICH Composition:

The membership of the TICH is composed of:

One representative from each of the following agencies, or any appointed by the administrative head of that agency:

a. The Texas Department of Health;
b. The Texas Department of Human Services;
c. The Texas Department of Mental Health and Mental Retardation;
d. The Texas Department of Criminal Justice;
e. The Texas Department on Aging;
f. The Texas Rehabilitation Commission
g. The Texas Education Agency;
h. The Texas Commission on Alcohol and Drug Abuse;
i. The Department of Protective and Regulatory Services;
j. The Health and Human Services Commission;
k. The Texas Workforce Commission
l. The Texas Youth Commission;

m. The Texas Veterans Commission;
n. One representative from the office of the comptroller appointed by the comptroller;
o. Two representatives from the Texas Department on Housing and Community Affairs- one from the community affairs division and the housing finance division, appointed by the director; and
p. Three members representing service providers to the homeless, one each appointed by the governor, the lieutenant governor, and the speaker of the house of representatives

The TICH may select and solicit participation of advisors from other organizations, when their participation would enhance or further the work of the Council. Advisory members will serve only at the request of the Council and will be non-voting members of the Council.

Should any of the state agencies be reorganized or cease to exist, representatives from the successor agencies will have representation on the Council, and, for the purposes of quorum and voting, the predecessor agencies' seats will not be counted toward the total places on the Council.

V. Membership:

a. A member of the TICH serves at the pleasure of the appointment official or until termination of the member's employment with the entity the member represents.
b. A member of the TICH must have administrative responsibility for, or policy oversight of, programs for the homeless or related services provided by the agency that the member represents.
c. Subject to the approval of the administrative head of the agency, a member of the TICH must have authority to make decisions for and commit resources of the agency.
d. Removal or Change of Membership: If a member misses two quarterly meetings per year, the TICH chair may request that the member agency replace them in order to have full participation.
e. Alternative members are allowed to represent an appointee if the appointee's organization, agency, etc. approves, and the alternate is familiar and current with TICH issues and business.

VI. Duties of State Agency TICH Members:

a. By November 30th of each year, each agency represented on the TICH shall report to the TDHCA a standard set of performance data, as determined by the TDHCA on the agency's outcomes related to homelessness.
b. Each agency shall contribute financial resources to the TICH of no less than $10,000 annually.
c. Each agency representative on the TICH shall provide appropriate administrative staff and others of their agency information regarding the agencies issues, actions, and future plans.
d. Agency representatives are responsible for providing to the TICH the necessary information regarding their agency's programs as they relate to homeless issues.
e. Agency representatives accept the responsibility for being their agency's sole representative and ensuring effective and frequent/and or as necessary communication exists between the TICH, TDHCA, and their agency.

VII. Operations of the TICH:

a. At the final meeting of the fiscal year, the members of the TICH shall elect one member to serve as the chairperson and one member to serve as the vice-chairperson for the following fiscal year.

b. The TDHCA shall provide clerical and advisory support staff to the TICH, and shall serve as the fiscal agent for the TICH.
c. The TICH may accept gifts and grants from a public or private source for use in carrying out the TICHs duties.
d. For any of the duties under Section III that the TICH is unable to carry out, the council must ensure that local or statewide nonprofit organizations perform the duties.
e. Bylaw amendments may be proposed by any council member. Amendments presented at a general council meeting shall be considered for voting at a subsequent meeting. Adoption of an amendment to the bylaws will require 2/3 approval of all members.

VIII. Meetings:

a. The TICH shall meet at least quarterly, at the call of the presiding officer, and other meetings as will be determined on an as needed basis.
b. Quorum will consist of 50% of voting members, where the total number of members does not include any vacant member agency seats.
c. The recommendations of the TICH will be adopted pursuant to a majority vote of members present on a motion duly made and seconded. All TICH actions, which rescind or amend a recommendation, will also be adopted in this manner.
d. Protocol for Visitors/Guests- The presiding officer of the TICH may invite individuals or organizations to address the TICH. Individuals and organizations who have been invited to appear should wait to be recognized by the presiding officer, and must limit their remarks to the time allowed by the pre-set agenda and/or the presiding officer.
e. The TICH shall keep written minutes of their deliberations and submit them to the presiding officer for keeping.
f. The TICH may hold throughout the state, public hearings on homelessness issues. TDHCA shall provide to the secretary of state for publication in the Texas Register a notice of the hearings and shall provide for the notice to be given in other appropriate sources, which may include: a newsletter published by a nonprofit organization addressing the problem of homelessness or a local newspaper.
g. Meetings may make use of technology such as telephone and or web participation to achieve quorum and for the purposes of voting.
h. Electronic voting of the membership is permitted; however, for an electronic vote to be valid, all members must be notified of the vote at least 24 hours before voting ends, and the motion must receive approval by a majority of the full membership of the council.
i. The rules of "Robert's Rules of Order Newly Revised" shall govern the council in all cases where they are not inconsistent with these bylaws or governing state statute.

IX. Reporting

a. The TICH shall annually prepare an action plan, to be approved at the final meeting of the fiscal year. This plan will include, but is not limited to:
    1) Areas of policy input for TDCHA and other member agencies
    2) Plans for implementing or improving agency data reporting to the TICH
    3) Goals for improved service coordination
    4) Any needs assessments and/or gaps analyses to be completed

b. The TICH shall submit annually a progress report to the governing bodies of the agencies represented on the TICH, including but not limited to:
    1) A summary of policy recommendations made to the TDHCA and other member agencies, as well as a summary of agency responses.
    2) Report on changes or improvements in agency data reporting
    3) Service coordination activities
    4) Summary of needs assessments and/or gaps analyses
    5) Results of resource survey
    6) Agency performance measures, and
    7) Other activities relevant to duties in Section III.

X. Use of Committees

a. The TICH chair may establish standing committees, and/or ad hoc committees to study specific or ongoing issues.
b. These committees may make recommendations to the whole of the TICH for its consideration.
c. Special ad hoc committees are discharged on completion of an assignment for which appointed.
d. Membership of standing committees is reviewed and renewed annually by the TICH.
e. Standing committees are those that address the on-going needs of the TICH and issues identified as ongoing by the TICH.
f. Committee chairs may call meetings, and committee membership is organized through volunteers with relevant expertise to contribute to the committees work.

Texas Interagency Council for the Homeless

Quarterly Meeting – October 14, 2015

Members present:

#	Member Agency	Representative	Attendance (Yes/No)
1	Office of the Governor appointee, Cornerstone Network (TICH Chair)	Mike Doyle	No
2	Office of the Lt. Governor	*vacant*	n/a
3	Office of the Speaker of the House	*vacant*	n/a
4	Health and Human Services Commission (HHSC)	Fedora Galasso Amy Felker	Yes Yes – by phone
5	Texas Department of Aging and Disability Services (DADS)	Penny Larkin	Yes – by phone
6	Texas Department of Assistive and Rehabilitative Services (DARS)	Jonas Schwartz	Yes – by phone
7	Texas Department of Criminal Justice (TDCJ)	Lisa Howard (proxy for Frances Gattis)	Yes – by phone
8	Texas Department of Family and Protective Services (DFPS)	Beth Engelking	No
9	Texas Department of Housing and Community Affairs, Housing Finance representative (TDHCA)	Brooke Boston	Yes
10	TDHCA, Community Affairs representative	Naomi Trejo	Yes
11	Texas Department of State Health Services (DSHS)	Anna Sonenthal	No
12	Texas Education Agency (TEA)	Kelly Kravitz	Yes
13	Texas Department of Juvenile Justice (TJJD)	Karen Lashbrook	No
14	Texas Veterans Commission (TVC)	Pam Maercklein	Yes
15	Texas Workforce Commission (TWC)	George McEntyre	Yes – by phone

Advisory Members present:

#	Advisory Member Organization	Representative	Attendance (Yes/No)
1	Texas Network of Youth Services (TNOYS)	Christine Gendron	Yes
2	Austin Travis County Integral Care	Darilynn Cardona-Beiler	No
3	Community Healthcore	Stanley Williams	No
4	Private Citizen	Dennis M. Scholl	Yes

#	Advisory Member Organization	Representative	Attendance (Yes/No)
5	Mental Health and Mental Retardation Authority (MHMRA) of Harris County, Comprehensive Psychiatric Emergency Program (CPEP) Division	Mende Snodgress	No
6	Texas Homeless Network (THN)	Jennifer Paulsen (Proxy for Eric Samuels)	Yes
7	Texas Education Homeless Office (THEO)	Jeanne Stamp	No
8	Education Service Center Region 10	Jana Burns	No
9	Texas State Affordable Housing Corporation (TSHAC)	David Long	Yes
10	Texas Council on Family Violence	Molly Voyles	Yes
12	HHSC	Sonja Gaines	No

Other attendees: Christina Petrossi (Goodwill Industries of Houston), Kelly Opot (CSH), Lt. Michelle Hutchinson (The Salvation Army of Paris, TX), Dillina Brockway (New Hope Center of Paris), Ann Howard (ECHO), Mona Muro (TCFV), Sharon Gamble (TDHCA), Megan Sylvester (TDHCA), Eva Thibaudeau (Houston Coalition for the Homeless), Otis Thornton (Tarrant County Homeless Coalition), Monah Rhodes (Family Endeavors), Kim Wagner-Hudson (Family Endeavors), Sandra Hoelscher (Brazos Valley Coalition for the Homeless), Jennifer Young (Brazos Valley Coalition for the Homeless), Doug Weedon (Brazos Valley Coalition for the Homeless), Bettie Beckworth (HHSC), Delilah Oatess (Career and Recovery Resources), and Gabrialle McDonald (Texas Appleseed).

