



Texas Department of Housing and Community Affairs

Governing Board

Board Action Request

File #: 1438

Agenda Date: 5/7/2026

Agenda #: 28.

Report on TDHCA Performance Measures for the second quarter of Fiscal Year 2026 and introduction of Board Performance Measures

BACKGROUND

The attached Performance Measure report from the second quarter of Fiscal Year 2026 reflects how the Texas Department of Housing and Community Affairs (TDHCA) did in meeting its Performance Measures for the first two quarters of the fiscal year. TDHCA staff provides these reports quarterly to the Legislative Budget Board (LBB). Following their submittal to the LBB, these reports are included each quarter in Board meeting books.

The attached Board Performance Measure report reflects new agency performance measures developed by staff per recent guidance from the Board. These measures as well will be included on a regular basis in the Board meeting books.

Performance Measure Report
(December 1, 2025 – February 28, 2026)

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1. OC 1	Percent of Households/Individuals Assisted	0.7600%	-	-	Measure performance reported in Q4.
1.1. OC 2	Percent of Very Low Income Households Receiving Housing Assistance	1.0200%	-	-	Measure performance reported in Q4.
1.1. OC 3	Percent of Low Income Households Receiving Housing Assistance	0.4700%	-	-	Measure performance reported in Q4.
1.1. OC 4	Percent of Moderate Income Households Receiving Housing Assistance	0.3900%	-	-	Measure performance reported in Q4.
1.1.1. OP 1	Number of Households Assisted through Bond Authority or Other Mortgage Financing	7,750	1,415	2,967	Although Q2 is lower than anticipated, demand for TDHCA homebuyer loans remains steady despite continued volatility in the secondary mortgage market. Market volatility has created severe affordability issues for even the most qualified home buyers due to high interest rates and materials costs for new homes and those in need of repair. Additionally, low available home inventory during and after the COVID-19 pandemic drove sales prices higher that have since remained elevated. Market conditions suggest performance will remain steady for the foreseeable future.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.1. EF 1	Average Loan Amount without Down Payment Assistance	\$250,000	\$250,175	\$247,998	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.1. EF 2	Average Loan Amount with Down Payment Assistance	\$235,000	\$238,859	\$241,078	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.1. EX 1	Number of Households Receiving Mortgage Loans without Down Payment Assistance	850	92	259	Under current market conditions, the demand for mortgage loans without down payment assistance (DPA) has experienced a significant year-over-year decrease due to challenging market conditions and continued volatility. Despite a decrease in the utilization of loans without DPA, the Department will continue to offer an unassisted rate option to qualified applicants who may benefit from a below market interest rate. Staff expect the number of mortgage loans without DPA to remain stable but below expectations in future quarters.
1.1.1. EX 2	Number of Households Receiving Mortgage Loans with Down Payment Assistance	6,365	1,319	2,669	Although Q2 performance is lower than initially estimated, TDHCA has seen a significant increase in demand in our mortgage loans with down payment assistance (DPA) which are offered at a competitive or below market interest rates. At the same time, tightened underwriting guidelines have adversely impacted borrowers' ability to qualify for TDHCA loans that, when paired with reduced housing affordability in high cost markets, resulted in lower output. Planned changes to program guidelines will allow for an increase in households assisted and will be reflected in upcoming reporting quarters.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.1. EX 3	Number of Households Receiving a Mortgage Credit Certificate without a Mortgage Loan	10	0	0	As of July 2023, MCC Standalone program is not available. However staff anticipate its return in the near future, which will result in an increase in utilization in Q3 and Q4.
1.1.1. EX 4	Number of Households Receiving a Mortgage Credit Certificate with a Mortgage Loan and with or without Down Payment Assistance	25	4	39	FY26 performance has far surpassed expectations due to a recent reprioritization of MCC Combo loans and a continuance in the funding for the MCC Combo Program. Staff anticipate the overperformance of the MCC Combo Program to continue in Q3 and Q4.
1.1.2. OP 1	Number of Households Assisted with Single Family HOME Funds	1,435	181	1,509	The number of households assisted through the SF HOME program in Q2 closely aligns with quarterly expectations. The year-to-date overperformance is largely attributable to the methodology of calculating the number of households assisted with Tenant Based Rental Assistance (TBRA), as shown with measure 1.1.2 EX4. Staff anticipate Q3 and Q4 performance to be similar to Q2, and for the fiscal year performance variance to trend toward expectation.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.2. OP 2	Number of Households Assisted with Multifamily HOME, TCAP RF, National HTF, MF Direct Loans	200	18	204	The total number of households assisted through TCAP RF, NHTF, and MF Direct Loan activity in Q2 is lower than anticipated due to construction delays that require developers to request extensions. A variety of environmental factors may contribute to the need to request an extension including, but not limited to, workforce shortages, regulatory delays, and delays associated with project financing. The number of households assisted through HOME MF in Q2 is also lower than anticipated due to developer's delaying submission of their final draw for developments supported through the HOME program. The last HOME NOFA was issued in 2024. HOME developments typically require 24-36 months for completion. However, the abundance of final draw submissions in Q1 is pushing year-to-date program performance well above expectation. Staff anticipate the number of final draw submissions to be closer to expectation in Q3 and Q4.
1.1.2. EF 1	Average Amount per Household for Single Family Development	\$0	\$0	\$0	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.2. EF 2	Average Amount per Household/Single Family Rehab, New Construction, or Reconstruction	\$156,000	\$161,082	\$159,782	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.2. EF 3	Average Amount per Household for Acquisition with or without Construction	\$0	\$0	\$0	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.2. EF 4	Average Amount per Household of Tenant-based Rental Assistance	\$4,500	-	-	Measure performance reported in Q4.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.2. EF 5	Average Amount of HOME, TCAP RF, National HTF, or Other Funds per Household Multifamily Development	\$175,439	\$188,889	\$134,733	The average HOME, TCAP RF, NHTF, or other funds per restricted unit is lower than anticipated due to multiple larger developments that received support through these programs requested and received extensions. Myriad environmental factors may contribute to the need to request an extension including, but not limited to, workforce shortages, regulatory delays, and delays associated with project financing. Staff anticipate an increase in the number of final drawdowns in Q3 and Q4.
1.1.2. EX 1	Number of Households Assisted through Single Family Development Activities	0	0	0	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.2. EX 2	Number of Households Assisted through Single Family Rehab, New Construction, or Reconstruction	123	19	41	The number of households served in Q1 and Q2 was lower than anticipated due to a rule change in 2024 that allowed for higher per project funding. While the new rule was pending, program administrators delayed submissions to leverage the higher funding limit provided by the new rule. Subrecipients have since increased their submissions, and program staff anticipate quarterly performance closer to expectation in Q3 and Q4.
1.1.2. EX 3	Number of Households Assisted through Acquisition with or without Construct Assistance	0	0	0	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.2. EX 4	Number of Households Assisted through Tenant-based Rental Assistance	1,311	162	1,468	The number of HHs assisted through the TBRA program in Q2 closely aligns with quarterly estimates. The year-to-date variance is due to the methodology of calculating Q1 wherein all households enrolled as of September 1 are combined with households newly enrolled in the program in Q1. Although more households have applied for assistance than anticipated when program performance targets were established, largely due to the COVID-19 pandemic, staff anticipate Q3 and Q4 performance similar to Q2 and the performance variance for the entire fiscal year to trend toward expectation.
