2020 REPORT ON CUSTOMER SERVICE

Prepared by the:

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1.0 INTRODUCTION
The *Report on Customer Service* is required by Tex. Gov't Code §2114.002(c) which requires state agencies to develop and implement customer service standards and satisfaction assessment plans.

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

1.2 CUSTOMER RELATIONS REPRESENTATIVE
The current Customer Relations Representative, as required by Tex. Gov't Code §2114.006(a), is Elizabeth Yevich, Director of the Housing Resource Center.

1.3 REPORT ON CUSTOMER SERVICE
The *Report on Customer Service* is due to the Legislative Budget Board (LBB) and the Governor's Office of Budget, Planning, and Policy no later than June 1 of each even-numbered year. Per Tex. Gov't Code §2114.002(b), the report evaluates statutorily required customer service quality elements (TDHCA's facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information). In order to obtain external customer input, TDHCA conducts a Customer Service Survey (Survey) every two years evaluating these elements. As required by *2021-2025 Instructions for Preparing and Submitting State Agency Strategic Plans*, the document includes the following five elements:

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

2.0 INVENTORY OF EXTERNAL CUSTOMERS

For the purposes of the *Report on Customer Service,* external customers are identified as either Households or Organizations. These two groups are further described in Sections 2.5 and 2.6 of this report.

2.1 OVERVIEW

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

2.2 HOUSING AND COMMUNITY AFFAIRS ASSISTANCE

- Housing assistance for individual households (homebuyer assistance and/or education, home repair assistance (including accessibility modifications), and rental payment assistance);
- Homelessness prevention assistance or services;
- Funding for the development of affordable rental housing and single-family developments (new construction or rehabilitation);
- Energy assistance (utility payment assistance or home weatherization assistance); and,
- Emergency relief for individuals or families in crisis, referred to as Community Affairs Assistance in the Survey (transitional housing, energy assistance, health and human services, child care, nutrition, job training and employment services, substance abuse counseling, medical services, other emergency assistance, and administrative support for community service agencies).

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

- Almost all homebuyer assistance, home repair assistance, rental assistance, and rental housing and single-family development funds are awarded through formal notices of funding availability.
- First-time homebuyer assistance through TDHCA's Homeownership Program is delivered through a statewide network of participating lenders.
- Community Affairs Assistance funding is predominantly allocated through a network of community-based organizations. (Of the previous list, "community affairs" includes energy assistance and emergency relief for individuals or families in crisis.)
- Homelessness prevention assistance funds are allocated both by formal notices of funding availability and by direct allocation to the nine largest cities in Texas.

2.3 MANUFACTURED HOUSING ACTIVITIES

TDHCA's Manufactured Housing Division (MHD) administers the Texas Manufactured Housing Standards Act (TMHSA). The TMHSA ensures that manufactured homes are well-constructed, safe, and installed correctly; that consumers are provided fair and effective remedies; and that measures are taken to provide economic stability for the Texas

manufactured housing industry. Services of the MHD include recordation of ownership and liens, issuance of Statements of Ownership; required training and examination for prospective license applicants, license issuance to manufacturers, retailers, installers, brokers, and/or salespersons; record and release of tax and finance liens; installation inspections; consumer complaints; licensing and inspection of Migrant Labor Housing Facilities and, through a cooperative agreement with HUD, the regulation of the manufactured housing industry in accordance with federal laws and regulations.

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

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

2.5 HOUSEHOLDS
Most TDHCA programs fund local organizations or developers that, in turn, serve individuals and households at the local level. These individuals and households are Targeted Program Beneficiaries of TDHCA's programs or services. Targeted Program Beneficiaries are referred to by the "Individual" Customer Type in the Customer Service Survey. For the purposes of this report, they will be referred to as "Households." TDHCA considers these Households to be customers because TDHCA is responsible for contract oversight of the organizations assisting each Household In addition, a Household can contact TDHCA to file a complaint against an organization that received funding through TDHCA and is using that funding to provide assistance to them or for which they are eligible. TDHCA also considers owners of manufactured homes as customers because the MHD has contact with these owners for title transfers, among other processes.

It should be noted that most Households do not receive direct assistance from TDHCA unless they are manufactured home owners, Section 8 Housing Choice Voucher recipients, or Section 811 beneficiaries. Unless the Household files a complaint with TDHCA, the process through which the Household receives assistance does not involve direct engagement with the Department.

While a majority of the programs at TDHCA are required to assist Households with incomes not greater than 80% of the Area Median Family Income (AMFI), most programs assist Households with lower incomes. For example, according to the *2020 State of Texas Low Income Housing Plan and Annual Report* (SLIHP), approximately 98.9% of Households served in state fiscal year 2019 were at or below 60% AMFI.

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

2.6 ORGANIZATIONS
The vast majority of the customers who have direct contact with the Department are Direct Subrecipients, which include TDHCA funding applicants, MHD Licensees, and owners or sellers of manufactured homes or persons with a lien on a manufactured home. These are organizations that apply directly for funding or licensing, and can include for-profits; nonprofits; units of local government; community-based organizations; community action agencies; public housing authorities; housing developers; manufactured housing retailers, builders, installers; and other housing and community affairs entities. Direct Subrecipients are referred to by the "Organization/Business" Customer Type in the Customer Service Survey. For the purpose of this report, the Direct Subrecipients and MHD Licensees will be called "Organizations."

2.7 GENERAL APPROPRIATIONS ACT STRATEGIES
This section identifies customers served by each strategy listed in the 2020-2021 General Appropriations Act and a brief description of the types of services provided to customers. The income classifications referenced below are:
- Extremely Low Income (ELI): less than or equal to 30% AMFI;
- Very Low Income (VLI): greater than 30% AMFI, less than or equal to 60% AMFI;
- Low Income (LI): greater than 60% AMFI, less than or equal to 80% AMFI; and
- Moderate Income and up (MI): greater than or equal to 80% AMFI.

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

A.1.1 Strategy: Provide mortgage loans and Mortgage Credit Certificates (MCCs), through the department's Mortgage Revenue Bond (MRB) Program, which are below the conventional market interest rates to very low-, low-, and moderate-income homebuyers.
- **Targeted Program Beneficiaries:** VLI, LI, and MI homebuyers (earning up to 115% AMFI or 140% AMFI in targeted areas).
- **Subrecipients:** Participating mortgage lenders.
- **Type of Assistance:** Below market rate mortgage loans, down payment assistance, and savings on property taxes to eligible individuals and families.

A.1.2 Strategy: Provide federal housing loans and grants through the HOME Investment Partnerships (HOME) Program for very-low and low-income families, focusing on the construction of single family and multifamily housing in rural areas of the state through partnerships with the private sector.
- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities and income-eligible households.

- **Type of Assistance:** contract-for-deed conversion to a traditional mortgage; down payment and closing cost assistance; rental subsidy; repair or reconstruction of substandard housing; single-family or multifamily housing development.

A.1.3 Strategy: Provide funding through the State Housing Trust Fund for Texas Bootstrap program.
- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** down payment and closing cost assistance.

A.1.4 Strategy: Provide funding through the State Housing Trust Fund for Amy Young Barrier Removal Program.
- **Targeted Program Beneficiaries:** ELI, VLI, and LI households.
- **Subrecipients:** Nonprofit and for-profit organizations, units of local government, community housing development organizations, public housing authorities, and income-eligible households.
- **Type of Assistance:** barrier removal for persons with disabilities.

A.1.5 Strategy: Provide federal rental assistance through the Housing Choice Voucher Program (Section 8) vouchers for very low-income households.
- **Targeted Program Beneficiaries:** ELI and VLI households.
- **Subrecipients:** Local program administrators.
- **Type of Assistance:** Rental subsidy vouchers.

A.1.6 Strategy: Provide assistance through the federal Section 811 Project Rental Assistance Program.
- **Targeted Program Beneficiaries:** ELI households with at least one member of a Target Population between 18 and 62 years old.
- **Subrecipients:** Income eligible households.
- **Type of Assistance:** Project-based rental assistance.

A.1.7 Strategy: Provide federal tax credits to develop rental housing for very low- and low-income households.
- **Targeted Program Beneficiaries:** VLI and LI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

A.1.8 Strategy: Provide federal mortgage loans through the department's Multifamily Mortgage Revenue Bond (MRB) program.
- **Targeted Program Beneficiaries:** VLI, LI, and MI households.
- **Subrecipients:** Nonprofit and for-profit developers.
- **Type of Assistance:** Acquisition, rehabilitation, and new construction of affordable rental units.

B. Goal: Provide Information and Assistance.

B.1.1 Strategy: Provide information and technical assistance to the public through the Housing Resource Center.
- **Targeted Program Beneficiaries:** All individuals and families seeking housing and community services information and assistance.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

B.2.1 Strategy: Provide assistance to colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.
- **Targeted Program Beneficiaries:** Colonia residents, units of local government, nonprofits, for-profits, and general public.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Information and technical assistance.

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

C.1.1 Strategy: Administer poverty-related federal funds through a network of agencies.
- **Targeted Program Beneficiaries:** Households at or below 125% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Community services, including health and human services, child care, transportation, job training, emergency assistance, nutrition services, counseling, and other services.

C.2.1 Strategy: Administer state energy assistance programs.
- **Targeted Program Beneficiaries:** Households at or below 150% of federal poverty guidelines.
- **Subrecipients:** Community action agencies, nonprofit organizations, units of local government.
- **Type of Assistance:** Case management, education, and financial assistance to reduce energy costs; repair or replacement of heating and cooling appliances to increase energy efficiency; energy crisis assistance.

D. Goal: Ensure Compliance with Program Mandates.

D.1.1 Strategy: Monitor and inspect for federal and state housing program requirements.
- **Targeted Program Beneficiaries:** Residents of TDHCA-assisted housing units.
- **Subrecipients:** Not applicable.

- **Type of Assistance:** On-site property inspections and desk reviews.

D.1.2 Strategy: Monitor subrecipient contracts.
- **Targeted Program Beneficiaries:** Recipients of TDHCA-funded housing and community services.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Single audit desk and other reviews.

E. Goal: Regulate Manufactured Housing Industry.

E.1.1 Strategy: Provide services for Statement of Ownership and Location and Licensing in a timely and efficient manner.
- **Targeted Program Beneficiaries:** Manufactured home consumers and licensees.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Process Statements of Ownership/titles for lien holders and consumers; licenses to manufacturers, retailers, brokers, installers, rebuilders and sales personnel.

E.1.2 Strategy: Conduct inspections of manufactured homes in a timely and efficient manner.
- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Manufactured housing installation inspections and non-routine inspections.

E.1.3 Strategy: Process consumer complaints, conduct investigations, and take administrative actions to protect general public and consumers.
- **Targeted Program Beneficiaries:** Manufactured home consumers and industry.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Accept and investigate consumer complaints; take actions to protect consumers and enforce statute.

E.1.4 Strategy: Provide for the processing of occupational licenses, registrations, or permit fees through Texas.gov.
- **Targeted Program Beneficiaries:** Manufactured home industry, inventory lenders, and taxing entities.
- **Subrecipients:** Not applicable.
- **Type of Assistance:** Ability to process license renewals, file reports, inventory finance liens and tax liens and releases online.