Administrative support: Cate Taylor (TDHCA)

I. Welcome and Introductions

Brooke Boston called the meeting to order at 10:15am. Because **Mike Doyle** was unable to attend the meeting, he requested that **Brooke Boston** act as Chair of the meeting in his absence. With 9 out of 15 Council members present, a quorum was established.

II. Remarks from Chair

Brooke Boston thanked the Texas Homeless Network (THN) for hosting the Quarterly TICH meeting in conjunction with the Annual Texas Conference on Ending Homelessness. Many attendees of the conference were present for the TICH meeting and introductions were made all around. Several members of the Continuum of Care (CoC) network were in attendance.

III. Report on VISTA Volunteer Project on §2306.905(7)

Peter Grein of THN provided an update of the VISTA Volunteer Project to meet the requirements of §2306.905(7) of the Texas Government Code, which states that the TICH shall "coordinate with the Texas Workforce Commission, local workforce development boards, homeless shelters, and public and private entities to provide homeless individuals information on services available to assist them in obtaining employment and job training." The VISTA volunteer candidate, Aaliyah Noble, will start on Monday, November 23, 2015, and will be supervised by **Peter Grein.** Initial interviews with local workforce development boards and homeless service providers have already been conducted by **Peter Grein.** The results of these interviews will be the foundation for the VISTA volunteer's work. Aaliyah Noble will make a recommendation for one to two of the communities in which interviews were conducted to participate in a pilot program to improve employment outcomes of persons who are experiencing homelessness. The interviews and proposed pilot are examples of TICH's funds at work, since the Texas Workforce Commission contributed funding to the TICH for the VISTA Volunteer Project.

VII. Approval of Draft Minutes

Brooke Boston skipped to agenda item VII to approve the draft minutes from the October 14, 2015, meeting. **Dennis Scholl** moved to approve and **Naomi Trejo** seconded. Members voted aye unanimously to approve the minutes.

IV. Update on House Bill 679, *Y*outh Homelessness

Christine Gendron of the Texas Network of Youth Services (TNOYS) provided an update on the status of *Youth Count Texas!,* a count and survey of youth who are unstably housed or who are homeless in Texas. As required by House Bill 679, 84th Legislative session, TDHCA has been charged with conducting this count and preparing a report on youth homelessness, due to the Texas Legislature by December 1, 2016. To satisfy the count and needs assessment of homeless and unstably-housed youth, TDHCA has contracted with TNOYS to develop and implement a survey of youth who are unstably housed or who are homeless in Texas. This survey development and implementation has been coined *Youth Count Texas!.* Two surveys have been created: one survey that meets the U.S. Department of Housing and Urban Development (HUD) Point in Time guidelines and one survey that is a more comprehensive youth needs assessment. **Christine Gendron** noted that there is an information table at the THN conference and all attendees were invited to stop by and learn more about *Youth Count Texas!*. It was also noted that the TICH has formed a workgroup to oversee parts of *Youth Count Texas!* and **Christine Gendron** called for additional volunteers to join to workgroup.

V. Update on Senate Bill 1580, Veteran Homelessness

Naomi Trejo gave an update of the Veterans Study and provided a handout listing items that TICH members will review during the development of the Homeless Veterans Study, which is due to the Texas Legislature by December 1, 2016. It was reported that the TICH Veterans Study workgroup met on September 29, 2015, and made progress on the deliverable items due to the TICH as a whole in January.
Naomi Trejo anticipates that the needs assessment process for the Homeless Veterans Study will be similar to the needs assessment process from "Pathways Home."

Naomi Trejo then noted that the **Bettie Beckworth** of HHSC's Office of Veteran Services will work together with HHSC's Center for Health Statistics to conduct a survey of 11 cities that have been identified as accepting the challenge to effectively end veteran homelessness. The results of this survey will be brought to the July TICH meeting.

Naomi Trejo finally invited all TICH attendees to a roundtable discussion the following morning, as part of the ongoing conference, to provide recommendations to effectively end homelessness among veterans. Dennis Scholl asked if TDHCA has reached out to the American Legion of VFW for involvement in the Veterans Study. Naomi Trejo responded that TDHCA has not yet reached out but would consider doing so in 2016.

VI. Welcome New Member

Brooke Boston welcomed **Valinda Bolton**, Texas Department of Family and Protective Services (DFPS) who will be replacing **Beth Engelking. Brooke Boston** thanked **Beth Engelking** for her service on the TICH.

VIII. Draft TICH Annual Report

Prior to the meeting, the latest version of the Draft 2015 Annual Report was circulated to members for review. **Brooke Boston** noted that the TICH had several accomplishments and activities during 2015 and the report reflected the hard work of the Council members, advisory members and partner organizations. Brooke Boston called for any comments on the draft report but there was no discussion needed among the group. The final report will be prepared and will be a voting item for the next TICH meeting in January 2016.

IX. TICH Committees

(a) *Homelessness Prevention*: As the Chair position of this committee was vacated by **Beth Engelking, Brooke Boston** called for volunteers and requested that any interested members contact **Cate Taylor**.

(b) *Housing and Supportive Services*: **David Long** reported that the committee met by phone on September 9, 2015 and thanked **Michael Wilt** for facilitating that meeting. During the meeting, the committee developed updates for the 2015 TICH Annual Report.

(c) *Data, Research, and Analysis*: Since the last TICH meeting, the committee updated the annual report.

(d) *State Infrastructure:* Since the last TICH meeting, the committee updated the annual report.

X. Development and Draft of By-laws

Brooke Boston then moved to a discussion on the development of the draft Bylaws for the TICH, noting that there would be no formal action taken at this meeting. **Penny Larkin** asked if the latest change in statute governing the TICH mentioned now required a financial contribution from member agencies. **Naomi Trejo** clarified that the requirement for resources added to the TICH governing statute as a result of Senate Bill 679, 84(R) did not specifically mention funding, and then asked if the $10,000 financial contribution should be in the bylaws. **Megan Sylvester** clarified that the financial contribution may be in the bylaws but it does not necessarily have to be. **Megan Sylvester** also noted that she is researching the option of conducting member votes by email, as that provision does not appear in the statute either.

Continuing with the discussion, **Dennis Scholl** asked about the source of the bylaws and **Brooke Boston** explained that over the last year, THN had worked with a consultant (**Dianna Grey**) to improve how the TICH functions. Several TICH members were involved in the analysis of the TICH and one of the requested outcomes from the analysis was a set of draft bylaws. **Dennis Scholl** then asked about the track record for attendance, noting that it may be difficult to define the involvement of each agency simply based upon attendance. **George McEntyre** then followed with a comment on the membership section of the draft bylaws, suggesting that no one person can commit resources for an agency as a whole. **Brooke Boston** then suggested that this would be a good conversation to continue at the January meeting.

XI. Update on State Agency Homelessness Services Programs and Initiatives

Sharon Gamble reported that TDHCA is now down to two core homelessness related programs: Emergency Solutions Grants Program (ESG) and Homeless Housing and Services Programs (HHSP). All of the THN-funded programs to work with the CoC member agencies have come to an end. In Program Year (PY) 2015, ESG funding is approximately $8.8 million, up by 4.7% from PY 2014. The PY 2015 ESG contracts began on October 1, 2015 and TDHCA is currently in the process extending some of the PY 2014 ESG contracts. The plan for PY 2016 ESG is to shift to more direct CoC participation, encouraging local competition and increased financial and administrative responsibility at the local level. This plan was supported by an assessment completed by THN which found that many CoC's are ready for more locally focused competitions within the State ESG program.

Moving to the HHSP program, **Sharon Gamble** gave a brief overview of HHSP to the new attendees and several questions were raised from the group about which cities are currently in the program and which cities will be eligible in the future. **Sharon Gamble** explained that there are currently eight Texas cities with a population of 285,500 or more, and are therefore eligible for the HHSP program. The population threshold is set by state statute and the population is determined by the U.S. Census. So, cities with a growing population approaching the 285,500 threshold may be eligible for the HHSP program in the future. **Sharon Gamble** reminded the group that the program requirements for HHSP are much less stringent than the ESG Program and the awarded cities may use their HHSP funds to fill gaps that exist in other homeless programs and services. **Brooke Boston** then thanked the current HHSP cities for contributing a portion of their HHSP funds to support the efforts of *Youth Count Texas!*.