1.1.2. EX 5	Number of Households Assisted through HOME Multifamily Activities	69	0	105	The number of households assisted through HOME MF activities in Q2 is lower than anticipated due to developer's delaying submission of their final draw for developments supported through the HOME program. The last HOME NOFA was issued in 2024. HOME developments typically require 24-36 months for completion. However, three HOME developments submitted their final draws in Q1, pushing year-to-date performance well above expectation. Staff anticipate a return to the anticipated level of quarterly final draw submissions to normalize in Q3 and Q4.
1.1.2. EX 6	Number of Households Assisted through TCAP RF, National HTF, and MF Direct Loan Activities	108	18	99	The number of households assisted through TCAP RF, NHTF, and MF Direct Loan activities in Q2 is lower than anticipated due to construction delays that require developers to request extensions. A variety of environmental factors may contribute to the need to request an extension including, but not limited to, workforce shortages, regulatory delays, and delays associated with project financing. However, significant overperformance in Q1 has resulted in year-to-date performance well above expectation. Staff anticipate the number of final draw submissions to normalize in Q3 and Q4.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.3. OP 1	Number of Households Assisted through Texas Bootstrap - HTF	40	16	25	The number of households assisted through Bootstrap was higher than anticipated due to additional funding provided through the annual Bootstrap NOFA release. Program staff anticipate Q3 and Q4 performance to more closely align with quarterly performance expectation.
1.1.3. EF 1	Average Amount per Household for Texas Bootstrap - HTF	\$49,500	\$49,500	\$49,500	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.4. OP 1	Number of Households Assisted through Amy Young Barrier Removal - HTF	72	21	42	The number of households served through the Amy Young Barrier Removal program was higher than anticipated due to a delayed funding draw for projects that assisted nine households. The late draws may be associated with construction delays or loan closing document deficiency remediation. Program staff anticipate Q3 and Q4 performance to more closely align with quarterly performance expectations.
1.1.4. EF 1	Average Amount per Household for Amy Young Barrier Removal - HTF	\$24,750	\$22,658	\$22,682	The average amount of funding per household receiving assistance through the Amy Young Barrier Removal program was lower than anticipated due to a lower than anticipated reimbursement request by two subrecipients. Program staff consider this lower-than-anticipated-performance an anomaly, and believe that Q3 and Q4 performance will more closely align with quarterly performance expectations.
1.1.5. OP 1	Number of Households Assisted through Statewide Housing Assistance Payments Program	1,220	14	619	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.5. OP 2	Number of Section 8 Households Participating in Project Access Program	85	13	61	The number of Section 8 HHs participating in the Project Access program is higher than anticipated due to the measure methodology wherein Q1 performance will always be larger than 25% of the fiscal year target. However, Q2 performance more closely aligns with staff's expectation for quarterly performance. Staff anticipate Q3 and Q4 performance to remain in line with quarterly performance estimates.
1.1.5. EF 1	Average Administrative Cost per Household for Housing Choice Voucher Program	\$1,435	-	-	Measure performance reported in Q4.
1.1.6. OP 1	Number of Households Assisted through Section 811 PRA Program	575	35	642	The number of HHs served through the Section 811 program in Q1 is always expected to include more than 25% of the FY target projection due to the methodology and calculation of this measure. The number of households served in Q1 exceeds the anticipated total for the entire fiscal year, in part, because the agency has begun providing assistance under the FY19 award, assistance that was not considered when developing the target for FY26 due to staff uncertainty about when this assistance would be available. The number of households served in Q2 more closely aligns with the number of households we anticipate supporting in Q3 and Q4.
1.1.7. OP 1	Number of Units Funded through the Housing Tax Credit Program	15,881	5,137	8,200	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.7. EF 1	Average Annual Tax Credit Amount per Restricted Unit for New Construction	\$12,229	\$16,145	\$15,177	The average tax credit amount per restricted unit for new construction projects was higher than anticipated due a large number of 4% HTC developments requesting increases to the originally awarded tax credit amount, primarily due to increased construction and material costs. Additionally, as approved by the Board for the 2022 and 2023 QAPs, several 9% HTC developments received Supplemental Credits. Because construction costs continue to increase, the average tax credit amount per unit is expected to remain elevated through Q3 and Q4.
1.1.7. EF 2	Average Total Development Cost per Unit for New Construction	\$257,512	\$278,471	\$281,677	The average total development cost per unit for new construction was higher than anticipated due to increasing construction costs for most tax credits developments from the estimates included in developer applications. Although the average development cost per unit decreased slightly from Q1, construction costs continue to increase and the average total development cost per unit for New Construction is expected to remain elevated through Q3 and Q4.
1.1.7. EF 3	Average Annual Tax Credit Amount per Restricted Unit for Acquisition Rehabilitation	\$11,132	\$12,890	\$11,450	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.7. EF 4	Average Total Development Costs per Unit for Acquisition Rehabilitation	\$254,839	\$280,359	\$263,699	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.7. EX 1	Number of Restricted Units Constructed via New Construction Activities	8,417	3,889	5,631	The number of restricted New Construction units was higher than anticipated in Q2 due to the deadline for submission of the 9% Tax Credit developments occurring in Q2. The number of restricted New Construction units is expected to decrease in Q3 and Q4. However, as some developments that experienced construction delays may finalize construction, the number of units in subsequent quarters may still be higher than originally projected.
1.1.7. EX 2	Number of Restricted Units Funded through Acquisition Rehabilitation Activities	7,464	1,248	2,569	The number of restricted Acquisition/Rehabilitation units was lower than anticipated due to a significant number of the Acquisition/Rehabilitation projects being funded with 4% Tax Credits. Staff anticipate an increase in the submission of cost certification for 4% Acq/Rehab developments in Q3, due to the deadline for submission of the 4% Tax Credit developments occurring in Q3.
1.1.8. OP 1	Number of Restricted Units Funded with Multifamily MRB Program	1,382	538	1,273	The number of restricted units funded through the MRB program was higher than anticipated in Q2 due to the earlier than anticipated receipt of cost certifications for multiple properties. Because the number of MRB-funded restricted units is approaching the estimate for the entire year in conjunction with the expectation that additional cost certifications will be received in Q3 and Q4, staff anticipate the number of restricted units funded through the MRB program to remain above expectation for the remainder of 2026.
1.1.8. EF 1	Average Amount of Bond Proceeds per Restricted Unit for New Construction	\$142,929	\$151,938	\$136,146	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.8. EF 2	Average Total Development Costs per Unit for New Construction	\$258,859	\$281,868	\$258,201	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.8. EF 3	Average Amount of Bond Proceeds per Restricted Unit for Acquisition Rehabilitation	\$117,600	\$192,053	\$133,838	The average bond proceeds per restricted unit for Acquisition/Rehabilitation projects was higher than anticipated due to the submission of one cost certification with a high amount of Bond Proceeds per restricted unit. The average is anticipated to decrease in Q3 with the submission of additional cost certifications.
1.1.8. EF 4	Average Total Development Costs per Unit for Acquisition Rehabilitation	\$275,967	\$375,245	\$265,693	Actual performance within acceptable range of projected performance. No explanation of variance required.