3.0 METHODS OF INPUT

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

The State Low Income Housing Plan and Annual Report (SLIHP) is an annual planning document required by Tex. Gov't Code §§2306.071 through 2306.0724, and covers all aspects of the Department's programs. The Department's public input process for this document enables customers to comment on all aspects of the Department, including programs, materials, and service, during the public comment period, at the public hearing held in Austin and during TDHCA Governing Board meetings. The *2020 SLIHP* public input process was held from Monday, December 16, 2019, to Wednesday, January 15, 2020. A public hearing was held on Thursday, December 19, 2019, in Austin. There were two public comments received from two sources (Advocacy Outreach and the Texas Council on Family Violence) on the *2020 SLIHP (Draft for Public Comment)* and the Department addressed those comments in the final version of the document.

Many divisions within TDHCA host in-person roundtables and online discussion forums and webinars to gather input on their program structures and rules. During these roundtables forums and webinars, 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 2020 TDHCA CUSTOMER SERVICE SURVEY

In April 2020, the Department conducted the TDHCA Customer Service Survey (Survey). TDHCA used web-based survey software called Survey Monkey (www.surveymonkey.com) to develop a short survey that specifically asked respondents about the seven customer service areas listed in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2021 to 2025*: facilities, staff, communications, Internet sites, complaint-handling processes, service timeliness, printed information and overall satisfaction with the agency).

3.2 SURVEY QUESTIONS

The Survey contained demographic questions; 16 statements for Households and 17 statements for Organizations asking the respondent to rate TDHCA on each statement using a Likert scale; one question to determine the medium through which the survey was taken and/or how the respondent learned about the survey; and a text field for the respondents to elaborate with additional comments, recognitions, or concerns.

The Survey included demographic questions at the beginning to determine if it would be conducted in English or Spanish, the location of the respondent, the Customer Type, and the type of business conducted with TDHCA. The "Customer Type" statements divide respondents into two categories of customers: Households and Organizations. Respondents were directed to the appropriate Customer Type flow; for example, if they selected Household, they did not see all the business type questions available. A sample of the Customer Types and other questions can be found in Appendix A. The "Customer Location" and "Type of Assistance" questions allow for analysis of opinions of customers who have contact with certain TDHCA staff and what TDHCA region they are in. The "Housing or Community Affairs" and "Manufactured Housing" choices reflect the primary types of service categories within TDHCA. The TDHCA MHD is administratively tied to TDHCA but is an independent entity with its own Governing Board, rules, staff, and internal policies. Type of Assistance questions were added to the Survey to gain a better understanding of which divisions and programs the respondents were rating, as can be seen in Appendix A.

All respondents were asked to rate the statements on the following page using a Likert Scale. The number of statements varied depending on the Customer Type. The following statements address the customer service as specified by Tex. Gov't Code Chapter 2114, with the addition of "Reasonable Accommodations" and "General Satisfaction" questions.

	Survey Questions for Households	Survey Questions for Organizations
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 are courteous.
	TDHCA staff members demonstrate a willingness to assist.	TDHCA staff members demonstrate a willingness to assist.
Timeliness	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
Communications	I am provided clear explanations about TDHCA services available to me.	
	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
	Communication is available in the appropriate language.	Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
Web Site	The TDHCA public Web site contains the information I expect.	The TDHCA public website contains the information I expect.
	The TDHCA public Web site is easy to use.	The TDHCA public website is easy to use.
	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).	The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).
	The TDHCA public Web site contains accurate information on programs, services, and events.	The TDHCA public Web site contains accurate information on programs, services, and events.
		TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.
		TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
Printed Information	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
	TDHCA written materials provide accurate information.	TDHCA written materials provide accurate information.
Facility	The location of TDHCA offices and facilities is convenient.	The location of TDHCA offices and facilities is convenient.
Complaint Process	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
Reasonable Accommodations	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
General Satisfaction	Overall, I am satisfied with my experiences with TDHCA.	Overall, I am satisfied with my experiences with TDHCA.

3.3 SURVEY TIMELINE

On April 8, 2020, TDHCA publicized the release of the survey through social media, email, the Department Web site, phone, and written announcements. The survey was available for completion until May 1, 2020, at 6:00 p.m. Austin local time.

3.4 SURVEY MARKETING AND CUSTOMERS SURVEYED

TDHCA interacts with a large and diverse number of Texans. Some contact with the Department may only last a few minutes, such as a phone call from a Texan in need. Some contact may last decades, such as a developer with a 30-year affordability period on their apartment complex funded through the Housing Tax Credit Program. Given the wide range of people and durations of contact, TDHCA used the Internet, email, phone and written surveys to reach as many Households and Organizations connected to the Department as possible. The survey was made available online. A newer feature of the Survey Monkey software allowed the survey to be more easily accessible by tablet and cellular device.

A link was placed on the homepage of the TDHCA Web site under the *What's New* dropdown menu; on the Public Comment main page; on the Find Help page; on both the English and Spanish versions of the *Help for Texans* Web page, a site that allows Texans seeking assistance to search for providers in their areas; and on the Notices of Funding Availability (NOFA) page, which contains information about available program funds. By reaching out to the public at large, 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 (Facebook and Twitter). Twitter posts are automatically posted to the front page of the TDHCA Web site.

An announcement with a direct link to the survey was sent to all TDHCA email list subscribers. In addition, the MHD distributed an announcement to their Manufactured Housing email distribution list. An announcement was also sent to a special one-time distribution list consisting of email addresses associated with Participating Lenders involved in TDHCA Homeownership Division programs, property owners and managers for TDHCA-funded and monitored multifamily properties, and subscribers who only signed up for individual Community Affairs programs' email lists who would otherwise have been excluded from the traditional LISTSERV email list distribution. All email lists besides the Manufactured Housing email distribution list were compared to ensure recipients did not receive multiple survey announcements.

TDHCA staff members were also asked to include a link to the Survey in their Microsoft Outlook email signatures. The suggested link language was as follows:

> **Let us know how we are doing! Take the 2020 TDHCA Customer Service Survey here:** https://www.surveymonkey.com/r/2020CustServ

To reach customers without access to the Internet, TDHCA had also planned to conduct surveys over the phone and make paper copies available. However, due to the Texas Governor's disaster declaration related to the novel coronavirus (COVID-19), most TDHCA staff were telecommuting during the weeks the survey was released and the Department's

shared phone system did not allow for live incoming telephone calls when Call Forward of TDHCA phone lines was in use as it had to be when telecommuting. Therefore surveys were unable to be conducted over the phone from incoming calls as planned. Paper copies were also not distributed at either TDHCA's Manufactured Office building or the Colonia Self-Help Centers as planned as all of these locations were closed due to COVID-19.

Finally, the survey was available in both English and Spanish in order to reach a broader base of customers. According to Table B16001 of the 2014 to 2018 American Community Survey 5-Year Estimates, Texas had 3,073,590 Spanish-speaking persons over the age of 5 who spoke English less than "very well." Speakers of all other languages over the age of 5 who speak English less than "very well" combined total 544,297 people. Therefore, Spanish is the appropriate language to use to reach non-English speaking persons in Texas.

3.5 RESPONSE RATES
Since an announcement of the survey was posted on the homepage of the TDHCA Web site, the survey was available for any member of the public to complete. For the three weeks between April 8, 2020 and May 1, 2020, the front page received 25,107 unique visitors, the Manufactured Housing front page received 14,957 unique visitors, the Housing Resource Center main page received 545 unique visitors, the English *Help for Texans* page received 41,363 unique visitors and the Spanish Help for Texans page received 1,887 unique visitors, the Notice of Funding Availability received 1,815 unique visitors, and the Fair Housing page received 1,789 unique visitors. A total of 97 survey respondents indicated that they heard about the survey through the TDHCA Web site.

1,726 followers of TDHCA's Twitter account and 2,632 followers of TDHCA's Facebook page potentially saw the survey announcement.

TDHCA emailed the survey announcement directly to approximately 11,329 active email addresses on the TDHCA email lists.

It is possible that a customer could have followed TDHCA on Twitter and Facebook, signed up for a TDHCA email list, visited multiple pages on TDHCA's Web site, and visited the Manufactured Housing Customer Service Center all within the Survey period. There is no way to determine the actual number of persons who could have seen or received an invitation to take the survey. This was a convenience sampling methodology, rather than a valid random sample, which relied on visitors to the TDHCA Web site and social media outlets.

Table 3.5a: Survey Invitation Distribution

Distribution Method	Number of Potentially Unique Survey Invitation Recipients	Percent of Total
Combined Visitors to TDHCA Web Site Pages	73,463	82.5%
Social Media Followers	4,358	4.8%
Direct Email Recipients*	11,329	12.7%
Callers Offered Survey**		0%
Walk-In Customers**		0%
Total	89,150	100.0%

*Does not include customers who could have seen the survey announcement through the email signature of Department staff.
**Unable to Distribute surveys in this manner due to challenges of COVID-19

Each advertisement strategy varied in its effectiveness. The vast majority of respondents were subscribed to one of the Department's email lists.

Table 3.5b: Survey Type

Respondent heard about this survey through:	Response Count	Percent of Total
The TDHCA public Web site	97	19.44%
Social Media (Facebook, Twitter)	142	28.46%
An email from TDHCA	174	34.87%
A telephone conversation with TDHCA staff	3*	0.60%
At a customer service center or other TDHCA office	1*	0.20%
Other	82	16.43%
Total	499	100.0%

*no surveys were conducted over the phone or at TDHCA offices

There were 499 respondents that answered where they had heard about the survey yet due to an unanticipated increase in traffic to TDHCA's website during the final week the survey was released, over 900 people started the survey. Due to these anomalies we are unable to calculate a true response rate to the survey based on the hits on the website and number of emails that went out. Based on the number of surveys that were initiated, 939, compared to the total number of potentially unique survey respondents, the response rate is 1.05%.

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.

All of the marketing and outreach was conducted online due to challenges of COVID-19 meaning no customers who did not have access to the Internet were able to take the survey. Mailings were not included because the online approach yielded good feedback and saved taxpayers the unnecessary cost and expense of a mailing and data entry approach.

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

4.0 SURVEY RESULTS AND ANALYSIS OF FINDINGS

The Department received 939 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*;

*For the purposes of the *Report on Customer Service,* external customers are identified as either Households or Organizations. Households are referred to by the "Individual" Customer Type in the Customer Service Survey, while Organizations are referred to by the "Organization/Business" Customer Type in the Customer Service Survey.

The number of responses to the 2020 Report on Customer Service doubled when compared with the preceding survey year (2018). Despite this increase, the survey indicates that more than half of respondents did not fully complete the survey. This discrepancy is likely due to the impact of challenges of COVID- 19 as respondents clicked on the survey to look for more information on TDHCA's website regarding funding assistance, rather than to provide feedback on the survey questions.

4.1 SURVEY RESPONDENT DEMOGRAPHICS

Language

Of the number of respondents, 767 (81.65%) chose to take the survey in English and 162 (17.25%) chose to take the survey in Spanish, while 10 (1.06%) chose "other" for language. This is significant change from the 2018 survey year. During that survey year, only 0.6% of respondents chose to take the survey in Spanish. Based on previous trends, it is likely that the increase in Spanish speakers corresponds with an increase in individual respondents, who are more likely to request the survey in Spanish than organizational respondents.

Customer Type and Interest with TDHCA

TDHCA designated two customer types for the survey: (1) Individuals and (2) Organizations. Individuals include non-affiliated respondents who have had contact with TDHCA. Organizations include those businesses, government entities, and nonprofits that have had contact with TDHCA. Approximately 562 (60.76%) of respondents identified themselves as individuals for the purposes of this report. Approximately 225 (24.32%) of respondents identified themselves as being affiliated with an organization.

In past survey years, respondents from organizations have tended to outnumber individual respondents by close to 30%. The reverse result this year seems to indicate a larger number of individual respondents due to the many challenges associated with the COVID-19 pandemic.