Following the TDHCA update, **Brooke Boston** made a call for other State Agencies or advisory member organizations to provide updates on homeless prevention activities at the next meeting.

XII. Discussion with CoC members about the Status of Coordinated Access

Naomi Trejo then introduced a discussion on the status of Coordinated Access among the CoC members present. **Eva Thibaudeau** of the Houston Coalition for the Homeless, representing the Houston/Harris County CoC, provided an overview of how Coordinated Access has been working in the Houston area. Initially piloted in July 2013 with the support of a Substance Abuse and Mental Health Services Administration (SAMHSA) Cooperative Agreement to Benefit Homeless Individuals (CABHI) grant and regular workgroups, the Houston Coalition phased in Coordinated Access with the day shelters and the veterans drop-in center, where chronically homeless individuals were known to be located. Following the pilot, the current system was launched in July 2014. With the growth of Coordinated Access in Houston, each shelter, outreach location, and service provider has repurposed one staff member to run point on the citywide Coordinated Access network. Coordinated Access has also been wrapped in to HMIS, so any providers that use HMIS have access to Coordinated Access. (Note: HMIS, or a Homeless Management Information System, is a data management system used by local providers to collect client-level data for homeless individuals and families and persons at risk of homelessness accessing housing and services). **Eva Thibaudeau** also informed the group that there is a phone-in option to Coordinated Access, where individuals may call from within a county jail or emergency room and a case manager will meet that individual upon exit. **Dennis Scholl** asked if there was a report detailing the success of Coordinated Access in Houston and **Eva Thibaudeau** indicated that all information was available online at www.homelesshouston.org.

Molly Voles then asked how Coordinated Access works with survivors of domestic violence since many domestic violence providers do not use HMIS in order to protect the confidentiality of their clients and maintain their clients' safety. There was a discussion about the lack of safety training for the use of the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT), which is a commonly used assessment tool for Coordinated Access implementation. THN was working on a script for the VI-SPDAT during the summer of 2015. **Eva Thibaudeau** responded that many would agree that it's been a challenge to prioritize this population with housing placements, as many providers have found that this population can be underreported and are hesitant to disclose personal information. In order to work thought some of the challenges, Houston created a domestic violence workgroup and has trained staff to use a script to use with domestic violence clients during the assessment process.

Next, **Ann Howard** of the Ending Community Homelessness Coalition (ECHO), representing the Austin/Travis County CoC, provided an overview of status of Coordinated Access in the greater Austin area, noting the at the assessment was very similar to Houston's process but Austin did not specifically target the chronic homeless population from the start. Funding from a DSHS Healthy Collaborative grant allowed Austin to build a frontend system for Coordinated Access and Austin was able to complete 2,700 client assessments in one year. **Ann Howard** noted that approximately 1/3 of the need in that first year was for permanent supportive housing, while the remaining 2/3 of the need was for rapid re-housing services.

Dennis Scholl asked if the CoC's knew where most of the persons experiencing homelessness were coming from. **Ann Howard** responded that all cities face the same issues and successes with homelessness. In order to minimize the perception that homeless populations are gravitating to certain large cities, the question "Where did you become homeless" was added to the 2014 Point in Time survey conducted in Austin. ECHO found that in 2014 most of the homeless population in Austin was from central Texas, such as Austin and Bastrop. Also, those exiting the criminal justice or state hospital systems are released in major cities. **Eva Thibaudeau** added that much of the Houston homeless population became homeless in Houston and is not transient.

To further assist the homeless populations, **Eva Thibaudeau** informed the group that Houston is now adding an income and employment piece to Coordinated Access with assistance from $2.4 million grant from TWC that will fund seven workforce positions in shelters and Coordinated Access intake centers. **Naomi Trejo** reminded TICH members that **Peter Grein** had surveyed local workforce boards and homeless service providers across the state to as part of the VISTA Volunteer Project on §2306.905(7) as reported earlier in the meeting. **Naomi Trejo** then asked how local providers could better interact with members of the TICH. **Ann Howard** responded that a Pay for Success grant from the criminal justice system was valuable to homeless service providers as jail release can be very impactful on a local community.

Connecting the ongoing conversation to the ongoing efforts to effectively end youth homelessness, **Eva Thibaudeau** noted that preventing youth homelessness does not live in the world of homeless service providers; it lives in the world of youth services providers, including juvenile probation and foster care providers, who are able to intervene with young people before they have a need for homeless service providers.

Then, **Otis Thornton** of the Tarrant County Homeless Coalition, representing the Fort Worth/Arlington/Tarrant County CoC, provided an overview of status of Coordinated Access in the greater Fort Worth area, noting that Fort Worth has also taken a "no wrong door approach." Beginning in April 2014, Coordinated Access was piloted with Rapid Re-housing programs, where centralized intake information on homeless and disability status was forwarded to the CoC for verification and the client was assigned to a specific service provider that best addresses their needs. In Tarrant County/Arlington/Fort Worth had implemented a helpline, was using VI-SPDAT, and had a social worker specifically to work with clients with disabilities.

Following on the centralized intake discussion, **Eva Thibaudeau** mentioned that, through the Homeless Prevention and Rapid Re-Housing program during 2009-2013, coalitions learned that homeless service providers vastly choose who they serve and it was difficult to delegate case management for a client when the case managers were spending a bulk of their time doing income verification, fair market rent calculations, and seemingly endless paperwork at each provider location. Houston contracted with the

Houston Housing Authority to do some of the paperwork, such as to determine Fair Market Rent and rent reasonableness, to free up the homeless service providers' time. **Otis Thornton** added that including scoring criteria to proposals or Notices of Funding Availability for Coordinated Access activities would be helpful in strengthening the entire Coordinated Access system.

Dennis Scholl then asked how many staff are dedicated and trained to work with special populations such as veterans or persons with disabilities. **Ann Howard** responded that a count is not known but homeless providers follow HUD guidelines to secure the most vulnerable populations first. Further, the Austin CoC brought in training to the homeless services provider community and required that anyone who participates in Coordinated Access take the training. **Eva Thibaudeau** agreed that not all work at the homeless service provider level has to be done by social workers, but the social workers' case management was for the most complicated cases.

Finally, **Ann Howard** relayed that the School of Social Work at the University of Texas at Austin of has offered to be the regional hub for the National Center on Excellence in Homeless Services, and hopes to provide training on a continual basis and to partner with CoCs across the state. This will be one of three national centers; the other centers are in New York and California.

XIII. Public Comment

None.

XIV. Next meeting

The next meeting has been tentatively scheduled for Tuesday January 12, 2016, in Austin, TX.

XV. Adjourn

The meeting was adjourned at 12:15pm.

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name:	WAP Planning Advisory Committee		
Number of Members:	6		
Committee Status (Ongoing or Inactive):	Ongoing	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
Date Created:	Unknown	**Date to Be Abolished:**	NA
Budget Strategy (Strategies) (e.g. 1-2-4)	3.2.1.	**Strategy Title (e.g. Occupational Licensing)**	Energy Assistance Programs
Budget Strategy (Strategies)		**Strategy Title**	

State / Federal Authority	Select Type	Identify Specific Citation
State Authority		
State Authority		
State Authority		
Federal Authority	Rules	10 CFR Part 440.17
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0

Meetings Per Fiscal Year	0	0	0

Committee Description:	Meets to review the porposed Department of Energy Weatherization Assistance Plan Application

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

NOTE: The Committee does not have by-laws or formal minutes. Meeting notes are being provided.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

No requirement as to frequency, however, it is charged with reviewing and making recommendations to the state plan.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

The council is not charged with deliverables, merely to provide comment on proposed DOE Weatherization Assistance Plan for each year.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

No reccomendations in the last 2 years, but the committee has helped staff clarify its federal DOE WAP plan prior to submission.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

2.0

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Scheduling the meeting, posting the meeting, taking notes on the discussion, and making revisions to plan if it is warranted.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

Yes

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

The meeting is in a public forum and posted on the TDHCA website as well as through a listserve announcement to interested parties.

7b. Do members of the public attend at least 50 percent of all committee meetings?

Yes

7c. Are there instances where no members of the public attended meetings?

No

8. Please list any external stakeholders you recommend we contact regarding this committee.

Texas Association of Community Action Agencies

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

Yes

9b. Please describe the rationale for this opinion.

The Committee meets federal requirements.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

No

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

Retain

11b. Please describe the rationale for this opinion.