1.1.8. EX 1	Number of Restricted Units Funded through New Construction Activities	950	387	877	The number of restricted New Construction units funded through the MRB program was higher than anticipated in Q2 due to the earlier than anticipated receipt of cost certifications for multiple properties. Because the number of MRB-funded restricted units is approaching the estimate for the entire year in conjunction with the expectation that additional cost certifications will be received in Q3 and Q4, the number of restricted units funded through the MRB program is likely to remain above expectation for the remainder of 2026.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
1.1.8. EX 2	Number of Restricted Units Funded through Acquisition Rehabilitation Activities	432	151	396	The number of restricted Acquisition/Rehabilitation units funded through the MRB program was higher than anticipated in Q2 due to the earlier than anticipated receipt of cost certifications for multiple properties. Because the number of MRB-funded restricted units is approaching the estimate for the entire year in conjunction with the expectation that additional cost certifications will be received in Q3 and Q4, the number of restricted Acquisition/Rehabilitation units funded through the MRB program is likely to remain above expectation for the remainder of 2026.
2.1.1. OP 1	Number of Information and Technical Assistance Requests Completed	7,750	2,346	2,746	The number of households served during Q2 was higher than anticipated due to an elevated number of households requesting utility assistance. The Housing Resource Center also received an atypically high amount of requests for property tax assistance, which may be attributable to the depletion of Homeowner Assistance Fund (HAF) funding.
3.1. OC 1	Percent of Eligible Population that Received Homeless & Poverty-Related Assistance	3.5000%	-	-	Measure performance reported in Q4.
3.1. OC 2	Percent of Persons Assisted that Achieve Incomes Above Poverty Level	0.0200%	-	-	Measure performance reported in Q4.
3.1.1. OP 1	Number of Persons Assisted that Achieve Incomes Above Poverty Level	650	192	466	The stronger-than-expected outcome is primarily the result of growing subrecipient effectiveness and the cumulative impact of sustained assistance. It is unknown at this time if this level of performance will remain above expectation in Q3 and Q4, as the Department's subrecipient performance may vary.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
3.1.1. OP 2	Number of Persons Assisted by the Community Services Block Grant Program	330,000	83,494	151,318	Actual performance within acceptable range of projected performance. No explanation of variance required.
3.1.1. EF 1	Average Subrecipient Cost per Person for the CSBG Program	\$110	\$107	\$121	The average subrecipient cost per person in Q2 is lower than anticipated due to the increase in the number of persons served at the start of the contract year. When program activity increases and more individuals receive services, total expenditures are distributed across a larger client base, resulting in a lower average cost per person. Q3 and Q4 production for this measure is contingent on subrecipients' ability to effectively and efficiently administer their CSBG programs.
3.1.1. EX 1	Number Persons in Poverty Meeting Income Eligibility	9,500,000	-	-	Measure performance reported in Q4.
3.1.2. OP 1	Number of Persons Enrolled in the Emergency Solutions Grant Program	33,500	4,309	11,612	The number of individuals assisted through the ESG program is likely lower than anticipated due to subrecipient delinquent reporting. Staff are unable to anticipate the extent to which subrecipients will report timely in Q3 and Q4, but delinquent reporting will be corrected at the end of the fiscal year.
3.1.2. OP 2	Number of Persons Assisted by the Homeless Housing and Services Program	6,900	900	2,064	The number of individuals assisted through the ESG program is likely lower than anticipated due to subrecipient delinquent reporting. Staff are unable to anticipate the extent to which subrecipients will report timely in Q3 and Q4, but delinquent reporting will be corrected at the end of the fiscal year.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
3.1.2. EF 1	Average Subrecipient Cost per Person for the Emergency Solutions Grant Program	\$455	\$490	\$381	The average subrecipient cost per ESG program participant may be lower than anticipated due to the provision of lower cost services such as Street Outreach and Emergency Shelter. Subrecipients often prefer to administer these lower cost programs because they can be implemented immediately, rather than having to wait for the client to enter into a lease agreement prior to the receipt of assistance as is required with higher cost programs.
3.1.2. EF 2	Average Subrecipient Cost per Person for the HHSP and EHF Program	\$575	\$694	\$660	The average subrecipient cost per HHSP/EH program participant may be higher than anticipated due to the provision of higher cost services such as rental assistance. Staff anticipate subrecipients will maintain a preference for high-cost services within the HHSP/EH programs, and will be update measure performance targets accordingly.
3.2. OC 1	Percent of Very Low Income Households Receiving Energy Assistance	2.8000%	-	-	Measure performance reported in Q4.
3.2.1. OP 1	Number of Households Receiving Utility Assistance	150,000	19,649	42,259	The number of households that received energy assistance is lower than estimated due to cyclical variations in program demand. The demand for energy assistance is lower in the fall and winter. Program activity is expected to increase in Q3 and Q4 as utility usage rises and household demand strengthens.
3.2.1. OP 2	Number of Dwelling Units Weatherized by the Department	2,000	664	1,426	The higher-than-expected Q2 production and YTD production is consistent with typical operational trends at the start of a new contract cycle when providers ramp up staffing, scheduling, and unit productivity. Q3 and Q4 production for this measure will be contingent on subrecipients' ability to effectively and efficiently administer their CSBG programs.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
3.2.1. EF 1	Average Subrecipient Cost per Household Served for Utility Assistance	\$1,000	\$1,364	\$1,343	The average cost per household served through the CEAP program is higher than estimated due to subrecipients serving fewer households. Fewer participating households means that the proportion of subrecipient administrative costs applied to each household is higher. Staff anticipate the actual average cost per household to trend toward the expected average cost per household as service levels normalize in Q3 and Q4.
3.2.1. EF 2	Average Cost per Home Weatherized	\$8,600	\$9,213	\$8,258	The average cost per home weatherized in Q2 is associated with higher materials and labor costs. The average cost per home weatherized year-to-date is lower than anticipated due to an increase in weatherization activity that distributed fixed program costs such as administrative support, equipment, and material procurement across a larger number of completed units. This higher completion rate reduced the overall average cost per home.
3.2.1. EX 1	Number of Very Low Income Households Eligible for Utility Assistance	5,500,000	-	-	Measure performance reported in Q4.
3.3.1. OP 1	Number of Colonia Residents Receiving Direct Assistance from Self-help Centers	1,280	484	1,061	The number of colonia residents served through Colonia Self-Help Centers was higher than anticipated as a result of an aggressive tool lending campaign conducted by three CSHCs (Maverick, Val Verde, Webb contracts).
4.1. OC 1	Percent of Formula-Funded Receiving Onsite Monitoring	56.6000%	-	-	Measure performance reported in Q4.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
4.1.1. OP 1	Number of Annual Owners Compliance Reports Received and Reviewed	2,831	-	-	Measure performance reported in Q4.
4.1.1. OP 2	Number of File Reviews	727	189	379	Actual performance within acceptable range of projected performance. No explanation of variance required.
4.1.1. OP 3	Number of Physical Inspections	679	300	604	The number of physical inspections was higher than anticipated due to a new inspection policy that requires staff to reinspect within 12 months properties that fail to meet a minimum inspection score. Compliance staff generally inspect properties every 3 years. Staff will take into consideration the new inspection policy when establishing performance targets for the 2028/2029 biennium.
4.1.1. EX 1	Number of Active Properties in the Portfolio	2,831	-	-	Measure performance reported in Q4.
4.1.1. EX 2	Number of Active Units in the Portfolio	347,585	-	-	Measure performance reported in Q4.
4.1.2. OP 1	Number of Monitoring Reviews of All Non-formula Contracts	150	39	79	Actual performance within acceptable range of projected performance. No explanation of variance required.