Method of Outreach

At the end of the survey, respondents were asked how they heard about the TDHCA Customer Satisfaction Survey. Of the 939 respondents, only 499 answered this question. This provides a rough estimate that only 53.14% of respondents completed the survey from beginning to end. Most respondents 34.87% indicated that they heard about the survey from an email from TDHCA. The next largest group indicated that they heard about the survey from Social Media (28.46%). Compared to past years, a significant portion of respondents indicated that they heard about the TDHCA Customer Satisfaction Survey from an 'Other' source. These respondents then self-reported

how they heard about the survey in an associated text box. A majority of these respondents indicated that they heard about the survey through their local news channel or through their landlord. Since the TDHCA Customer Satisfaction Survey is not advertised through news channels or landlords, it is likely that most of these respondents discovered the satisfaction survey while looking for COVID-19 relief funds on the TDHCA website. It is noted that during the final week that the survey was released a Press Release was issued detailing a specific type of funding being made available by TDHCA for COVID-19 affected households. The Press Release was then picked up by many television and news outlets. It was during this same one-week period that the survey respondent number unexpectedly increased. Yet as indicated, the majority of these respondents did not complete the survey and most likely they were seeking CARES Act relief funds. In fact some of the respondents asked where they might apply for funding probably not fully realizing they were instead taking a survey.

Figure 4.1a: TDHCA Customer Satisfaction Survey outreach question responses

Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select One.		
Answer Choices	Responses	
Social Media (Facebook, Twitter)	28.46%	142
An Email from TDHCA	34.87%	174
The TDHCA public website	19.44%	97
A telephone conversation with TDHCA staff	0.60%	3
At a customer service center or other TDHCA office (written survey copy)	0.20%	1
Other (please specify in the box below)	16.43%	82

4.2 INDIVIDUALS
The TDHCA Customer Satisfaction Survey offers different, but closely related questions, to both individuals and organizations. The following section analyzes responses given by individuals.

Primary Interest with TDHCA
Respondents were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance or B) Manufactured Housing Assistance. Of respondents, 516 (96.81%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 17 (3.19%) of respondents indicated that they were primarily interested in Manufactured Housing.

Type of Assistance Requested
Individual respondents were then placed into two groups depending on their primary interest in TDHCA. Each group was asked what type of assistance that they received or requested from TDHCA.

Most of the respondents who were primarily interested in Housing and Community Affairs Assistance indicated that they requested rental assistance (69.69%). Meanwhile, the fewest number of respondents indicated that they requested weatherization (4.44%) or Community Action Agency (4.99%) resources.

Figure 4.2a Type of Assistance Requested by Individuals from Housing and Community Affairs
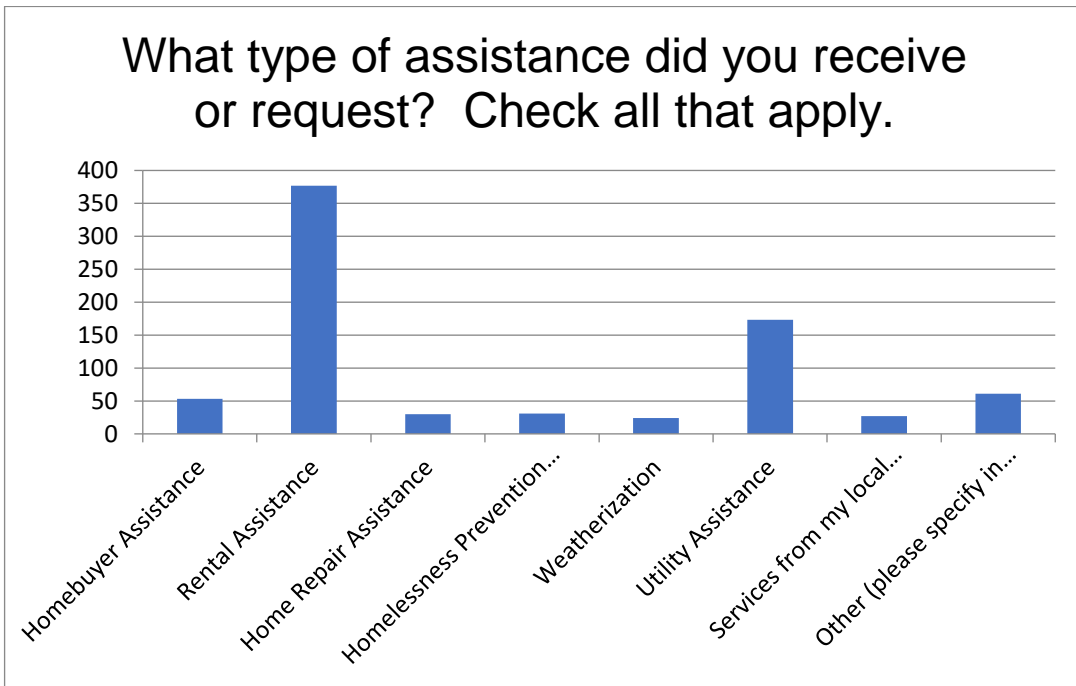
Most of the respondents who were primarily interested in manufactured housing indicated that they requested a statement of ownership (80%). The next highest chosen answer was record and release tax or mortgage lien (46.67%). Meanwhile, the fewest answered their interest in consumer complaint (20%) or installation inspections (20%).

Figure 4.2b Type of Assistance Requested by Individuals from Manufactured Housing
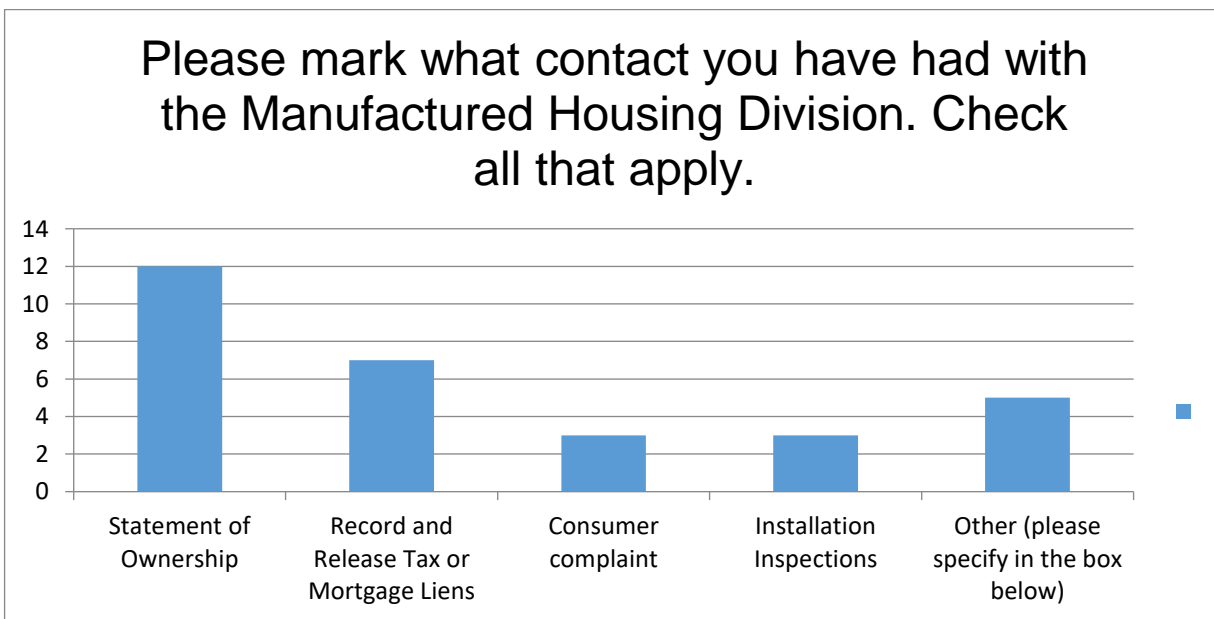
Customer Satisfaction

Respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a linkert-like scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent. Respondents maintained a generally favorable view of TDHCA. No averages fell below 3 (neutral) for any question, with most questions getting average responses between 3.5 and 4.5. Compared to past years, numerous respondents selected the N/A category for most, if not all, questions. This indicates a significant portion of respondents did not have any direct contact with TDHCA. As previously outlined, it is possible that many of these respondents clicked on the survey hoping to find information about pandemic relief funding. It is further possible that many of these respondents actually answered the survey questions. Given the high number of 'Neutral (3)' responses during the 2020 survey year, it is likely that numerous respondents selected 'neutral' when answering questions, rather than the aforementioned 'N/A' category. This would skew the data towards the middle of the scale (3), which is a trend that can be clearly found in this year's data. The results of the customer satisfaction questions are below.

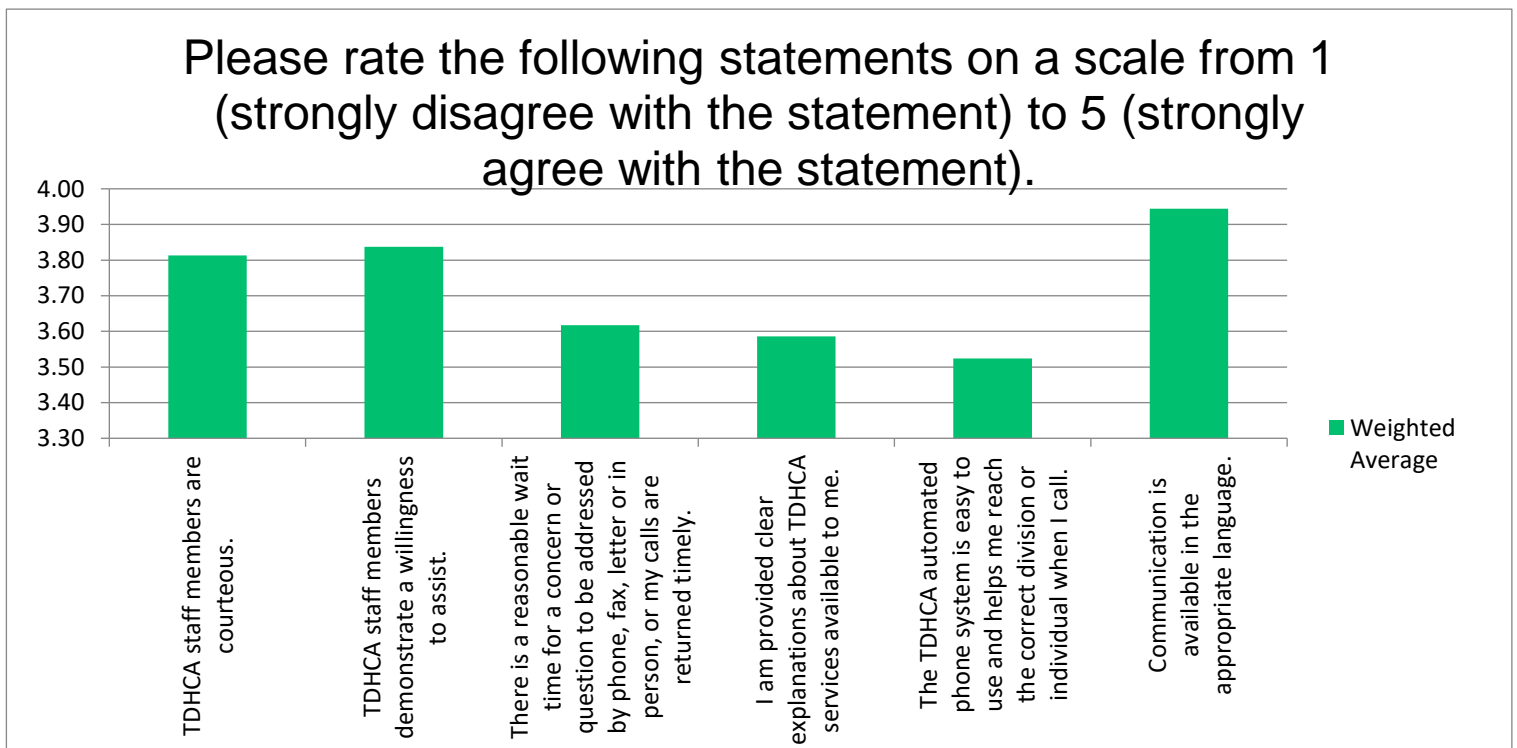Fig 4.2c Satisfaction with TDHCA Direct Customer Service

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).