The Committee allows the state to comply with federal regulations.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

Yes

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

Naming this Committee is a requirement of receiving federal DOE Weatherization Assistance Program funds. Failure to have this Committee named could jeopardize the ability to receive the grant from DOE.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

3-Year WAP Policy Advisory Council Meetings

2013 - 2015

2013			
Members	**Organization**	**Present**	**Minutes**
Kelly Franke	CCA		Yes
Albert Joseph	Ysleta del Sur Pueblo	Yes	
Karen Swenson	GETCAP	Yes	
Heather Ball	TX Railroad Comm	Yes	
Winnie Rutledge	DADS	Yes	
TDHCA Staff			
Michael De Young	TDHCA	Yes	
Sharon Gamble	TDHCA	Yes	
Cate Taylor	TDHCA	Yes	

2014			
Members	**Organization**	**Present**	**Minutes**
Kelly Franke	CCA		Yes
Albert Joseph	Ysleta del Sur Pueblo	Yes	
Karen Swenson	GETCAP	Yes	
Heather Ball	TX Railroad Comm	Yes	
Toni Packard	DADS	Yes	
TDHCA Staff			
Michael De Young	TDHCA	Yes	
Sharon Gamble	TDHCA	Yes	
Cate Taylor	TDHCA	Yes	
Cathy Collingsworth	TDHCA	Yes	

2015			
Members	**Organization**	**Present**	**Minutes**
Kelly Franke	CCA	Yes	Yes
Albert Joseph	Ysleta del Sur Pueblo	Yes	
*Jonathon Robertson**	*Ysleta del Sur Pueblo*	*Yes*	
Karen Swenson	GETCAP	Yes	
Heather Ball	TX Railroad Comm	Yes	
Toni Packard	DADS	Yes	
TDHCA Staff			
Sharon Gamble	TDHCA	Yes	
Marco Cruz	TDHCA	Yes	

** Replacing the retiring Al Joseph*

Weatherization Assistance Program Policy Advisory Council (WAP PAC)
Member Roster as of 1/22/2013

Kelly Franke Executive Director Combined Community Action, Inc. 165 West Austin Giddings, Texas 78942 (979) 540-2999 kjfranke@ccaction.com	Mr. Albert Joseph Ysleta del Sur Pueblo 332 Alton Griffin El Paso, Texas 79907 (915) 859-9196 ajoseph@ydsp-nsn.gov
Karen Swenson Executive Director Greater East Texas Community Action Program 114 W. Hospital Nacogdoches, Texas 75963 (936) 564-2491 kswenson@sbcglobal.net	Heather Ball Director, Marketing and Public Education Railroad Commission of Texas Alternative Fuels and Renewable Energy Division 1701 Congress Avenue Austin, Texas 78701 (512) 463-7359 heather.ball@rrc.state.tx.us
vacant	Winnie Rutledge State Unit on Aging Coordinator Department of Aging and Disabilities Services 701 W 51st Street Austin, Texas 78751 (512) 438-5891 Winnie.Rutledge@dads.state.tx.us

Notes from staff meeting to appoint new members:

Add per public comment and staff recommendations:
1. Kelly Franke, Combined Community Action (to replace Karen Swenson)
2. Barb Schetter, Sheltering Arms
3. Daniel Ariza, Dallas County

Other proposed members based on experience, geography, population served, etc.
4. Deborah Thomas, Rolling Plains (ED and north TX)
5. Bradley Manning (non-network perspective)
6. Ann Awalt (South TX)

"Outside the box" proposed members:
7. Nick Bennett Mitchell (South TX nonprofit)
8. Maria Kourdouris (sp?; former ARRA WAP, San Antonio)
9. Ray Hinstles (sp?, inspections, technical experience)

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

WEATHERIZATION ASSISTANCE PROGRAM (WAP)
POLICY ADVISORY COUNCIL MEETING

Via teleconference

Tuesday,
January 22, 2013
10:05 a.m.

FACILITATOR: CATE TAYLOR, TDHCA, Senior Planner, Community Affairs

COUNCIL MEMBERS:

HEATHER BALL – Railroad Commission
ALBERT JOSEPH – Ysleta del Pueblo
WINNIE RUTLEDGE – Dads
KAREN SWENSON GetCap

TDHCA STAFF:

SHARON GAMBLE
MICHAEL DeYOUNG

I N D E X

also have Sharon Gamble with me.

Go ahead, Sharon.

MS. GAMBLE: Sharon Gamble, the project manager for planning for the Community Affairs Division.

MS. TAYLOR: Okay. So that's all that we have joining us. I'll move to the next item on the agenda, our new council member discussion. We'll touch on this a little bit more when we get to the public comments.

I did just want to say that Mark Bullard is no longer going to be on our policy advisory council, committee. They've had some staff changes up at the Texoma Council of Governments, so we certainly thanked him for his years of service and expertise.

And since this is a department-appointed council, we're going to have a staff meeting here and talk about some new members for this council that could represent certainly Mark's experience that he had brought and, you know, other geographically different areas of the state.

So once we have that meeting, we'll go ahead and update everyone on that as well.

And just joining us now is Michael DeYoung. I'll let him have a seat and maybe make an introduction.

MR. DeYOUNG: Oh, no introduction.

MS. TAYLOR: Okay. Michael's the director of

P R O C E E D I N G S

MS. TAYLOR: We'll call the meeting to order and then start with member introductions.

Karen, since you were first on the line, would you like to start off?

MS. SWENSON: Certainly. Good morning, everyone. I'm Karen Swenson; I'm the executive director for Greater East Texas Community Action Program. We cover 12 counties in rural East Texas.

MS. TAYLOR: Winnie?

MS. RUTLEDGE: Sorry. I had the mute on. Winnie Rutledge from DADS.

MS. TAYLOR: Okay. Heather?

MS. BALL: Heather Ball with the Railroad Commission of Texas, and we assist propane marketers throughout the state in helping low-income clients access propane for their heating needs.

MS. TAYLOR: And Mr. Joseph?

MR. JOSEPH: I'm Al Joseph. I'm the Housing Director for the Ysleta del Sur Pueblo, and we're very much involved in all kinds of rehabilitation and weatherization activities here.

MS. TAYLOR: Okay. And then staff members from TDHCA: I'm Cate Taylor. I do the planning for the weatherization and utility assistance programs, and then I our Community Affairs Division.

So just to catch Michael up to speed, everyone has been introduced. We thanked Mark for his years of service, and I let the council know that he's no longer with us. And then once we get down to the public comment discussion, we'll discuss any other new members.

MR. DeYOUNG: Okay.

MS. TAYLOR: So next will be a review of the plan. Has everyone had a chance to take a look at the draft plan that I sent around?

VOICE: Yes.

VOICE: Yes, thank you.

MS. TAYLOR: Great. So just briefly, the difference between last year's plan and this year's plan is the amount of funding that the state is going to be receiving from DOE, and that necessitated a change in the subrecipients that we're providing this DOE funding to.

Last year we had 26 agencies, our full network, that received their allocation of the DOE funding. This year we took it down to four, and I sent you kind of the explanation on why we did that and the board writeup, and we had board approval on that.

So at this point I want to open it up to all of the PAC members for a discussion on the plan. So if there's any questions or comments, you know, please introduce yourself, and I'll give you all the floor.

MS. RUTLEDGE: This is Winnie Rutledge from DADS, and I just had a question. On page 4, where it talks about the lead-based paint safe work practices -- I guess it's the first sentence -- it says, will provide the training to all the programs through the Training Academy during Program Year 2011.

Is that a typo there?

MS. TAYLOR: Yes, that is.

MS. GAMBLE: That's something that we need to update. I'm finding that.

MS. TAYLOR: It's just amazing, with so many eyes that have looked over this plan in our legal department and -- you know, little mistakes like that still fall through the cracks, so we appreciate that.

MS. RUTLEDGE: Yeah, it happens to all of us.

MR. JOSEPH: This is Al Joseph. I've got a question.

MS. TAYLOR: Okay.

MR. JOSEPH: On the budget information page for nine consortium programs, it says at the top, in section B, budget categories -- are you with me?

MS. TAYLOR: Yes.

MR. JOSEPH: -- it looks like most of those lines add across left to right so that column 5 is the total of columns 1 through 4. With the exception of three columns, F, I, and K, I can't figure out where that extra million is coming from.

MS. TAYLOR: Right. This is Cate Taylor again. This is a tricky way that DOE sets this budget information form for us. On the next page is the continuation of the budget categories. You'll see the first page is grantee administration, subgrantee administration, and then the two T&TA columns.

You also add across the four columns on the next page for program operations, health and safety, liability assurance -- insurance, and financial audits. And that gives the total column number 5, and that total column sums up all eight of those category columns. Does that make sense?

MR. JOSEPH: It does now. I could not figure that out on my own, though. I don't know why.

MS. TAYLOR: Well, I'll certainly take a look at this.

Sharon, did you have a comment?