Measure	Description	Annual Target	Q2 Performance	FY26 To Date Performance	Provided Explanations
4.1.2. OP 2	Number of Single Audit Reviews	105	12	260	The number of single audit reviews in Q2 is lower than expected due to subrecipients' early submission of single audits. Multiple single audits due for submission to TDHCA in Q2 were submitted and reviewed in Q1. YTD performance is well above the FY target due to staff's timely review of a significant influx of single audits per U.S. Office of Management and Budget guidance. Staff anticipate Q3 and Q4 performance will be closer to the per quarter target for the number of single audit reviews.
4.1.2. OP 3	Number of Formula-Funded Subrecipients Receiving Monitoring Reviews	32	10	15	Actual performance within acceptable range of projected performance. No explanation of variance required.
4.1.2. EX 1	Number of Non-formula Contracts Subject to Monitoring	330	330	330	Actual performance within acceptable range of projected performance. No explanation of variance required.
4.1.2. EX 2	Number of Previous Participation Reviews	550	59	172	The number of previous participation reviews completed in Q2 appears lower than estimated due to the cyclical nature of program funding. However, the number of reviews completed in Q3 and Q4 has historically exceeded the quarterly estimate, and generally result in fiscal year performance that aligns with the fiscal year target. Staff anticipate Q3 and Q4 performance will adhere to this trend.
4.1.2. EX 3	Number of Formula-Funded Subrecipients	53	10	15	The number of formula-funded subrecipients in Q2 is lower than anticipated due to a reduction in the number of subrecipients that participate in TDHCA programs that are formula-funded. Similar to Q1 and Q2, program staff anticipate Q3 and Q4 performance to fall below the quarterly target due to the reduction in the number of formula-funded subrecipients that must be monitored by program staff.