Fig. 4.2e Satisfaction with Miscellaneous Service Activities

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).
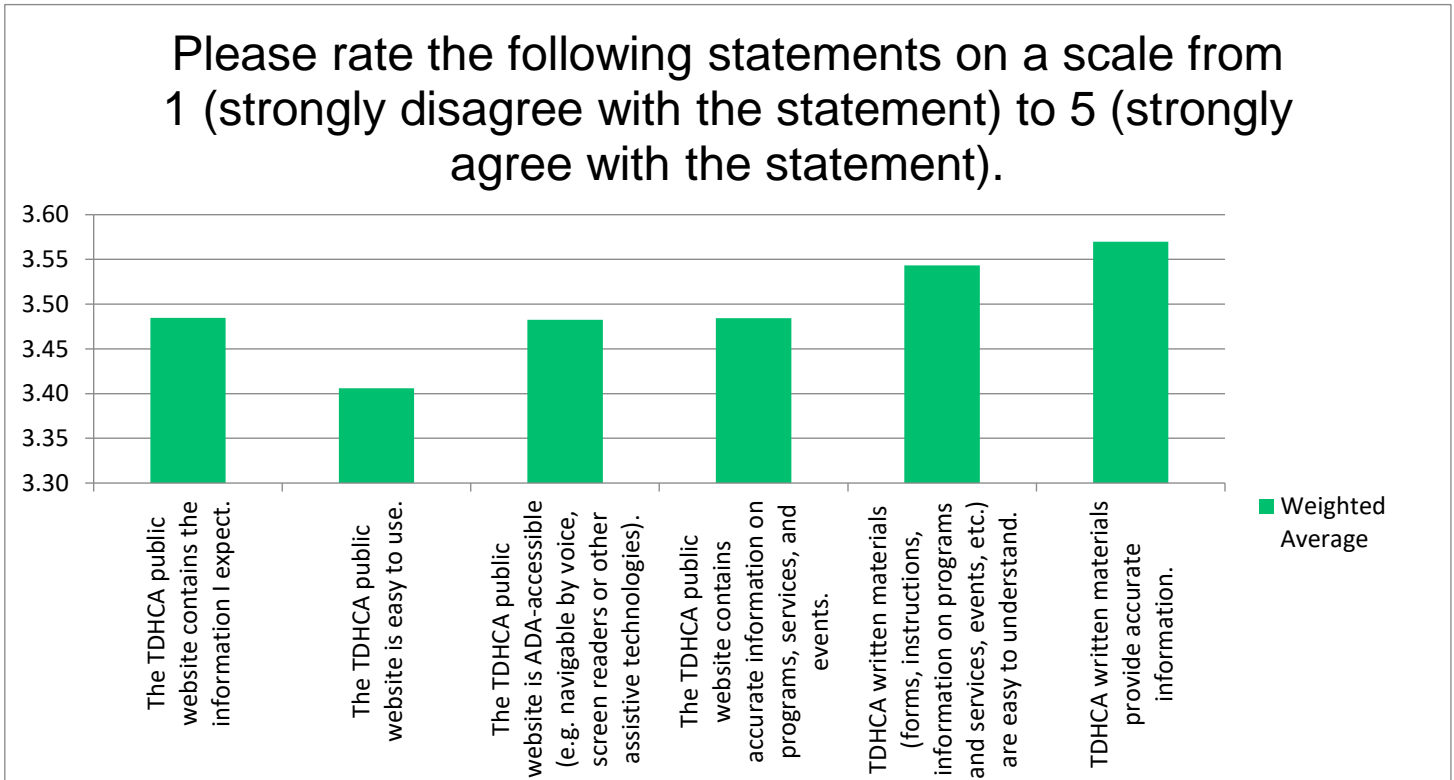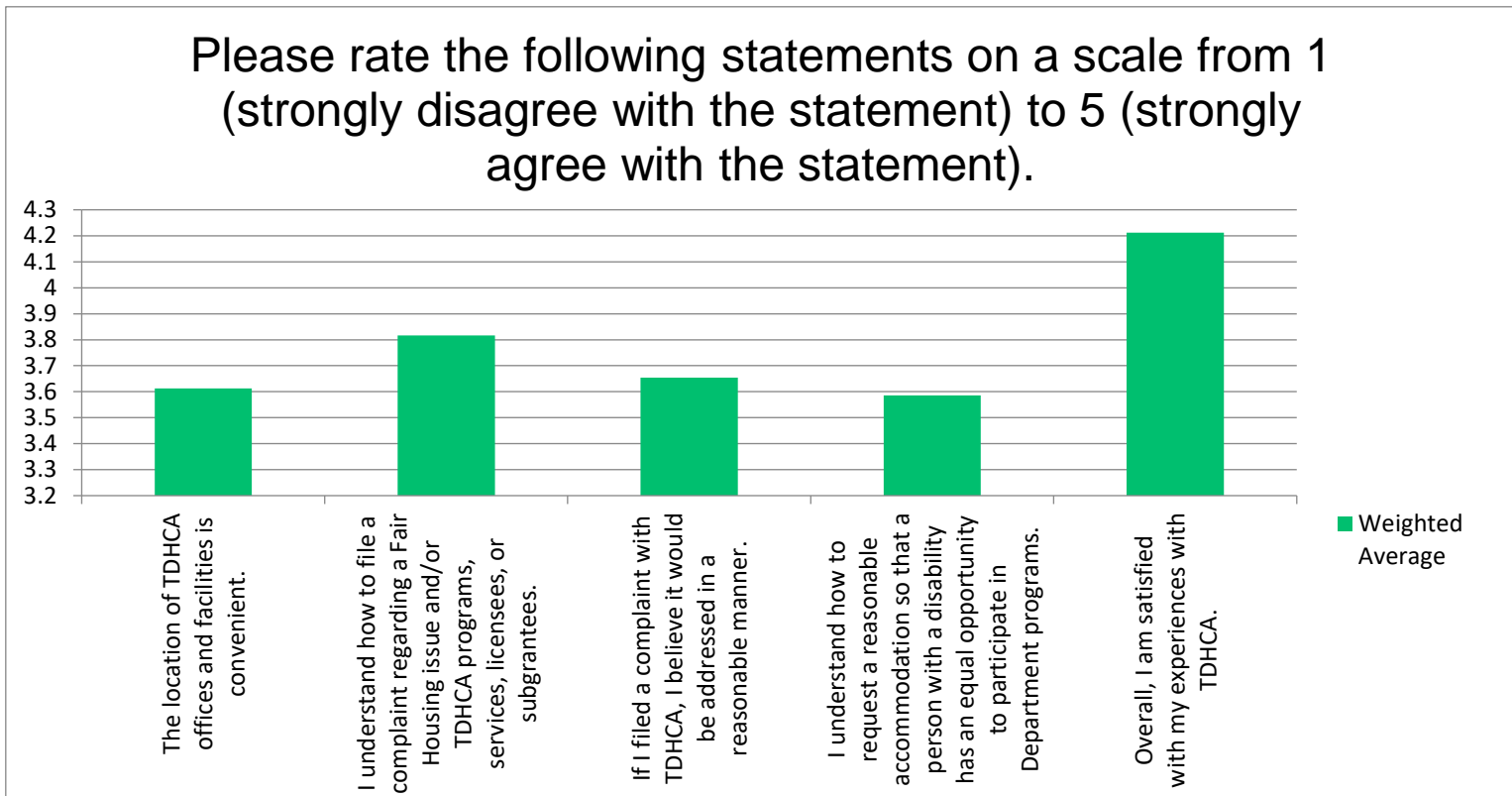
As previously discussed, the question responses indicate a generally favorable view of TDHCA. No question received a weighted average below 3 (Neutral). On average, respondents reported that they were satisfied with their experiences with TDHCA (4.2). TDHCA items that scored the highest were for the measures for language availability (3.94), courteousness (3.81), and for providing information about fair housing complaints (3.81).

TDHCA scored lower on the measures for website and informational material access. TDHCA's website received a 3.41 for ease of use, and 3.48s for containing sufficient information, for containing accurate information, and for being ADA accessible. Once again, this was likely a result of the challenges related to the COVID-19 pandemic, as respondents looked for information about pandemic relief funding. Since the program that had been referenced in the press release mentioned earlier, was not available at the time of the survey, respondents may have felt the site was not helpful because they were not able to find information about how to apply or receive those funds on the TDHCA website.

4.3 ORGANIZATIONS
In addition to individuals, TDHCA also serves local government, non-profit, and faith-based organizations across the state of Texas. If respondents selected that they were contacting TDHCA based on their affiliation with an organization, then they received a set of different, albeit related questions to the ones presented in section *4.2 Individuals.*

Primary Interest with TDHCA

Respondents were asked to choose their primary interest with TDHCA, either A) Housing or Community Affairs Assistance and B) Manufactured Housing Assistance. Of respondents, 170 (89.95%) stated that they were primarily interested in Housing or Community Affairs Assistance; meanwhile, 19 (10.05%) of respondents indicated that they were primarily interested in Manufactured Housing.

Type of Assistance Requested
Individual respondents were then placed into two groups depending on their primary interest in TDHCA, Housing and Community Affairs or Manufactured Housing. Each group was then asked to identify which programs or services at TDHCA that they work with.

Most of the respondents who were primarily interested in Housing and Community Affairs Assistance indicated that they worked with the Housing Tax Credit Program (34.84%). The second most number of organizations (24.52%) worked with the Homeownership division Meanwhile, the fewest number of organizations indicated that they worked with the Neighborhood Stabilization Program (5.16%) and with the Office of Colonia Initiatives (1.94%). The full results of the survey question can be found below on Fig 4.3a.

Fig 4.3a Most Frequently Worked with Housing and Community Affairs Programs

Please indicate the programs with which you work. Check all that apply.		
Answer Choices	Responses	
HOME Investment Partnerships Program	28.39%	44
Housing Trust Fund Program	10.97%	17
Housing Tax Credit Program	34.84%	54
Section 811 Program	10.32%	16
Section 8 Housing Choice Voucher Program	16.13%	25
Office of Colonia Initiatives	1.94%	3
Neighborhood Stabilization Program	5.16%	8
Homeownership Program	24.52%	38
Homelessness Services	14.84%	23
Community Services Block Grant Program	21.29%	33
Energy Assistance Programs	17.42%	27
Other (please specify in box below)	7.10%	11

Next, respondents who stated that they worked primarily with manufactured housing were asked about their contact with the Manufactured Housing Division. Respondents indicated that they most frequently contacted the Manufactured Housing Division about Statements of Ownership (85.71%) and Record and Release of Tax or Mortgage Lien (42.86%). Respondents least frequently contacted manufactured housing about Consumer Complaints (21.43%) and Installation Inspections (21.43%).