MS. GAMBLE: No.

MS. TAYLOR: Okay. So the budget that you see here, this is created by our fiscal department. It's also, you know, approved by our accounting department here, and then we -- so I enter it into DOE's reporting and performance system.

So it would not have accepted these categories if they added up correctly [sic], but I'll make sure that there's not a typo in here.

MS. GAMBLE: I don't think there is. I think that --

MS. TAYLOR: Okay.

MS. GAMBLE: Yeah, once you look at it all the way through as 1, 2, 3, 4 and 1, 2, 3, 4 -- I guess -- this is Sharon Gamble.

Mr. Joseph, the thing that I'd say is that probably for those rows that you spoke of, the total column that -- column 5 isn't going to add up until you go to the next four, and then it will add up. And that's, again, just a quirk of how DOE puts this thing together.

MR. JOSEPH: Probably that first page --

MS. GAMBLE: It's odd.

MR. JOSEPH: Yeah. Should probably say, you know, cumulative total to that point --

MS. GAMBLE: Yeah.

MR. JOSEPH: -- to the next page, and then I would have been clear.

MS. GAMBLE: Yeah. But if we -- as Cate was saying, if we enter it that way, it gives us an error. So we have to just fill it in the way that the computer lets us, basically.

MR. JOSEPH: Okay.

MS. SWENSON: This is Karen Swenson in Nacogdoches. It's just such a small amount of money, and there's so much need out there. 114 units statewide is nothing. This is --

MR. JOSEPH: Right.

MS. SWENSON: So disappointing, but I know that we are hopeful that perhaps there will be additional funding, but that's not known at this point.

MR. DeYOUNG: Michael DeYoung. Al and Heather and Winnie, do you all understand the mechanism we're using to only fund the four? Does that bring questions?

MR. JOSEPH: Yeah. It wouldn't hurt to have a little explanation of that.

MR. DeYOUNG: Sure. What we historically have done in regular funding years is we have given each agency -- right now there are 26 agencies in the state of Texas that administer the Weatherization Assistance Program. We give them both DOE and LIHEAP funds.

The LIHEAP funds have always been more than the DOE funds, and the DOE funds tend to cover a lot of the science and the regulation part of the weatherization program.

So most states have a DOE program and a LIHEAP program, and the LIHEAP program pretty much follows what DOE rules are at the time.

In this instance, as Karen said -- and we have just over, we think, about 1.3 million; we're dealing with an estimated figure, still, until they actually send us a letter -- as you do the math, you end up with about 17 of the 26 agencies having five units or less.

For a lot of reasons this is a complicated program to run and to keep trained staff -- you need about 12 to 15 units a year just to keep the skill level up at the local subrecipient level.

MR. JOSEPH: Okay.

MR. DeYOUNG: So the state made a strategic decision during this one year of low funding to say, Let's go to the four largest and let's -- they're already dealing with many of these rules and regulations in their other programs.

For example, let's take Dallas County. They already deal with lead-based paint; they deal with mold, asbestos, they deal with ASHRAE 62.2 requirements for air exchanges in the household and bringing fresh air in.

Let's go to the big four -- in this instance you'll see them listed in the plan -- give them each about 25 homes and let them run the program.

Then we'll go over to the LIHEAP side and we'll make up the difference, so Karen's agency, GETCAP -- I'm going to pick some figures just for the sake of discussion.

Out of this million-three, she was only going to receive, say, 50,000. So what I'll do is I'll take her 50,000, and it'll end up in one of those four agencies, and then in LIHEAP I'm going to give her $50,000 additional dollars, so that there's no penalty to the local agency or to the residents of that service area.

So in the end, everybody's going to get the right amount of weatherization dollars throughout all 26 areas; no one's going to be shorted one penny. But four of them, the big four, are going to have to run the DOE program, which is more complicated. And that way --

MR. JOSEPH: Okay.

MR. DeYOUNG: -- what we do is, especially in the smaller areas -- and, Mr. Joseph, you're out in the El Paso area. You know, we have two agencies out there, Project Bravo and Big Bend Community Action, who are going to get the same amount of money, but they're going to be running just the LIHEAP program.

Much of the rules are the same, save for two or three extra steps that have to go on with DOE. So in essence to them it's probably a little bit easier for them, because they're only dealing with one funding source, and they don't have to sit and go through this matrix always of, well, what does DOE pay and what does LIHEAP pay?

For the next year they're going to just say it's all LIHEAP, and they work through the equation. And to the client, there's no difference in the houses; it's just a matter of where in the financial office back at Big Bend or at Project Bravo do the charges reside. And for the next year it'll be all LIHEAP.

So it is -- it's kind of a one-year period where we're trying to figure out what's funding going to be like down the road. If this continues to be a $1 million a year program, I think you'll see a similar solution, funding four, five agencies.

There may be some advantage down the road to rotating who that is so that they get all the technical training they need but that you rotate it. So for the next year we could say, Karen, GETCAP agency, and two or three others, you're going to get the DOE money; we're going to get you a lot of training over the next year. And then you'll go back to being in that pool of LIHEAP-only subrecipients while we train other parts of the state.

And that would all be because of not wanting just to have two or three houses -- literally, I think Big

Bend, Mr. Joseph, is the smallest subrecipient in weatherization. They would have received, I think, two houses. And it's just impractical for them to try and keep someone qualified in all the federal requirements when you're only going to earn about $1000 in admin or $2000 in admin over the next year.

MR. JOSEPH: Sounds like you've given it a lot of thought and you've come up with a solution, so I'm comfortable.

MR. DeYOUNG: The best solution would be to get about $8 million from DOE so that everybody can get all the training, but we're dealing with a program that received a tsunami of money, and the aftereffect is that the budget got cut and we're trying to make the best of a bad situation.

We hope that the resolution is that the program goes back to 6, 7, $8 million, where it has historically been, because that way we can keep all 26 agencies fully trained up. They have enough volume that they are keeping their skill level at a high level, and that's what's best for the client.

We're trying to figure out what's best for the client, given the current set of circumstances.

MR. JOSEPH: Very good. I understand.

MR. DeYOUNG: Okay.

Heather and Winnie, does that work for you, too? Do you have any other questions on that?

MS. RUTLEDGE: That was very helpful. Thank you.

MS. BALL: Yes. Thank you very much. My sympathies for you guys.

MR. DeYOUNG: Well, you know, it's bittersweet, because we had, you know, $327 million, and we were able to do 55,000 homes, and you can see this plan addresses 114.

So it's just a whole different scale, but it's something that all federal programs are going to have to go through in the future, over the next 10 years. So we'll buy time this year and see what happens next year.

MS. TAYLOR: This is Cate Taylor again. Are there any more questions or comments on the plan before we move on to public comment?

(No response.)

MS. TAYLOR: Okay. So let's move next to the public comment. So after we released the plan with board approval, we had a public comment period and a public hearing, and we received one comment from Stella Rodriguez. She's executive director of the Texas Association of Community Action Agencies.

And I had emailed around her comments -- or her page of comments to the group before the call, so if we can just go through the first three. So --

MS. GAMBLE: Do you want to read it into the record?

MS. TAYLOR: Okay. Thank you, Sharon, for the suggestion. I'm just going to read this into the record to say that we do acknowledge these comments.

This is Stella's comments:

"A work group of the Texas Association of Community Action Agencies, TACAA, with representation from several subrecipients, met via conference call to review the proposed draft state plan referenced above, as published in the December 28, 2012, *Texas Register*. We agree with the concept of maximizing limited funds as referenced in the Texas Department of Housing and Community Affairs 2013 DOE WAP State Plan. Consideration of the following comments is appreciated.

"1. If the DOE Weatherization Assistance Program experiences an increase of funds, similar to pre-ARRA WAP, TDHCA should reinstate the pre-ARRA WAP service providers to administer the program.

"2. Kelly Franke, from Combined Community Action in Giddings, Texas, chair of TACAA's Weatherization Committee, is recommended to the WAP Policy Advisory Council to replace Johnette Hicks, who is no longer employed with EOAC in Waco.

"3. WAP PAC meetings should be held in person, in a public setting, and after the conclusion of the public comment period.

"Thank you for the opportunity to comment."

I guess we should open it up to discussion on the first comments from TACAA.

MR. DeYOUNG: Michael DeYoung, and I'll speak for the State. The intent of this one-year action of funding four agencies was merely to wait and see where funding levels will settle.

And for the Policy Advisory Council, I guess what we would say is that it is our full intent, if we are fully funded, that the original network that basically went through ARRA WAP, the 26 service providers that cover all 254 counties -- should funding levels return, it is our intent that it would return to all 26.

Now, that being said, we've had over the last few years a few agencies who have consolidated. We've also had agencies that have chosen to I guess dissolve -- is the legal term -- their incorporated status.