Q2FY26

Board Performance Report

Q2FY26

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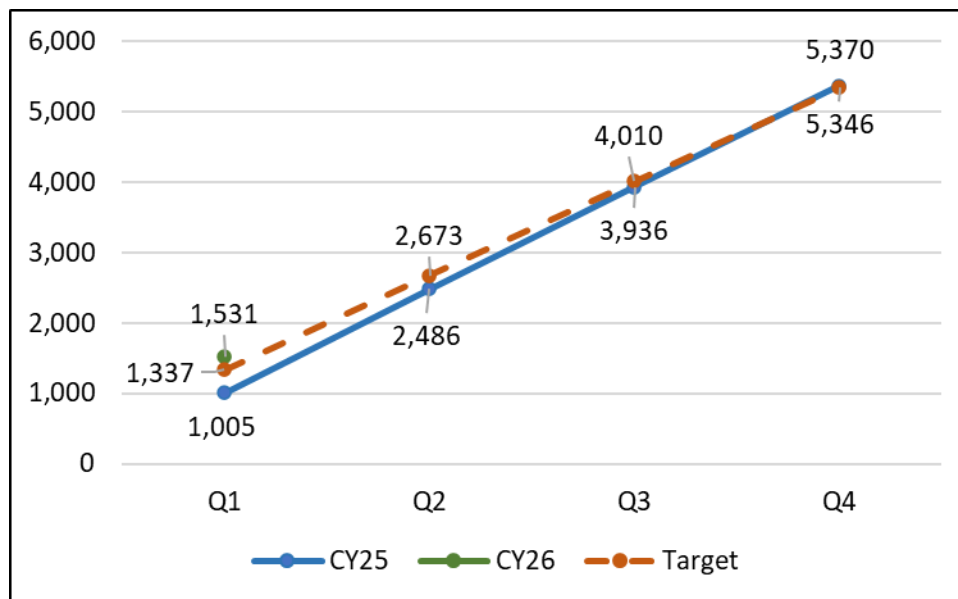
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Single- and Multifamily Development

Homeownership

The Homeownership program leverages Mortgage Revenue Bonds (MRBs) to provide below-market interest rate funds for single-family homebuyers. Bond proceeds generated by MRBs are mainly allocated to the agency’s First-time Homebuyer program managed by the Homeownership team. A first-time homebuyer is a person who has not owned a home in the past 3 years, although certain qualified veterans and targeted census tracts may be exempt from this criterion.

Chart 1: Number of First-time Homebuyers Assisted



All Category Measures:

Table 1: Homeownership Board Measures¹

Measure	Definition	Q1 Target	Q1CY26	Q1CY25	% Target	% YoY
HO_1	Number of Households Assisted: Homeownership	1,262	1,558	1,021	123%	153%
HO_2	Number of First-time Homebuyers Assisted: Homeownership	1,337	1,531	1,005	115%	152%
HO_3	Total Volume of Mortgage Loans % MCCs	\$409,163,825	\$375,109,094	\$241,932,870	92%	155%
HO_4	Total Volume of Down Payment Assistance	\$11,725,346	\$13,325,586	\$5,462,962	114%	244%

Single Family Development

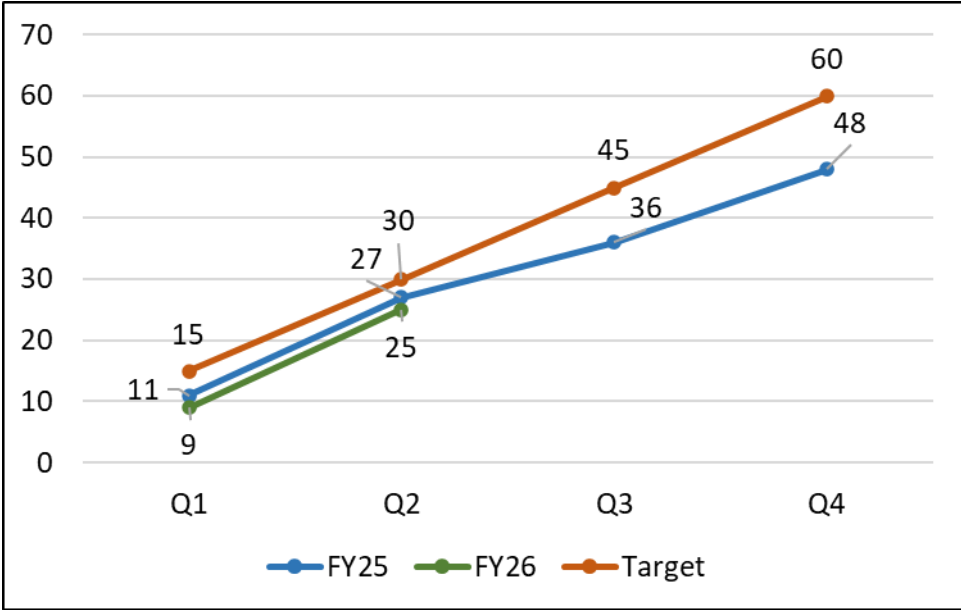
The Single Family and Homeless Programs team administers multiple programs that support the construction, reconstruction, or rehabilitation of single-family housing, including the Texas Bootstrap Loan Program

¹ Homeownership operates on a calendar year rather than a fiscal year.

(Bootstrap), Amy Young Barrier Removal Program (AYBR), Homeowner Reconstruction Assistance (HRA), Single Family Development (SFD), Homebuyer Assistance with New Construction (HANC), and Contract for Deed (CFD) programs.

Bootstrap is a self-help housing construction program that assists low-income households purchase or refinance real property on which to build or repair housing through a contribution of the owner-builder’s labor. AYBR provides one-time grants to persons with disabilities for household modifications that improve accessibility or eliminate hazardous conditions. HRA provides grants and loans to low-income households for owner-occupied home reconstruction services. SFD provides funding to Community Housing Development Organizations (CHDOs) for the construction or rehabilitation of single-family homes to be sold to low-income households. HANC provides mortgage financing to low-income homebuyers for the acquisition and/or construction of site-built housing, or the acquisition and/or placement of a new unit of manufactured housing. CFD assists colonia residents with converting contracts for deed into traditional mortgages, as well as reconstructing, repairing, or replacing their home.