Fig 4.3b Most Frequently Contacted Manufactured Housing Services

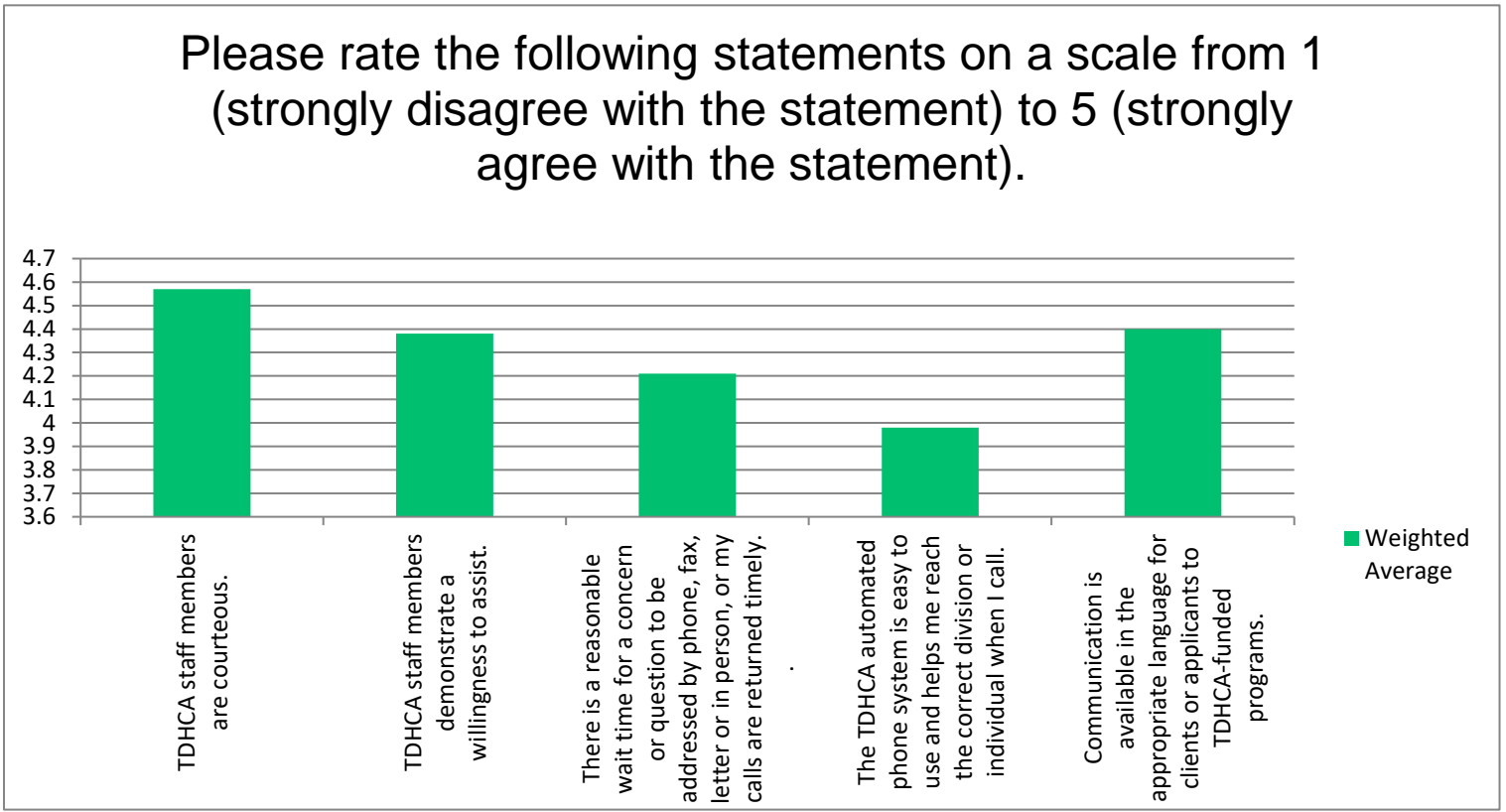| Please mark what contact you have had with the Manufactured Housing Division. Check all that apply.		
Answer Choices	Responses	
Statement of Ownership	85.71%	12
Record and Release Tax or Mortgage Liens	42.86%	6
Consumer complaint	21.43%	3
Installation Inspections	21.43%	3
Other (please specify in the box below)	35.71%	5

Customer Satisfaction
Organizational respondents were asked a series of questions to gauge their satisfaction with TDHCA services. For analysis, these questions were split into three themes: questions about direct customer service, questions about TDHCA's website and informational materials, and miscellaneous. Respondents were asked to report on their satisfaction using a linkert-like scale with the options, strongly disagree, disagree, neutral, agree, strongly agree, and N/A. To average and analyze the data, this ordinal data was transformed into interval data rated 1-5 with 3 being neutral. The N/A category was not included in the analysis and therefore it did not receive a numerical equivalent.

As with individual respondents, organizational respondents maintained a generally favorable view of TDHCA. No averages fell below 3 (neutral) for any question with most questions getting average responses between 3.5 and 4.5. Compared with individuals, fewer organizations selected the N/A and neutral (3) options. This further supports the suggestion that the challenges related to the COVID-19 pandemic skewed the individual respondent data. During that period of time organizations would have had less reason to inquire about general COVID-19 relief as they would be more likely to contact the division or program with which they currently work to inquire about additional funds. Since organizations less frequently chose the Neutral (3) option, the organizational data tends to contain higher averages than the individual data.
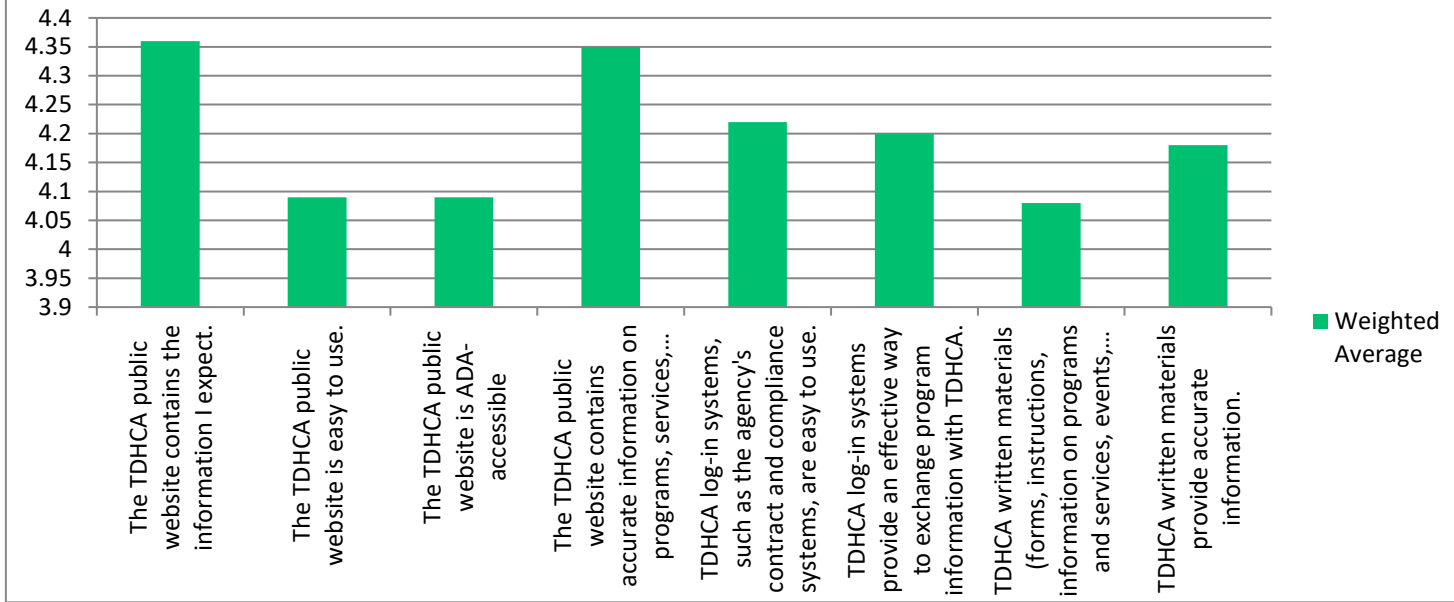
You can find the results of the organizational customer satisfaction questions on the following pages:

Fig. 4.3c Satisfaction with TDHCA Direct Customer Service

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).

4.3d Satisfaction with TDHCA's Website and Informational Materials

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).

Bar chart (Weighted Average), y-axis from 3.9 to 4.4:
- The TDHCA public website contains the information I expect. — 4.36
- The TDHCA public website is easy to use. — 4.09
- The TDHCA public website is ADA-accessible — 4.09
- The TDHCA public website contains accurate information on programs, services,... — 4.35
- TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use. — 4.22
- TDHCA log-in systems provide an effective way to exchange program information with TDHCA. — 4.20
- TDHCA written materials (forms, instructions, information on programs and services, events,... — 4.08
- TDHCA written materials provide accurate information. — 4.18

4.3e Satisfaction with Miscellaneous Service Activities

Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).

Bar chart (Weighted Average), y-axis from 0 to 5:
- The location of TDHCA offices and facilities is convenient. — ~3.65
- I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees. — ~4.05
- If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner. — ~4.15
- I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs. — ~4.1
- Overall, I am satisfied with my experiences with TDHCA. — ~4.4

Organizations generally reported a favorable view of TDHCA. No question received a weighted average below 3 (Neutral). On average, respondents reported that they were satisfied with their experiences with TDHCA (4.39). Amongst organizations, TDHCA scored higher than 4.0 for most questions about their direct customer service and informational materials. TDHCA scored the highest for being courteous (4.57), for having communication in different languages (4.4), and for having staff that demonstrates a willingness to assist (4.38).

Amongst organizations, TDHCA only received two weighted averages below a score of 4.0. Organizations rated the location and convenience of TDHCA offices and facilities a 3.65 on average. Meanwhile, organizations rated TDHCA's automated phone system a 3.98 on average. The rest of TDHCA's averages were above a 4.0, indicating general satisfaction with TDHCA services and programs.

4.4 SURVEY COMMENT SUMMARY

A total of 201 comments were received at the end of the Customer Service Survey. However 119 of those comments were direct requests for assistance most likely due to the link for the survey being at the top of the Department's Help For Texans webpage. It is assumed many people answered the survey to leave requests for help due to challenges of COVID-19 pandemic. The following tables and analysis reflect the 82 remaining comments that provided input on TDHCA administration and programs.

Table 4.4a: Tone of Comments

Tone of Comments Made	Total Comments
Positive	47
Neutral	29
Negative	6
Total Comments	82

Of the comments made, 57.3% of the comments were positive, 7.3% were negative and 35.4% were neutral in tone.

The majority of positive comments related to TDHCA staff courtesy and willingness to help. Positive comments were received and named specific TDHCA staff for being helpful and providing excellent customer service. The most common negative comment topics were staff consistency in communicating with customers and programs and policies survey takers felt were no longer needed.