So bear in mind that there are changes in the field that go on that could impact that number, but the intent for this year was a one-year reduction to four agencies, with a plan to readdress this issue when we get a final funding figure for next year.

MS. TAYLOR: Okay. This is Cate again. Any additional comments or questions on that? I think we have covered it in our previous discussion.

MS. SWENSON: So if by some miraculous action -- this is Karen Swenson; I'm sorry.

If by some miraculous action there is more funding and we're back to similar to pre-ARRA, will we be able to instigate this year without a new plan or without the PAC meeting again?

MR. DeYOUNG: Yes. I don't think we would have to have the PAC to meet again. If there were something miraculous in weatherization -- if I got a letter tomorrow that said $6 million, I would probably post a hearing right away and revise the plan and notify DOE that we intend to reconfigure back to the original 26.

MS. SWENSON: Okay. That makes sense.

MR. DeYOUNG: We would have to have another public hearing just because it is different than the current plan we have proposed.

MS. SWENSON: I understand.

MR. DeYOUNG: And, Karen, I think you know this very well, that that is very unlikely. We've been told that the figure for the whole country is $58 million, and in order to get 228 million, which is the historical funding figure for the whole country I think would be difficult to envision at -- considering the current climate in Washington, DC.

MS. SWENSON: Okay.

MS. TAYLOR: Okay. Let's move on to comment two, and this deals with us, the WAP PAC, so just a little bit of brief history.

Johnette, who was our previous chair, retired last fall, and then came back to help some of the new staff at EOAC come up to speed, and during that time we had intended to have her as part of the PAC, but she retired again in December.

So we certainly thank her for her time and her assistance on the WAP PAC, but she's no longer with us. And then I'll open it up to discussion for TACAA's recommendation of Kelly Franke from Combined Community Action in Giddings to replace Johnette.

MS. GAMBLE: Karen, would you like to say a little bit about --

MS. SWENSON: Well, Kelly is a -- she has run the weatherization program for a number of years. She's very knowledgeable in the requirements. They did -- I was very pleased to have her become an executive director, so now she is looking at an even larger picture, but she does have a good feel for the requirements of the Department of

Energy, as well as being well versed in the administration of the program. So she would be a great asset to this committee.

MS. TAYLOR: Okay.

MR. DeYOUNG: Then I think we will -- I'm sorry; this is Michael DeYoung again.

We're going to be looking at reaching out to some additional members of the Policy Advisory Council. At one point I think we had nine total members; during ARRA WAP, I'm sure.

We probably haven't given as much attention as we should have -- most of our eyes were focused on spending the 327-, and now that we've had the announcement of Johnette moving on and also Mark Bullard, we'll be reaching out to some individuals who can help the Policy Advisory Council.

From the state perspective I think Kelly -- we had a meeting with Kelly on Friday afternoon, and she seemed interested in the prospect of joining the Policy Advisory Council.

I would concur with Karen's assessment. Kelly's administered this program for a number of years. She's also got a smaller-agency perspective. She's one of the smaller agencies and has dealt with many of the issues that impact how this program's run, whether it be from limited funding, complex federal requirements, rural housing stock, so I think Kelly would make a great addition to the Policy Advisory Council.

And we'll try and formalize our recommendations and get the Policy Advisory Council numbers back to hopefully in the area of nine. I won't commit to a hard number.

There's no requirement by DOE that it has to be a certain number. What we'd like to do is take a look at the different perspectives, and I think we've got, you know, a pretty good idea of what we want to do.

We want to have some large agencies; we want to have some small agencies; we want to have Heather from the Railroad Commission, because so much of rural Texas has issues in weatherization and in their utilities that involve much of their scope of the Railroad Commission with the propane and gas industries.

Al, representing an area of the state that has many different issues: It's a drier climate, the ability to cool without an air conditioning unit by using an evaporative cooler is very -- it's a different discussion that we need to have folks in the room on, as well.

And, Winnie, you represent DADS, and we've had a lot of work, not just in weatherization, over the last few years in collaborating with DADS and the way our programs interact with your programs.

We want to get back to having that robust discussion in the Policy Advisory Council about all this works together.

So you'll be hearing more from us in the next few weeks. We probably want to have all this reshuffling done by April when we have the new program year take effect, so we'll be contacting some members who we think can strengthen our hand in the discussion of weatherization.

Now, I'm going to talk about the third bullet, which was -- and I'll remind you, and I'll read it verbatim: "WAP Policy Advisory Council meetings should be held in person, in a public setting, and after the conclusion of the public comment period."

So I'll address each of those three statements. I would love to hold the meeting in person if we could get everybody here, but unfortunately I'm not allowed to pay for you all to come here, and so for many of you, while it wouldn't be a big issue, for Al especially to come from El Paso is an expensive proposition.

And we've checked with DOE to see if they concur that we're okay in holding it as a conference call, and they have agreed to that. We want to have the input; we don't want to have it centered around Austin and Travis

County only. That's usually who can attend and who can be here.

So I think we're going to continue to hold the conference call. If we feel the need to have a meeting, certainly if a meeting's requested in Austin, Texas, we certainly can host that meeting, but unfortunately we can't pay for it, ever. That's the problem.

In a public setting -- you know, these meeting's are posted; they're open to the public if they want to attend and comment.

Historically we've tried to do it right after the public comment period for the plan, and that tended to bring in more interested parties, but I also realize the desire of the Policy Advisory Council to have time after the public hearing to kind of digest what was said and then recommend changes if they're germane to the plan.

So we'll look at the calendar to see what works best. We may actually even do a Survey Monkey type request to try and figure out if there's changes that you would like to see.

The process we currently use is drafted by DOE; they review it when they come. In fact, DOE will be here in three weeks. And one of the first things we'll address is how did your WAP Policy Advisory Council meeting go? What were the issues identified? And were there any changes to your plan?

So we do take serious any comments we receive from the public for feedback on the Policy Advisory Council and how it operates, as well as comments on the WAP state plan.

So we appreciate Stella providing these comments, and we will keep you all abreast of any changes in the funding figure, and if we're going to have a need to recraft the plan, you all will certainly be aware of it and there will be another Policy Advisory Council if and when we recraft this plan.

And then I'll turn it over to you for comment or questions.

MS. TAYLOR: This is Cate Taylor again. I just wanted to make sure we get everyone's comments and questions in for the record. So please speak up if there's anything that you'd like to address.

(No response.)

MS. TAYLOR: All right. Well, I think that brings us to the --

MR. DeYOUNG: Go over real quick the calendar for what we -- when we intend to submit and -- so they're aware of where we go from here.

MS. TAYLOR: Okay. Yeah. Michael has requested that I go over kind of our calendar going forward, and I had sent this to you all in an email, but I can just kind of reiterate it as well.

So we drafted our plan in late December, sent it to the board -- to the TDHCA board to release to the public for comment in January.

So our public comment period has now closed. We've presented you all with the public comment. Our next step is, following this meeting, to take any feedback on the plan that you've provided to us and respond to the public comment and present that back to our board as well.

And that board meeting -- I believe it's the first week in February; I'm sorry I don't have the exact date -- February 13.

And at that point the board can ask any questions on our plan, and we hope that they would approve it for submission to DOE.

The plan is due February 28 to DOE, so I'll take everything from the board, from the public comment with the final plan and submit that electronically to DOE, and then our program year, pending approval of the plan, would start on April 1 of 2013, and we would allocate the funding that we had indicated to the four agencies in the plan.

So are there any questions on our time line?

(No response.)

MS. TAYLOR: Are you all still there?

MS. SWENSON: Sounds reasonable. This is Karen.

MS. TAYLOR: Okay. Thank you, Karen.

At this point I'd like to call for a vote of the committee members to approve the plan. If one by one you could say yes or no whether you accept and approve the plan.

MS. RUTLEDGE: This is Winnie Rutledge. Yes.

MR. JOSEPH: Al Joseph. Yes, I approve it.

MS. BALL: This is Heather Ball. I approve.

MS. SWENSON: And this is Karen Swenson. I approve.

MS. TAYLOR: Okay.

MR. DeYOUNG: We appreciate you all taking the time to join us on the conference call today. We will certainly be in touch if there's any changes requested by our board or that are necessitated through a change in funding.

As DOE releases the final funding figure, if it comes in at 1,253,000, you know, slightly different, we'll make adjustments in the plan as appropriate.

If the figure changes by a significant figure, that's when we'll contact you to say we are reposting for a revised plan, but right now what we're waiting on is that final figure that arrives in a letter to the department that this is the approved figure for your plan. And as soon as we get that, we will make the changes with dotting all the i's and crossing all the t's.

Thank you all for your time today.

MS. TAYLOR: Yes, thank you all again for attending and fielding all of my emails on scheduling the meeting. I really do appreciate you being a part of this PAC.

So it is 10:40, and I'm going to adjourn the meeting and thank you all for attending.