Chart 2: Number of Completed Activities: Texas Bootstrap



All Category Measures:

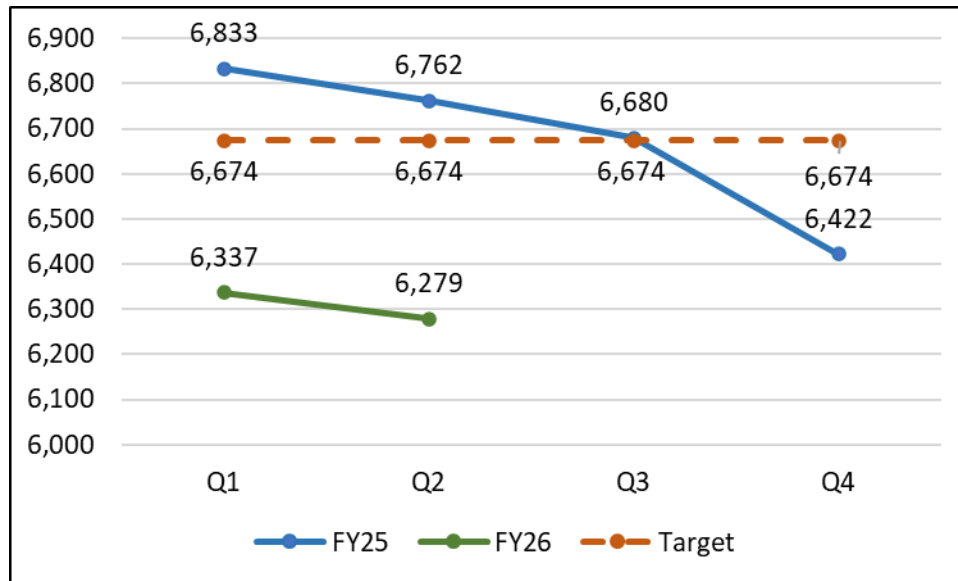
Table 2: Single Family Development Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
TBLP_1	Number of Completed Activities: Texas Bootstrap	30	25	27	83%	93%
AYBR_1	Number of Completed Activities: Amy Young Barrier Removal	35	42	49	120%	86%
HTF_1	Number of Open Activities for Approved Households through Texas HTF	N/A	55	N/A	N/A	N/A
HTF_2	Total Value of Open Activities for Approved Households through Texas HTF	N/A	\$2,024,354	N/A	N/A	N/A
HOME_2	Percent of Target Households Assisted: HRA	50%	35%	52%	70%	67%
HOME_3	Percent of Target Households Assisted: SFD/HANC/CFD	0%	0%	0%	0%	0%
HOME_4	Number of Open Activities for Approved Households through HOME SF	N/A	1,087	N/A	N/A	N/A
HOME_5	Total Value of Open Activities for Approved Households through HOME SF	N/A	\$43,033,505	N/A	N/A	N/A

Single Family Support Services

The Loan Servicing and Program Services teams support the agency's single family development activity through the processing and servicing of single-family loans. Programs through which the Loan Servicing team assist single family development include the Bootstrap, SFD, CFD, HRA, Homebuyer Assistance Program (HBA), Down Payment Assistance (DPA), and Bond Program 77 Refinance Program programs. Programs through which the Program Services team assist single family development include the HRA, CFD, Bootstrap, and Housing Trust Fund (HTF) program.

Chart 3: Number of Serviced Single-Family Loans



All Category Measures:

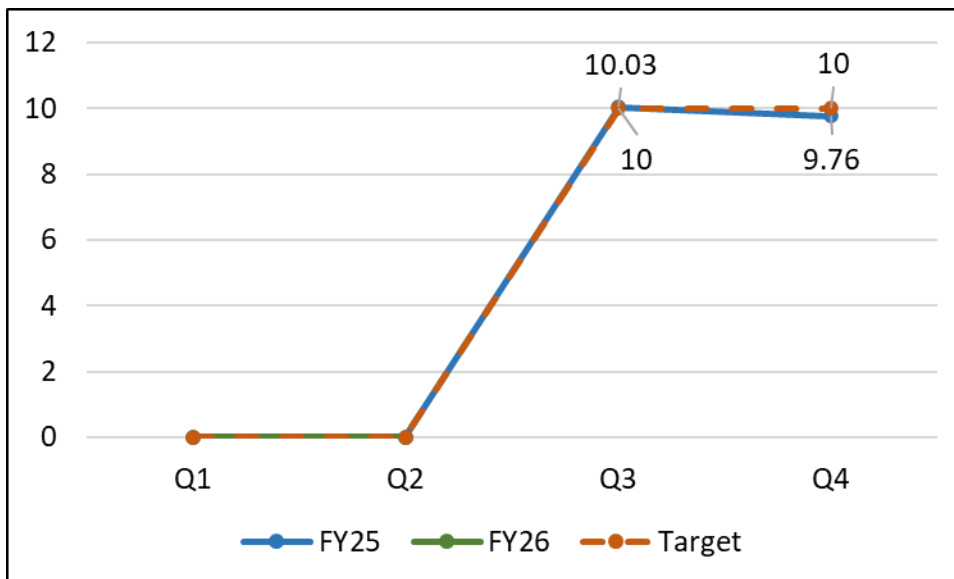
Table 3: SF Loan Servicing and Program Services Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
LS_1	Number of Serviced SF Loans	6,674	6,279	6,762	94%	93%
PS_1	Number of Processed Single Family Loans and Grants	79	27	38	34%	71%

Multifamily Development

The Multifamily Finance and Multifamily Bond teams jointly administer the Housing Tax Credit (HTC) program, the agency’s primary means of directing private capital toward the development and preservation of affordable rental housing for low-income households. Tax credits are awarded to eligible participants to offset a portion of their federal tax liability in exchange for the production or preservation of affordable rental housing. There are two types of Tax Credits: Competitive (9%) and Non-Competitive (4%).