4.5 SURVEY CHANGES

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

The Customer Service Survey identified successes as well as provided guidance to improve the Department's customer service. Each customer service element required in the *Instructions for Preparing and Submitting Agency Strategic Plans - Fiscal Years 2021 to 2025* was included in the survey, along with other elements which will be used internally. The additional comments included by 201 respondents helped give specific direction to TDHCA as to what worked and what needs improvement. For 2020, due to the challenges of the COVID-19 Pandemic, TDHCA had to make significant changes to the survey process, including not having physical copies handed out at either TDHCA's Manufactured Housing Division or Colonia Self-Help Centers. Due to social distancing requirements and closure of these locations to the public, as well as not being able to administer any surveys over the phone the survey was not conducted or distributed to as many possible respondents as in previous years. The main change TDHCA would make to the survey is to reach a more randomly-sampled population and a broader population, particularly with Manufactured Housing Division customers. Of the 939 respondents, only 2% had contact with

Manufactured Housing. In addition, there is not currently a clear option in the survey for tenants of TDHCA-monitored multifamily properties, persons assisting households in securing assistance (such as case workers or benefits coordinators), or individuals filing complaints with the Department regarding Housing or Community Affairs assistance.

Having a randomly-sampled population would allow TDHCA to determine confidence levels and intervals and a definite response rate. Unfortunately, because of the large TDHCA customer base, the number of written surveys or out-going calls which would be needed to provide a random sample is cost prohibitive. In 2022, TDHCA plans to continue electronic outreach via email, Web site, and social media and will strengthen outreach to the Manufactured Housing Division's Customer Service Center and Office of Colonia Initiatives Border Field Office and Self-Help Center locations with additional support for staff administering the surveys. Increasing outreach to TDHCA-funded and monitored multifamily properties using existing channels to collect tenant feedback could increase respondent numbers for a customer type not currently well represented. In this way, TDHCA is using the resources it has to encourage more customers to take the survey.

TDHCA will be acting upon the results found in the 2020 Survey. As the results are compiled, each division at TDHCA will receive a summary of comments about their programs to determine successes and challenges.

4.6 CUSTOMER SERVICE IMPROVEMENTS
TDHCA has acted on the results of the previous 2018 Survey. Improvements listed by customer service category are included below.

Staff

The percentage of respondents that agreed that staff was courteous was 76% in 2020 and the percentage of respondents that agreed that staff was willing to assist was 75%. The Department continues to promote several customer-service related activities such as:

- Social Media: Establishment of the Department's presence on Twitter and Facebook in 2011, YouTube in September 2014, Flickr in October 2015, and the creation of a Manufactured Housing-specific YouTube Channel in April 2017, has expanded communication opportunities beyond the Department's historical communication routes to more broadly include current audiences as well as additional public members and potential stakeholders.

- 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.

- Surveys: Beyond the biennial Customer Service Survey, many divisions within the Department actively survey their customer groups throughout the year.

Similarly to previous survey results, in the comment section of the 2020 survey some respondents specifically named TDHCA employees with which they had exceptionally good experiences. However, there were also comments that noted that staff enforced rules

inconsistently. This report and all comments pertaining to each division will be provided to directors and managers and integrated into the ongoing customer service enhancement activities practiced by the Department as a whole.

Timeliness

TDHCA uses phone, Web site, email, fax, teleconferences, web-conferences, public hearings, round tables, trainings, compliance reviews, flyers, brochures, social media, online discussion forums and other mediums to communicate with customers. Following a large increase of the percentage of respondents who agreed that staff members respond to e-mails and voice messages in a timely manner from between 2010 and 2012 from 61.5% to 71.0%, the trend stabilized in 2014 and 2016 at 70.9% and 71.4% respectively and then increased in 2018 to 74.2%. In 2020 this rating went back to 69% keeping within the historical range.

Communications and Automated Phone System

For the statement "I am provided clear explanations about TDHCA services available to me," 60% agreed with the statement in 2020. Only individual customers saw and rated this statement.

In the past three survey cycles, the rate of respondents who agreed that the automated phone system helped them reach the correct person/division when they called remained stable at 57.4%, 57.3%, and 57.2% respectively. However, in 2018, the number of respondents who responded positively rose to 70.3%, but in 2020 the number returned back to 61%. The correct routing of the automated phone system continues to appear in the bottom three statements with which respondents agreed; this year the statement had the fewest positive ratings. Following the 2014 Customer Service Survey, TDHCA updated its phone answering system with a new message about its many program divisions. In October 2017, TDHCA updated to a new phone system interface. This system improved call routing, decreased the number of dropped calls, and facilitated better record keeping, which resulted in improved customer care. In addition, TDHCA has made efforts to provide information to the public outside of the phone system. TDHCA uses its public Web site, LISTSERV emails, Facebook page, Twitter account, and online discussion forums to give customers the opportunity to communicate with the Department without having to navigate the automated phone system.

In the 2020, survey, "Communication is available in the appropriate language (for clients or applicants to TDHCA-funded programs)" was the top statements with the highest levels of agreement. In 2018 and 2020, this statement was written slightly differently for individual and organization respondents. Individuals rated this statement positively more than any other statement while it was rated positively second most for organizations. TDHCA continues its commitment to serving the diverse demographics in Texas.

To promote customer education, 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 commitment to assist as many customers as possible, the Manufactured Housing Division ensures that

their Spanish speaking customers received the same efficiency by maintaining an adequate number of staff to assist this customer base, both in person and on the phone.

Web site

For the first statement about the Web site, "The TDHCA public Web site contains the information I expect," 68.9% responded positively in 2016. In 2018, 82.9% of respondents rated this statement positively, and in 2020 this again dropped to 68%. For the majority of TDHCA's customers and members of the general public, the Department's Web site is the first resource used to learn about and interact with TDHCA. Manufactured housing license holders are now able to enroll in the Licensing Education Class, renew their licenses, and report and pay for installations performed, as opposed to mailing them in, enabling the Manufactured Housing Division to expeditiously inspect 90—95% of the installations reported. The ability for a retailer to enter and pay for new home ownership applications online has just been introduced as well as a series of education videos for the consumer, industry and taxing entities in conjunction with the MHD's commitment to promoting efficiency and self-compliance through education.

In 2020 68% of respondents agreed that the Web site contained accurate information. TDHCA continuously reviews and updates its Web site to include real-time information, such as the HOME reservation summary, which provides access to the status of the HOME reservation contracts, and the closing status database which provides a tracking system to view the status of pending loan closings. In conjunction with the launching of a 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 and now users may print their Statement of Ownership using the internet at no charge. The Division of Policy and Public Affairs also oversees 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 the survey to receive additional feedback on internal systems.

The statement "TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use" received a 82.3% agreement rate in 2018 and an 83% agreement rate in 2020. Similarly, the statement "TDHCA log-in systems provide an effective way to exchange program information with TDHCA" received a 83.2% agreement rate in 2018 and an 80% agreement rate in 2020.

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. In 2020 65% agreed that documents were accurate and 66% agreed that documents were clear.

Facility

TDHCA occupies two office buildings in addition to managing three Border Field Offices, which assist with various Department programs and initiatives especially to entities that serve border and colonia residents. The satisfaction with the location had a slight decrease from 2018 to 2020 from 54.2% to 52%.

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

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

Complaint-Handling Process
61% respondents agreed that they understood how to file a complaint. Approximately 65% of the respondents agreed that they believed the complaint would be addressed in a reasonable manner in 2020.

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

Based on voluntary compliance with the industry, the 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 Report on Customer Service.

5.1 PERFORMANCE MEASURES
The following performance measures, Goals 2 and 5 as reported to the Legislative Budget Board, concern customer service issues. State fiscal year 2017 performance and state fiscal year 2018 target is included.

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

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

Table 5.1a: Strategy 2.1

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of information and technical assistance requests completed	7,100	7,720	108.73%	7,100

Explanation of Variance: The Department received more requests for assistance than targeted, resulting in more assistance requests completed.

Strategy 2.2
To assist colonias, border communities, and nonprofits through field offices, Colonia Self-Help Centers, and Department programs.

Table 5.1b: Strategy 2.2

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of technical assistance contacts and visits conducted by the field offices	1,380	1,714	124.20%	1,380

Explanation of Variance: None needed.

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

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

Table 5.1c: Strategy 5.1

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of manufactured housing statements of ownership and location issued	61,000	54,334	89.07%	61,000

Explanation of Variance: This measure is under the targeted amount due to the number of applications received incomplete, which is currently about 31%; these will be resubmitted for issuance.

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

Table 5.1d: Strategy 5.2

Strategy Measure	2019 Target	2019 Actual	% of Goal	2020 Target
Number of installation reports received	15,000	18,203	121.35%	15,000

Explanation of Variance: The Department received and processed a larger number of installation reports than the targeted projection. This may be attributable to an increase in file reviews undertaken by MHD as well as increased awareness within the industry of enhanced enforcement procedures which can result from the failure to file an installation report.

Strategy 5.3
To process consumer complaints, conduct investigations and take administrative actions to protect the general public and consumers.

Table 5.1e: Number of Complaints Resolved

Strategy Measure #1	2019 Target	2019 Actual	% of Goal	2020 Target
Number of complaints resolved	500	752	150.40%	500

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints that resulted in more complaints being closed. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting approximately 150 complaints to the Enforcement Unit for deviations/violations found during these reviews.

Table 5.1f: Average Time for Complaint Resolution

Strategy Measure #2	2019 Target	2019 Actual	% of Goal	2020 Target
Average time for complaint resolution	180	58.80	32.67%	180

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

Table 5.1g: Number of Jurisdictional Complaints Received

Strategy Measure #3	2019 Target	2019 Actual	% of Goal	2020 Target
Number of jurisdictional complaints received	450	746	165.78%	450

Explanation of Variance: This measure is over the targeted projection because of an increase in internally opened complaints, not consumer complaints. The creation of the new Compliance Monitoring Unit resulted in the Compliance Monitors submitting a large number of complaints to the Enforcement Unit for deviations/violations found during these reviews.

5.2 STANDARD MEASURES
The following measures concern the Report on Customer Service.

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

2018 Actual	2020 Actual
81.1%	67%

Explanation: out of the survey respondents who rated the General Satisfaction statement agreed or strongly agreed that, overall, they were satisfied with their experiences at TDHCA.

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

2018 Actual	2020 Actual
36.7%	13.8%

Explanation: Number of survey respondents (209) who wrote in additional comments for the Survey. Of the 209 comments submitted, 13.8% (29 comments) gave specific recommendations for improving TDHCA service. Those 29 comments represent 3% of the total Survey respondents.

Output Measures
1. Number of customers surveyed

2018 Actual	2020 Actual
471	939

Explanation: Total number of individuals who started the survey. An increased number of individuals started the survey but did not fully finish the survey, many were looking for assistance resources due to COVID-19

2. Number of customers served

2018 Actual	2019 Actual
731,840	937,498

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

Table 5.2a: Subrecipients and Licensees*

Subrecipients and Licensees	SFY 2018	SFY 2019
Community Affairs Subrecipients (CEAP, CSBG, and/or WAP)	46	46
Emergency Solutions Grant Program Subrecipients	63	50
Homebuyer Assistance Program Participating Lenders	187	218
Homeless Housing and Services Program Organizations	8	9
State Housing Trust Fund Administrators – Amy Young Barrier Removal Program and/or Contract for Deed Program	22	22
State Housing Trust Fund Administrators – Bootstrap Program	25	27
Single Family HOME Administrators	53	51
Housing Tax Credit Awards	117	119
Manufactured Housing Licenses issued	2,193	2,106
Total	2,714	2,106

*Please note that in Table 5.2a one Organization equals one subrecipient, licensee, administrator, award, or lender. However, more than one person per Organization was allowed to take the Customer Service Survey.