MS. SWENSON: Thank you, Cate, for all your hard work. Thank you to Sharon and Michael as well.

(Whereupon, at 10:40 a.m., the meeting was concluded.)

CERTIFICATE

MEETING OF: Weatherization Assistance Program Policy Advisory Council

LOCATION: Telephonic

DATE: January 22, 2013

I do hereby certify that the foregoing pages, numbers 1 through 27, inclusive, are the true, accurate, and complete transcript prepared from the verbal recording made by electronic recording by Elizabeth Stoddard before the Texas Department of Housing and Community Affairs.

01/23/2013
(Transcriber) (Date)

On the Record Reporting
3636 Executive Ctr Dr., G-22
Austin, Texas 78731

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Weatherization Assistance Program
Policy Advisory Council Meeting

February 11, 2014
11:00 a.m. Central

Conference call in number: 877-226-9790
Access code: 8871392

AGENDA

1. Call to Order

2. Member Introductions:

Organization	*Member Name*
Combined Community Action	Kelly Franke
Greater East Texas Community Action Program	Karen Swenson
Railroad Commission of Texas	Heather Ball
Texas Department of Aging and Disability Services	Toni Packard
Ysleta del Sur Pueblo Housing Department	Al Joseph

3. Review of the Draft PY 2014 DOE WAP State Plan

4. Discussion of Comments Received from Public Hearing on Draft PY 2014 DOE Weatherization Assistance Program (WAP) State Plan/Application

5. Open Discussion

6. Adjourn

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Weatherization Assistance Program
Policy Advisory Council Meeting

February 11, 2014, 11:00 a.m. Central

Conference call in number: 877-226-9790
Access code: 8871392

Minutes

Members present:

- Kelly Franke, Combined Community Action
- Karen Swenson, Greater East Texas Community Action Program
- Toni Packard, Texas Department of Aging and Disability Services
- Al Joseph, Ysleta del Sur Pueblo Housing Department

TDHCA staff present:

- Michael DeYoung, Director of Community Affairs
- Sharon Gamble, Manager, Planning & Training
- Cathy Collingsworth, Manager, Fiscal & Reporting
- Cate Taylor, Energy Program Administrator

Welcome and Introductions

Cate Taylor called the meeting to order at 11:06 a.m. Since the meeting was held via conference call, Ms. Taylor informed all attended that the call was being recorded. Then, all members and TDHCA staff present introduced themselves.

Review of the Draft PY 2014 DOE WAP State Plan

Cate Taylor gave a brief overview of the Draft PY 2014 DOE WAP State Plan (the Plan) and indicated where minor technical corrections had been made to the draft version released for public comment.

Open Discussion and Questions from PAC Members

Al Joseph asked how the allocations and unit assignments for all WAP subrecipients in the Annual File were determined. Cathy Collingsworth explained that the allocations of DOE funds and unit assignments were based on the allocation formula, detailed on page four of the Master File. Michael DeYoung added an explanation of the factor weights and how this formula was run, assigning a factor percentage to each of Texas' 254 counties.

Al Joseph then asked if there was data available on the Native American population receiving weatherization services. Michael DeYoung responded that the requested data is available through monthly performance reports. Michael DeYoung also suggested that Al Joseph review the transcript of the January 23, 2014 TDHCA Board meeting for public comment given by Kathy

McDonald of the Dallas Inter Tribal Center. Cate Taylor will follow-up with Al Joseph after the meeting to provide both the data and board meeting transcript.

Kelly Franke noted that a hyperlink on page 6 of the Master File was not working and that the non-existent Training Academy is still noted on page 18. TDHCA staff will correct the hyperlink and remove the Training Academy language, prior to submission of the Plan to DOE.

Kelly Franke asked if there would be any changes to the monitoring staff listed on page 14 of the Master File. Michael DeYoung responded that, at this time, the four Department staff listed as monitors are assigned to the program. Staff may change at any time and will be reflected in future plans.

Karen Garber asked for clarification of citizenship requirements, listed on page one of the Master File. Sharon Gamble clarified that agencies required to perform a Systematic Alien Verification for Entitlements (SAVE) check for program applicants are already up and running. Agencies exempt from this check process do not need to perform this additional eligibility step when determining client eligibility.

At this time, PAC members had no further questions specifically related to the Plan. Michael DeYoung then offered to contact Toni Packard, the PAC's newest member, to give her a general overview of the Weatherization program after the call.

Toni Packard asked about the involvement of the Area Agencies on Aging (AAA's) with the WAP Subrecipient network. Kelly Franke and Karen Garber both responded that their agencies had excellent relationships with the AAA's and other senior programs within their respective service areas. Much of t initial senior involvement with Community Action Agencies (CAA) in the WAP network revolves around meals and transportation programs. Also, members of the AAA's serve as board members for many of the CAA's.

Review of Public Comment Received

With no further general questions from the PAC members on the Plan, Cate Taylor proceeded with a summary public comment. Comment was received from Mr. Lance Pearson of Travis County Health and Human Service, at the public hearing held at TDHCA headquarters on Monday, February 10, 2014. Mr. Pearson's provided comments related to multifamily weatherization projects, but not specifically related to the Plan.

A summary of these comments, along with staff's reasoned response, will be provided as an item in the Departments February 20, 2014 Board book. Cate Taylor will provide a copy of this Board write-up to all PAC members.

Approval of Plan

With the changes discussed, PAC members voted unanimously to approve the plan.

Adjourn

The meeting was adjourned at 11:40 a.m.

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

Weatherization Assistance Program
Policy Advisory Council Meeting

April 6, 2015
2:30 p.m. Central

Conference call in number: 877-226-9790
Access code: 8871392

AGENDA

1. Call to Order

2. Member Introductions:

Organization	*Member Name*
Combined Community Action	Kelly Franke
Greater East Texas Community Action Program	Karen Swenson
Railroad Commission of Texas	Heather Ball
Texas Department of Aging and Disability Services	Toni Packard
Ysleta del Sur Pueblo Housing Department	Al Joseph

3. Purpose

4. Review of the Draft PY 2015 DOE WAP State Plan

5. Discussion of Comments Received from Public Hearing on Draft PY 2015 DOE Weatherization Assistance Program (WAP) State Plan/Application

6. Open Discussion

7. Adjourn

Sharon Gamble: My name is Sharon Gamble and I am the Programs Manager at the Texas Department of Housing and Community Affairs the Community Affairs Division. And this is the April 6, 2015 conference call meeting of the Weatherization Assistance Program Policy Advisory Council. As stated I am Sharon Gamble, I have with me here in the room Marco Cruz who is one of our lead weatherization staff members; he's one of our trainers and one of our technical assistance providers. If each of you would please introduce yourselves and we can just go by the order of the names on the agenda so Kelly if you would start.

Kelly Franke: Kelly Franke, Executive Director Combined Community Action Giddings, Texas.

Karen Swenson: Karen Swenson, Executive Director, Greater East Texas Community Action Program based in Nacogdoches.

Heather Ball: Heather Ball, Railroad Commission of Texas.

Toni Packard: Toni Packard Texas Department of Aging and Disability Services.

Al Joseph: Al Joseph, Housing Director for the Ysleta del Sur Pueblo in El Paso, Texas. If I may, I'd like to say I am retiring very shortly here and my replacement is already here sitting beside me Jonathon Robertson and he is willing to take over this responsibility if you need him.

SG: Absolutely; we will discuss that with the committee here in just a bit. So with the member introductions done, the purpose of this meeting here today is to discuss the Program Year 2015 Department of Energy Weatherization Assistance Program Plan. I trust that you've all had a chance to review that plan. I can report that the Department received no public comment on the plan, our public comment period closed today at noon. We did not receive any comment on the plan so the plan that you saw posted is the plan that is up for discussion here today. Before we start well actually I guess we will do discussions and then we can discuss the committee assignments after we do our discussion here, and Al if you would please as one of your last duties here be the participant in the discussion today and then we can talk about Jonathan's membership afterwards. So the DOE plan as posted on the website is not very different from the plan from last year. Different is the amount of funds awarded that did go up about $400,000 this year. We have of course the same Subgrantee network that we've had in the past. One thing that I would point out is that you will notice on Section 4.1 Subgrantees which is the list of the Subgrantees for the program, we do have a space where the award recipient is to be determined and that's in Cameron and Willacy counties and that service area is in the Rio Grande Valley area the state. Cameron and Willacy Counties Community Projects Incorporated was not recommended for an award by our executive award committee here at the department and as a result of that we have released a Request for Applications for a provider to provide weatherization services in Cameron and Willacy counties. The applications for that RFA were due on Friday, April 3. We did receive two responses; we have not reviewed those responses yet. We expect to have those responses reviewed tomorrow and a recommendation for a replacement provider provided to our board for the board meeting of April 16, 2015 here in Austin. So that's one thing that I would point out to you in the plan. Other than that it's very much an update of what we've done in the past. There has been some updating of the monitoring and training sections of the plan in response to further DOE guidance on training and monitoring. And the Health and Safety Plan has been updated to include more of the training and technical assistance and postings that we have on the website and some other date specific and program specific updates to that. The program itself though has not changed, so very little to report as far as the difference in the plan. With that I'd like to sort of open up the discussion of the plan if anybody has any questions or any comments that they would like to bring please do so at this time. Just identify yourself when you speak, thank you.