Chart 4: Average Time for an Application Review: 9% HTC



All Category Measures:

Table 4: Multifamily Development Board Measures²

Measure	Definition	Q1/2 Target	Q1/2 2026	Q1/2 2025	% Target	% YoY
MFB_1	Number of Restricted Units: 4% HTC	2,500	0	0	0%	0%
MFF_1	Average Time for an Application Review: 9% HTC	0	0	0	0%	0%

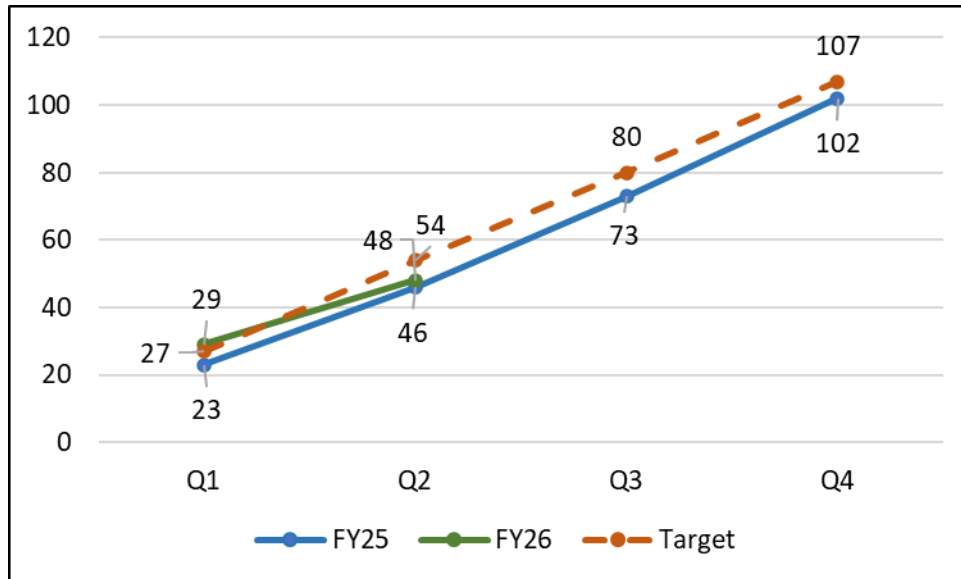
Multifamily Support Services

The Asset Management and Real Estate Analysis teams provide essential support for the Multifamily Development programs to minimize agency exposure and ensure long-term viability to agency-subsidized multifamily developments, including through the issuance of cost certifications at the conclusion of the development process. Agency staff must review cost certification packages within 120 days of receipt and subsequently issue IRS Form 8609s, which the developer uses to obtain the tax credits associated with their project.

² The Multifamily Bond program operates on a calendar year rather than a fiscal year.

The Loan Servicing and Program Services teams also support the agency’s multifamily development activity through the processing and servicing of multifamily loans. Programs through which the Loan Servicing team assist multifamily development include the Multifamily Direct Loan (MFDL), Multifamily Bond, and Multifamily HTF programs. Programs through which the Program Services team assist multifamily development include the HOME MF, National Housing Trust Fund (NHTF), Neighborhood Stabilization Program (NSP), Tax Credit Assistance Program Repayment Fund (TCAP RF), and HOME American Rescue Plan (ARP).

Chart 5: Number of Completed 4% and 9% HTC Cost Certifications



All Category Measures:

Table 5: Asset Management, Real Estate Analysis, and MF Loan Servicing and Program Services Board Measures

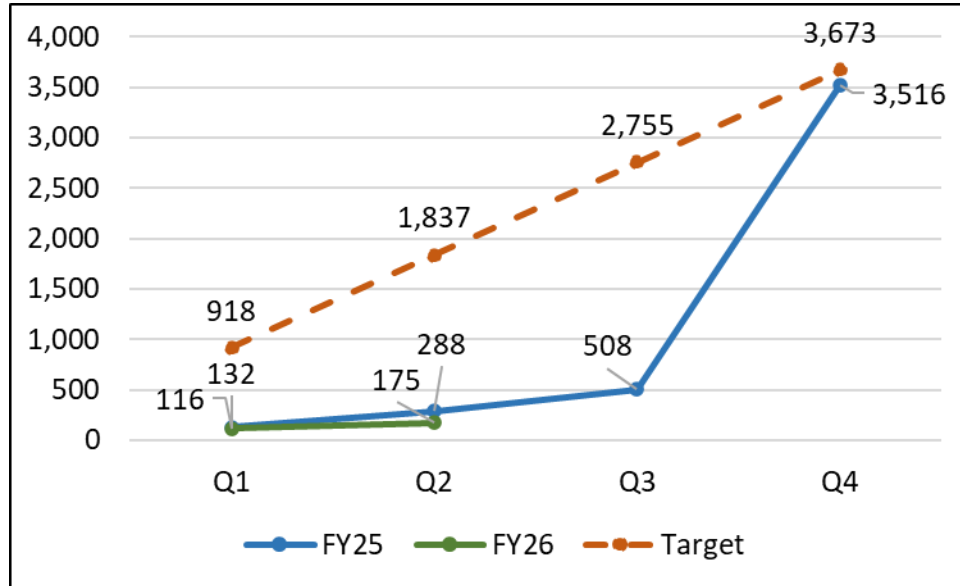
Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
AM_1	Number of Completed 4% & 9% HTC Cost Certifications	54	48	46	89%	104%
AM_2	Number of Completed Ownership Transfers	99	100	98	101%	102%
AM_3	Number of Completed Application & LURA Amendments	96	88	66	92%	133%
REA_1	Number of Posted Underwriting Reports	93	51	51	55%	100%
REA_2	Average Time for 9% HTC Application Underwriting	30	10	22	33%	45%
LS_2	Number of Serviced MF Loans	495	486	492	98%	99%
LS_3	Number of 120-Day+ Delinquent Loans	81	86	75	106%	115%
LS_4	Total Value of 120-Day+ Delinquent Loans	\$15,658,381	\$18,595,030	\$14,826,135	119%	125%
PS_2	Number of Processed Multifamily Loans	6	6	8	100%	75%

Multifamily Compliance

The Multifamily Compliance team is responsible for the long-term compliance of TDHCA-funded multifamily developments with the requirements associated with the receipt of TDHCA funds. Compliance monitors conduct reviews to evaluate compliance with income and rent limits as well as other requirements including

social services and affirmative marketing. Compliance Monitors conduct reviews at least once every three years.