Table 5.2b: Targeted Beneficiaries

Targeted Beneficiaries	SFY 2018	SFY 2019
Single Family Homeownership	8,018	9,599
HOME Investment Partnerships Program	868	889
Housing Trust Fund	133	249
9% Housing Tax Credits	4,986	4,741
4% Housing Tax Credits	5,656	4,768
Multifamily Bond Funds*	0	0
Section 8 Housing Choice Voucher Program	894	845
Section 811 Project Rental Assistance Program	91	291
Emergency Solutions Grant Program	35,687	64,877
Community Services Block Grant	385,869	561,906
Comprehensive Energy Assistance Program	151,141	159,152
Weatherization Assistance Program	2,667	3,516
Homeless Housing and Services Program	13,199	6,473
Unique complaints received by TDHCA**	408	471
Public Assistance Requests Handled	7,181	7,388
Colonia SHC Beneficiaries	35,645	35,880
Manufactured Housing Statements of Ownership issued	55,078	54,334
Manufactured Housing Inspections Conducted	20,923	19,268
Manufactured Housing Complaints Received	678	746
TOTAL	729,123	935,392

*Targeted beneficiaries of the MF Bond Program also received assistance through the 9% and 4% HTC Programs. In order to avoid double counting as much as possible, targeted beneficiaries served through MF Bond only appear in the 9% or 4% tax credit row.

**'Unique Complaints' do not include duplicates filed by the same complainant, addendums filed regarding previous complaints, 'spam' complaints, or complaints regarding opposition to development, as those are handled through a process separate from the Complaint process.

Table 5.2c: Total Customers Served

Customers Type	SFY 2018	SFY 2019
Total Subrecipients and Licensees	2,221	2,139
Total Targeted Beneficiaries	729,123	935,392
GRAND TOTAL		

Efficiency Measure
Cost per customer surveyed

2018 Actual	2020 Actual
$4.34	$2.17

Explanation: The cost of the Department's subscription to Survey Monkey online survey program was $384.00 for one year. On average, the Department conducts 10 surveys per year, including the biennial Customer Service Survey, which is approximately $38.40 per survey.

The Customer Service Report took approximately 100 hours of staff time to develop, administer and analyze. At an average of $20 per hour, this is approximately $2,000. The total cost of the survey was $2,038.40. Per customers that took the survey (939), this total is $2.17 cents per survey. This information is also skewed due to the number of individuals who started the survey but did not complete under the assumption the individuals were instead looking for assistance resources due to challenges of the COVID-19 pandemic.

Explanatory Measures
Number of customers identified

Table 5.2d: Customers Identified

Targeted Beneficiaries	2018	2019
Households with incomes at or below 80% AMFI	3,903,389	3,963,789
Number of Manufactured Housing Units	892,350	935,931
TOTAL	4,795,739	4,899,720

Explanation: TDHCA primarily serves households with incomes at or below 80% AMFI. All of this population could be eligible for assistance through one or more of TDHCA's programs. All owners of manufactured homes in Texas could potentially need the services of the TDHCA Manufactured Housing Division. These figures are pulled from the 2019 and 2020 SLIHPs, though the data are from the 2012-2016 5 Year ACS/2011-2015 CHAS & 2013-2017 5 Year ACS/2012-2016 CHAS respectively and information from the Manufactured Housing

Division website. They may include double counting. A manufactured or mobile home is defined by HUD and the Census Bureau as a moveable dwelling, 8 feet or more wide and 40 feet or more long, designed to be towed on its own chassis, with transportation gear integral to the unit when it leaves the factory, and without need of a permanent foundation.

Number of customer groups inventoried

2018 Actual	2020 Actual
2	2

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

APPENDIX A

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

Survey Language – English Flow

1. Please select the language you would like to take the survey in:
  A. English (Inglés)
  B. Spanish (Español)
  C. Other (Otro)
[If A, English version of survey, proceed to "Customer Type" page; if B, Spanish version of survey; if C, proceed to "Other Languages (Otros Idiomas)" page]

Other Languages (Otros Idiomas)
For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services. Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios. **[If this flow is selected, survey ends here]**
Customer Type

2. What type of contact do you have with TDHCA? (Select One)
 	
  A. I am an individual seeking information and/or assistance from TDHCA or seeking/receiving assistance through a local organization funded by TDHCA (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, statements of ownership and location, titles, licensures,inspections , etc)
 	
  B. I am a direct applicant, awardee, contract administrator, subrecipient, licensee, or business working with TDHCA (e.g. HOME awardee, Housing Tax Credit developer, Emergency Solutions Grant subrecipient, Comprehensive Energy Assistance Program subrecipient, etc.)
[If A, left column below; if B, right column below]

Customer Location - Individual	Customer Location – Organization/Business

3. Where do you live in Texas? Please select a county from the dropdown menu below.
[DROPDOWN OF TX COUNTIES]
	[MAP OF TDHCA STATE SERVICE REGIONS]
	
	3. What areas does your organization serve or where is your business headquartered? Check all that apply. An ADA-Accessible Texas County map with TDHCA Service Regions is available here: https://www.tdhca.state.tx.us/htf/single-family/docs/SvcRegionMap.pdf.
	  A. Region 1, High Plains (Amarillo, Lubbock)
	  B. Region 2, Northwest Texas Abilene, Wichita Falls)

	C. Region 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison) D. Region 4, Upper East Texas (Longview, Texarkana, Tyler) E. Region 5, Southeast Texas (Beaumont, Port Arthur) F. Region 6, Gulf Coast (Houston, The Woodlands, Sugar Land) G. Region 7, Capital (Austin, Round Rock) H. Region 8, Central Texas (College Station, Bryan, Killeen, Temple, Waco) I. Region 9, Alamo (San Antonio, New Braunfels) J. Region 10, Coastal Bend (Corpus Christi, Victoria) K. Region 11, South Texas Border (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission) L. Region 12, West Texas, (Midland, Odessa, San Angelo) M. Region 13, Upper Rio Grande (El Paso) N. All of Texas

4. My primary interest in TDHCA is: (Select One)	4. My interest in TDHCA is: (Select One)
A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.) B. Manufactured Housing (titles, licensure, inspections, etc.) **[If A, left column below; if B, right column below]**	A. Housing or Community Affairs Assistance (e.g. homebuyer assistance, rental assistance, home repair assistance, apartment development/rental, weatherization assistance, utility assistance, homelessness prevention assistance or services, etc.) B. Manufactured Housing (titles, licensure, inspections, etc.) **[If A, left column below; if B, right column below]**

Type of Assistance – TDHCA Individual	Type of Assistance - Manufactured Housing Individual	Type of Assistance – TDHCA Organization/Business	Type of Assistance – Manufactured Housing Organization/Business
5. What type of assistance did you receive or request? Check all that apply. A. Homebuyer Assistance B. Rental Assistance C. Home Repair Assistance D. Homeless Prevention Assistance or Services E. Weatherization F. Utility Payments G. Community Services (e.g. ...)	5. Please mark what contact you have had with the Manufactured Housing Division. Check all that apply. A. Statement of Ownership B. Record and Release Tax or Mortgage Liens C. Consumer Complaint D. Installation Inspections E. Other (please specify in the box below)	5. Please indicate the programs with which you work. Check all that apply. A. HOME Investment Partnerships Program (e.g. Homeowner Rehabilitation, Homebuyer Assistance, Tenant-Based Rental Assistance, Contract for Deed) B. Housing Trust Fund Program (e.g. Amy Young Barrier Removal and Rehabilitation Program, Contract for Deed)	5. Please indicate your business with the Manufactured Housing Division. Did you receive training and/or an issuance of a license for one or more of the following? Check all that apply. A. Manufactured Housing Manufacturer

H. Other (please specify in the box below) **[Proceed to "Quality of Service – Individual" page]**	**[Proceed to "Quality of Service – Individual" page]**	C. Housing Tax Credit Program, Multifamily Bond Program, or Multifamily Direct Loan Program D. Section 811Program E. Section 8 Housing Choice Voucher Program F. Colonia Self-Help Center Program, Texas Bootstrap Loan Program, or Border Field Offices G. Neighborhood Stabilization Program H. First Time Homebuyer Program, Mortgage Credit Certificate Program, or Texas Statewide Homebuyer Education Program I. Emergency Solutions Grants Program or Homeless Housing and Services Program J. Community Services Block Grant Program K. Comprehensive Energy Assistance Program or Weatherization Assistance Program L. Other (please specify in the box below) **[Proceed to "Quality of Service – Organization/Business" page]**	B. Manufactured Housing Retailer C. Manufactured Housing Installer D. Manufactured Housing Broker E. Manufactured Housing Salesperson F. Other (please specify in the box below) **[Proceed to "Quality of Service – Organization/Business" page]**

Quality of Service – Individual	Quality of Service – Organization/Business
Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).	Please rate the following statements on a scale from 1 (strongly disagree with the statement) to 5 (strongly agree with the statement).
6. TDHCA staff members are courteous.	6. TDHCA staff members are courteous.
7. TDHCA staff members demonstrate a willingness to assist.	7. TDHCA staff members demonstrate a willingness to assist.
8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.	8. There is a reasonable wait time for a concern or question to be addressed by phone, fax, letter, or in person.
9. I am provided clear explanations about TDHCA services available to me.	

10. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.	9. The TDHCA automated phone system is easy to use and helps me reach the correct division or individual when I call.
11. Communication is available in the appropriate language.	10. Communication is available in the appropriate language for clients or applicants to TDHCA-funded programs.
12. The TDHCA public website contains the information I expect.	11. The TDHCA public website contains the information I expect.
13. The TDHCA public website is easy to use.	12. The TDHCA public website is easy to use.
14. The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).	13. The TDHCA public website is ADA-accessible (e.g. navigable by voice, screen readers or other assistive technologies).
15. The TDHCA public website contains accurate information on programs, services, and events.	14. The TDHCA public website contains accurate information on programs, services, and events.
	15. TDHCA log-in systems, such as the agency's contract and compliance systems, are easy to use.
	16. TDHCA log-in systems provide an effective way to exchange program information with TDHCA.
16. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.	17. TDHCA written materials (forms, instructions, information on programs and services, events, etc.) are easy to understand.
17. TDHCA written materials provide accurate information.	18. TDHCA written materials provide accurate information.
18. The location of TDHCA offices and facilities is convenient.	19. The location of TDHCA offices and facilities is convenient.
19. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.	20. I understand how to file a complaint regarding a Fair Housing issue and/or TDHCA programs, services, licensees, or subgrantees.
20. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.	21. If I filed a complaint with TDHCA, I believe it would be addressed in a reasonable manner.
21. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.	22. I understand how to request a reasonable accommodation so that a person with a disability has an equal opportunity to participate in Department programs.
22. Overall, I am satisfied with my experiences with TDHCA.	23. Overall, I am satisfied with my experiences with TDHCA.
[Proceed to "Survey Type" page]	[Proceed to "Survey Type" page]
Survey Type	
23. *[INDIVIDUAL FLOW]* or 24. *[ORGANIZATION/BUSINESS FLOW]* Please tell us how you heard about this TDHCA Customer Satisfaction Survey. Select one.	

A. Social Media (Facebook, Twitter)
B. An email from TDHCA
C. The TDHCA public website
D. A telephone conversation with TDHCA staff
E. At a customer service center or other TDHCA office
F. Other (please specify in the box below)
[Proceed to "Additional Comments" page]

Additional Comments
24. *[INDIVIDUAL FLOW]* or 25. *[ORGANIZATION/BUSINESS FLOW]* Please use the space below to provide any additional comments, recognitions, or concerns. Your feedback is appreciated! **[Proceed to "Thank you! (¡Gracias!)" page]**
Thank you! (¡Gracias!)
Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey. ¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.