TP: I do. Toni Packard with DADS, I have several of them so. You mention that the awards were not granted to those particular counties. Are these awards reviewed every year? Is there a particular time period for each one of these Subgrantees?

SG: Yes, Toni, the funds are awarded every year.

TP: I'm talking about the determination of who receives the funds.

SG: That is not determined every year. The weatherization program is a highly technical program and it's not very easy to change the Subgrantees. And so we do generally use the same collection of Subgrantees every year. That coupled with federal requirements in this program and other programs, that are related to the act that ties all these funds together. Organizations that operate program such as the Community Services Block Grant and the Low Income Home Energy Assistance Program, the weatherization program, by federal guidance, is supposed to operate in line with those. And so organizations that operate CSBG that operate our LIHEAP programs are sort of the first choice to run the program and sort of take over when a service area comes open.

TP: And how does a service area come open?

SG: In this instance we have a provider that's been a provider for a very long time but they've had some difficulties in the last year to where they have some outstanding compliance findings that they haven't been able to clear up in time for this award cycle. So they were not recommended for an award which would have left Cameron and Willacy counties without a provider for DOE weatherization. And so in that instance we release request for applications and it states very clearly in the request for applications that preference is given to organizations that are already running those programs, CSBG, LIHEAP, and other poverty related programs that we operate here at the Department.

TP: Are all the counties in Texas covered?

SG: Yes they are and I should point out that the funds are allocated to the counties and not necessarily for the organization. That's why I can say that it says "TBD reserved for Cameron and Willacy counties" because the allocation is actually for the counties and then the service provider receives the contract. So all 254 counties are covered.

Do you get any funding from the state?

For weatherization we the state do not. There is however some of the utility providers are required by the PUC to provide funds to help their own customers get some sort of relief from their utilities and they do that through weatherization. That funding does not come to the state it's operated through another organization. A lot of the same organizations that operate our weatherization program though also operate those weatherization programs. At this time though, other than that the state does not have set aside a fund for weatherization. They used to but not anymore.

TP: On page 12 it talks about Tier 1 training, that you had reached out to DOE for some technical assistance. Have you received any comment back from DOE on that?

SG: the plan is obviously a way for us to communicate with DOE in writing the things that we has a state need. And so while we have made that request and several different states have made that request. We have not yet received any specific technical assistance regarding that issue. Having it in our plan also reiterates that request from us and so just basically we put it there to keep it in the front of their minds that it is something that we are looking for you know. Sort of a little prompt.

TP: Then one last kind of multilevel one. It had to do with page 14 under Program Evaluation. I was reading about the online contracting but you are talking about capturing unit-level data. Do you collect that data now?

SG: We don't collect it on the statewide level. We don't have a statewide database that allows us to collect unit level data. Each individual Subgrantee however does have the ability to collect that kind of data and they do. So we have access to it we just don't have the ability to collect it on a on a statewide level yet.

TP: So if they collect at the Subgrantee level do they report it back up to you?

SG: They report to us in aggregate. If we have a need for it and we asked for it then they do report it up to us.

TP: And the online contract system; is that done in house or is it by a vendor?

SG: Its in-house, this is the system that was built by our internal IT division.

TP: And if you could educate me a little bit, given this unit level data, how does that improve the program.

SG; Well, here's the thing. It's one of the things that is sort of new with DOE where they are starting to ask more about unit level data. We are actually in talks with our national partners, not just DOE but also with the Department of Health and Human Services, about ways that we as such a large state (we are one of the larger states) and we have more sub grantees I think than most of the other states as well. We are at the point now where we are starting to feel the need for such a system. Right now we don't receive a lot of requests for the information. We don't do as much program evaluation as we could I think if we had a statewide system. And so it's not optimal right now, admittedly.

TP. Okay, thank you.

SG. You're welcome, thank you for your questions

KF: Sharon this is Kelly. I wanted to ask if there was a way that TDHCA could explore some options when it comes to the procurement for the QCI training. Specifically, is there any way that TDHCA can actually do the procurement and go with one group that does the training so we are all being trained the same way? The reason I ask is after talking with several agencies about some of the issues they have had getting their people passing the test and qualified that most of them that go to Santa Fe seem to get through it, whereas I've heard that in the other areas are not. So is there any way that the Department could procure just with Santa Fe so that everybody would go to the same place to do the QCI training?

KS: This is Karen Swenson. That's a good point, Kelly. My gentlemen went to Santa Fe and both of them passed. I don't know about the others but I have heard because of my association with Region Six we are not the only state that is having problems going to training in other places and their attendees not being successful. So that's my two cents. Thanks for bringing that up.

SG: We can certainly look into that. We thought about doing that at the beginning. The reason that we didn't do that quite frankly was that we wanted to sort of leave it open for people to be able to go where they could get in. I think that maybe at this point it won't be such a problem. But if we if we say that it's just Santa Fe then it also depends on does Santa Fe have room for them. And then if we say just Santa Fe, then they can't go somewhere else that might have room for them. So we can certainly look into that. We can poll the network and see if anyone would be interested in that route. Of course that would require a procurement for us. Since it's all out-of-state providers it would be an extensive process to get that kind of a procurement done. We could certainly do it. It would not be done in a couple of months though and we are looking at July 1 of hopefully having everyone have a QCI on board.

KF: I have a new person. He's not new to weatherization he is new to my agency. He has met with Doug and he has talked to Laura Saintey so we are working on getting his. Just from hearing everybody talking around the state, they seem to be the one that's getting them through it. And they seem to be better prepared for the testing.

TP: This is Toni. Could y'all work the procurement to where it is a requirement of that company to have an office here in Texas? We do customer satisfaction surveys with

DSHS as a part of that the company that was chosen had to have an office here in Texas. And they opened up one.

SG: We certainly could require that. That's certainly something we could put in there. There wouldn't be anything limiting us from that ability. Kelly in your comment you are just talking about the QCI training?

KF: Yes. That is my main thing right now is getting my person done.

KS: Overall I really thought the plan was a good plan. It covers all of the counties. Of course there is not enough money but, such as it is.

AJ: This is Al Joseph. All of my concerns have been addressed already. I think it's a good plan.

SG: Thank you Joseph. Okay, is there any more discussion about the state plan that we need to have before we talk about whether or not the committee would like to accept the plan for submittal to DOE? (silence) If not, if someone would like to make that motion.

TP: This is Toni. I move that we accept the plan to send to DOE.

KS: This is Karen in Nacogdoches and I will second that.

SG: Okay is there any discussion about the motion before we take a vote? (pause) Okay I don't hear a discussion so will do a voice vote so that I can have a record of who voted. As I call your name if you would indicate aye or nay. Kelly: aye Karen: aye Heather: aye Toni: aye and Al: aye. Okay and surveying the membership we have all ayes with no opposition so that the DOE WAP state plan as published will be submitted to DOE for the State of Texas. Thank so very much.

(at which point the committee discussed the selection of new member and the meeting was adjourned.)

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Texas Dept of Housing and Community Affairs, #332

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Rural Housing Workgroup

Number of Members: NA

Committee Status (Ongoing or Inactive): Inactive

Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: 1/1/2010

Date to Be Abolished: NA

Budget Strategy (Strategies) (e.g. 1-2-4) NA

Strategy Title (e.g. Occupational Licensing)

Budget Strategy (Strategies)

Strategy Title

State / Federal Authority	Select Type	Identify Specific Citation
State Authority	NA	
State Authority		
State Authority		
Federal Authority	NA	
Federal Authority		
Federal Authority		

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' Direct Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Committee Members' Indirect Expenses

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	$0	$0	$0
Personnel	$0	$0	$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	$0	$0	$0
Total, Committee Expenditures	$0	$0	$0

Method of Financing

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
	$0	$0	$0
Expenses / MOFs Difference:	$0	$0	$0

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Meetings Per Fiscal Year	0	0	0

Committee Description: The workgroup was originally established as an informal forum which enabled the Department to interact with community advocates, funding recipients, and potential applicants prior to formal public comment processes as TDHCA developed housing policy. Currently, TDHCA effects this through roundtables specific to the program or iniative in question.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

While the workgroup served as a forum for external stakeholders to share concerns and recommendations with TDHCA, the workgroup itself made no recommendations to the agency.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

While ti was active, the workgroup provided external feedback used for policy development. However, the current practice of holding targeted roundtables for policy development allows for broader and more robust external engagement.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

No

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.