Survey Language – Spanish Flow

1. Please select the language you would like to take the survey in:
   A. English (Inglés)
   B. Spanish (Español)
   C. Other (Otro)
[If A, English version of survey; if B, Spanish version of survey, proceed to "Tipo de Cliente" page; if C, proceed to "Other Languages (Otros Idiomas)" page]

Other Languages (Otros Idiomas)
For languages other than English or Spanish, translating and interpreting services are available. Please contact the TDHCA Housing Resource Center at 1-800-525-0657 to access these services. Para idiomas que no sean Inglés o Español, servicios de traducción e interpretación están disponibles. Por favor, póngase en contacto con el Centro de Recursos de Vivienda del TDHCA en 1-800-525-0657 para acceder a estos servicios. **[If this flow is selected, survey ends here]**

Tipo de Cliente

2. ¿Qué tipo de contacto tiene con el TDHCA? (Seleccione una opción.)
 	
    A. Soy una persona que busca información o asistencia del TDHCA o que busca/recibe ayuda a través de una organización local financiada por el TDHCA. (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)
 	
    B. Soy un solicitante directo, adjudicatario, administrador de contrato, beneficiario indirecto, licenciatario o empresa que trabaja con el TDHCA.(Por ejemplo, adjudicatario de HOME, desarrollador de crédito fiscal para viviendas, beneficiario indirecto de subsidio para soluciones de emergencia, beneficiario indirecto del programa integral de asistencia de energía, etc.)
 	
[If A, left column below; if B, right column below]

Ubicación del Cliente - Individuo	Ubicación del Cliente - Organización/Negocio

3. ¿Dónde vive en Texas? Seleccione un condado en el menú desplegable.
 	
[DROPDOWN OF TX COUNTIES]
	[MAP OF TDHCA STATE SERVICE REGIONS]
	
	3. ¿En qué área atiende su organización o dónde tiene su sede central? Marque todo lo que corresponda. Un mapa del condado de Texas accesible a ADA con las regiones de servicio del TDHCA está disponible aquí: https://www.tdhca.state.tx.us/htf/single-family/docs/SvcRegionMap.pdf.
	
	    A. Región 1, Altas Llanuras (Amarillo, Lubbock)
	    B. Región 2, Noroeste de Texas Abilene, Wichita Falls)
	    C. Región 3, Metroplex (Dallas, Fort Worth, Arlington, Sherman, Denison)
	    D. Región 4, Noreste de Texas Texas (Longview, Texarkana, Tyler)
	    E. Región 5, Sureste de Texas (Beaumont, Port Arthur)
	    F. Región 6, Costa del Golfo (Houston, The Woodlands, Sugar Land)
	    G. Región 7, Capital (Austin, Round Rock)
	    H. Región 8, Centro de Texas (College Station, Bryan, Killeen, Temple, Waco)
	    I. Región 9, Álamo (San Antonio, New Braunfels)
	    J. Región 10, Curva Costera (Corpus Christi, Victoria)
	    K. Región 11, Frontera Sur de Texas (Brownsville, Harlingen, Laredo, McAllen, Edinburg, Mission)
	    L. Región 12, Oeste de Texas, (Midland, Odessa, San Angelo)
	    M. Región 13, Alto Río Grande (El Paso)
	    N. Todo Texas

4. Mi principal interés en TDHCA es (seleccione una opción):
 	
    A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la
	4. Mi principal interés en TDHCA es (seleccione una opción):
	
	    A. Ayuda para la vivienda o asuntos comunitarios (Por ejemplo, ayuda para compradores de vivienda, ayuda para pagar la renta, asistencia

renta, asistencia para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.)
B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)
[If A, left column below; if B, right column below]

para la reparación del hogar, climatización, ayuda para servicios públicos, prevención y servicios para personas sin hogar. etc.)
B. Vivienda prefabricada (Por ejemplo, declaraciones de propiedad y ubicación, títulos, certificaciones, inspecciones, etc.)
[If A, left column below; if B, right column below]

Tipo de Asistencia – TDHCA Individuo	Tipo de Asistencia - Viviendas Prefabricadas Individuo	Tipo de Asistencia – TDHCA Organización/Negocio	Tipo de Asistencia - Viviendas Prefabricadas Organización/Negocio
5. ¿Qué tipo de asistencia recibió o solicitó? Marque todo lo que corresponde. A. Asistencia para compradores de vivienda B. Ayuda para pagar la renta C. Ayuda para la reparación de viviendas D. Prevención y servicios para personas sin hogar E. Climatización F. Pagos de servicios públicos G. Servicios Comunitarios (por, ejemplo...) H. Otro (por favor especifíquelo en el cuadro a continuación): [Proceed to "Quality of Service – Individual" page]	5. Marque el contacto que ha tenido con la División de Viviendas Prefabricadas. Marque todo lo que corresponda. A. Declaración de Propiedad B. Registrar y liberar gravámenes fiscales o hipotecarios C. Inspecciones de instalación D. Queja de consumidor E. Otro (por favor especifíquelo en el cuadro a continuación): [Proceed to "Quality of Service – Individual" page]	5. Indique los programas con los que trabaja. Marque todo lo que corresponda. A. Programa de Sociedades de Inversión HOME (por ejemplo, restauración de viviendas, ayuda compradores de vivienda, ayuda para inquilinos, contrato de escritura) B. Programa de Fondos Fiduciarios para la Vivienda (por ejemplo, Programa de Eliminación de Barreras Y Restauración Amy Young, contrato de escritura) C. Programa de Crédito Fiscal para la Vivienda, Programa de Bonos Multifamiliares o Programa de Préstamos Directos Multifamiliares D. Programa de la Sección 811 E. Programa de Vales para la Elección de Vivienda de la Sección 8 F. Programa de Centros de Autoayuda de Colonia, Programa Bootstrap de Texas u oficinas locales de la frontera G. Programa de Estabilización de Vecindarios H. Programa para Compradores de Primera Vivienda, Programa de Certificado de Créditos Hipotecarios o	5. Indique su relación con la División de Viviendas Prefabricadas. ¿Recibió capacitación y/o una asignación de una licencia para una o más de las siguientes opciones? Marque todo lo que corresponda. A. Fabricante de Viviendas Prefabricadas B. Minorista de Viviendas Prefabricadas C. Instalador de Viviendas Prefabricadas D. Agente de Viviendas Prefabricadas E. Vendedor de Viviendas Prefabricadas F. Otro (por favor especifíquelo en el cuadro a continuación): [Proceed to "Quality of Service – Organization/Business" page]

	Programa de Educación para Compradores de Vivienda del Estado de Texas
	I. Programa de Subsidios para Soluciones de Emergencia o Programa de Vivienda y Servicios para Personas sin Hogar
	J. Programa de Subsidios Globales de Servicios Comunitarios
	K. Programa Integral de Asistencia de Energía o Programa de Ayuda para la Climatización
	L. Otro (por favor especifíquelo en el cuadro a continuación):
	[Proceed to "Quality of Service – Organization/Business" page]

Calidad del Servicio - Individuo	Quality of Service – Organization/Business
Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).	Por favor califique las siguientes afirmaciones en una escala de 1 (muy en desacuerdo con la afirmación) a 5 (muy de acuerdo con la afirmación).
6. Los miembros del personal del TDHCA son amables.	6. Los miembros del personal del TDHCA son amables.
7. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.	7. Los miembros del personal del TDHCA demuestren su voluntad de ayudar.
8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.	8. Hay un tiempo de espera razonable para una preocupación o pregunta para ser respondidas por teléfono, en persona, o por carta o fax.
9. Me dan explicaciones claras sobre los servicios del TDHCA que hay disponibles para mí.	
10. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.	9. El sistema telefónico automatizado del TDHCA es fácil de utilizar y me ayuda a llegar a la sección o persona correcta cuando llamo.
11. La comunicación está disponible en el idioma apropiado.	10. La comunicación está disponible en el idioma apropiado para clientes o solicitantes de programas financiados por el TDHCA.
12. El sitio web público del TDHCA contiene la información que espero encontrar.	11. El sitio web público del TDHCA contiene la información que espero encontrar.

13. El sitio web público del TDHCA es fácil de usar.	12. El sitio web público del TDHCA es fácil de usar.
14. El sitio web público del TDHCA es accesible para ADA (por ejemplo, el sitio se puede navegar por voz, lectores de pantalla u otras tecnologías de asistencia).	13. El sitio web público del TDHCA es accesible para ADA (por ejemplo, el sitio se puede navegar por voz, lectores de pantalla u otras tecnologías de asistencia).
15. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.	14. El sitio web público del TDHCA contiene información clara y precisa sobre programas, servicios y eventos.
	15. Los sistemas del TDHCA que requieren que inicie sesión, como el contrato de la agencia y los sistemas de cumplimiento, son fáciles de usar.
	16. Los sistemas del TDHCA que requieren que inicie sesión proporcionan una manera efectiva de intercambiar información de programas con el TDHCA.
16. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.	17. Los materiales escritos del TDHCA (formularios, instrucciones, información sobre programas y servicios, eventos, etc.) son fáciles de entender.
17. Los materiales escritos del TDHCA brindan información precisa.	18. Los materiales escritos del TDHCA brindan información precisa.
18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.	18. La ubicación de las oficinas e instalaciones del TDHCA es conveniente.
19. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.	20. Entiendo cómo presentar una queja con respecto a un asunto de Equidad de Vivienda y/o a los programas, servicios, licenciatarios o sub-beneficios del TDHCA.
20. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.	21. Si presentara una queja con TDHCA, creo que será tratada de manera razonable.
21. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.	22. Entiendo cómo solicitar una adaptación razonable para que una persona con discapacidad tenga la misma oportunidad de participar en los programas del departamento.
22. En general, estoy satisfecho/a con mis experiencias con el TDHCA.	23. En general, estoy satisfecho/a con mis experiencias con el TDHCA.
[Proceed to "Survey Type" page]	[Proceed to "Survey Type" page]
Tipo de Encuesta	

23. *[INDIVIDUAL FLOW]* or 24. *[ORGANIZATION/BUSINESS FLOW]* ¿Cómo se enteró de la Encuesta de Servicio al Cliente del TDHCA? Seleccione una opción.
 	
    A.   Redes sociales (Facebook, Twitter)
    B.   Un correo electrónico del TDHCA
    C. El sitio web público del TDHCA	

	D. Una conversación telefónica con personal del TDHCA
	E. En un centro de servicio al cliente u otra oficina del TDHCA
	F. Otro (por favor especifíquelo en el cuadro a continuación):

[**Proceed to "Additional Comments" page**]

Comentarios Adicionales
24. *[INDIVIDUAL FLOW]* or 25. *[ORGANIZATION/BUSINESS FLOW]* Por favor utilice el espacio a continuación para escribir comentarios, reconocimientos o inquietudes adicionales. ¡Su opinión es muy importante! [**Proceed to "Thank you! (¡Gracias!)" page**]
Thank you! (¡Gracias!)
Thank you for taking our survey! Results will be submitted to the Office of the Governor and available on TDHCA's website after June 1, 2018. Please contact info@tdhca.state.tx.us or 800-525-0657 with any questions about the survey. ¡Gracias por hacer nuestra encuesta! Los resultados se enviarán a la Oficina del Gobernador y estarán disponibles en el sitio web del TDHCA después del 1 de junio de 2018. Por favor póngase en contacto con info@tdhca.state.tx.us o llame al 1-800-525-0657 si tiene alguna pregunta sobre la encuesta.