Chart 6: Number of Completed Reports, Reviews, and Assessments



All Category Measures:

Table 6: Multifamily Compliance Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
HOME_1	Percent of Target Households Assisted: TBRA	1,837	175	288	10%	61%
SEC8_1	Percent Voucher Utilization: FYI/VASH/NED/Mainstream	364	379	360	104%	105%
SEC8_2	Number of Vouchers/Revisions/Renewals: HCV	597	604	450	101%	134%
S811_1	Number of Households Assisted: Section 811	436	284	265	65%	107%

Community Services and Support

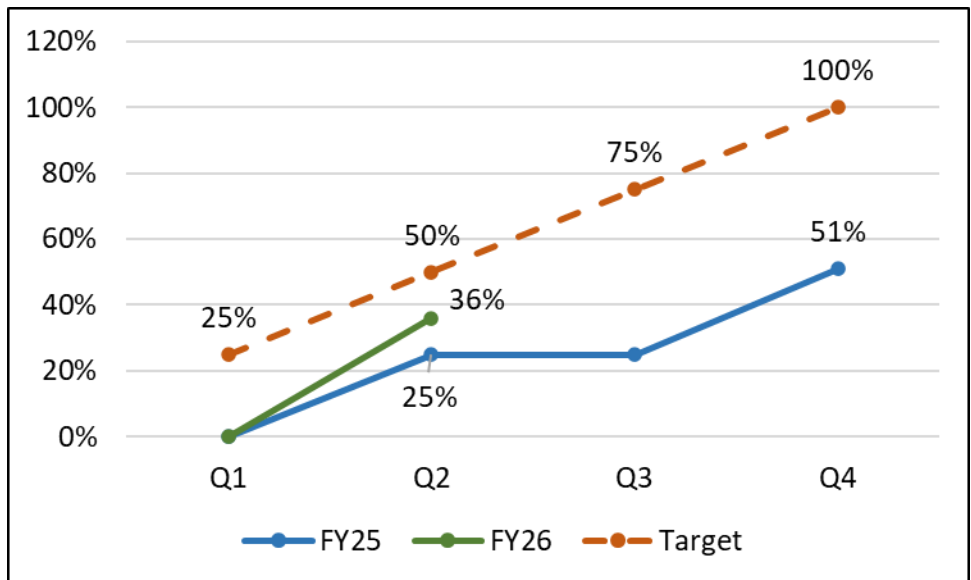
Rental Assistance

The agency administers multiple programs that provide rental assistance to low-income persons and families, including Tenant Based Rental Assistance (TBRA), Section 8, and Section 811 Project Rental Assistance (PRA). The TBRA program is federally funded through the HOME Investment Partnership Program (HOME) and provides funding for security and utility deposits and up-to 24-months of rental subsidy. Households that receive TRBA must engage in a self-sufficiency program.

Similar to TBRA, the Section 8 and Section 811 programs provide a rental subsidy to low-income persons and households, but the subsidy is not time-limited if the person or household continue to meet the program's eligibility criteria. The agency distributes Section 8 vouchers through its designation as a Public Housing Authority (PHA) to persons and households that reside within its 34 county service area. The Section 811

PRA program support is available to three priority populations: people with disabilities living in institutions, people with serious mental illness, and youth with disabilities exiting the foster care system.

Chart 7: Percent of Target Households Assisted: TBRA



All Category Measures:

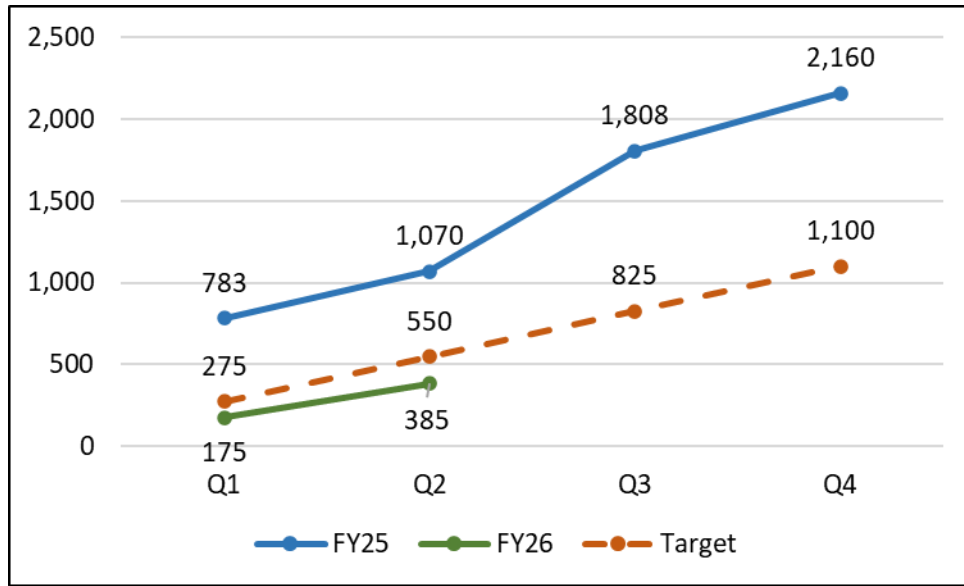
Table 7: Rental Assistance Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
HOME_1	Percent of Target Households Assisted: TBRA	50%	36%	25%	72%	144%
SEC8_1	Percent Voucher Utilization: FYI/VASH/NED/Mainstream	75%	81%	N/A	108%	N/A
SEC8_2	Number of Vouchers/Revisions/Renewals: HCV	N/A	119	N/A	N/A	N/A
S811_1	Number of Households Assisted: Section 811	288	642	536	223%	120%

Energy Assistance

The Community Affairs (CA) Division administers utility assistance and home weatherization programs designed to assist low-income households in meeting their immediate energy needs and to encourage reduction in energy costs through weatherization and energy education. Programs through which the CA team provide energy assistance include the Comprehensive Energy Assistance Program (CEAP) and Weatherization Assistance Program (WAP). Post-disconnection energy restoration is provided through the CEAP program.

Chart 8: Number of Households Assisted with Post-Disconnect Energy Restoration



All Category Measures:

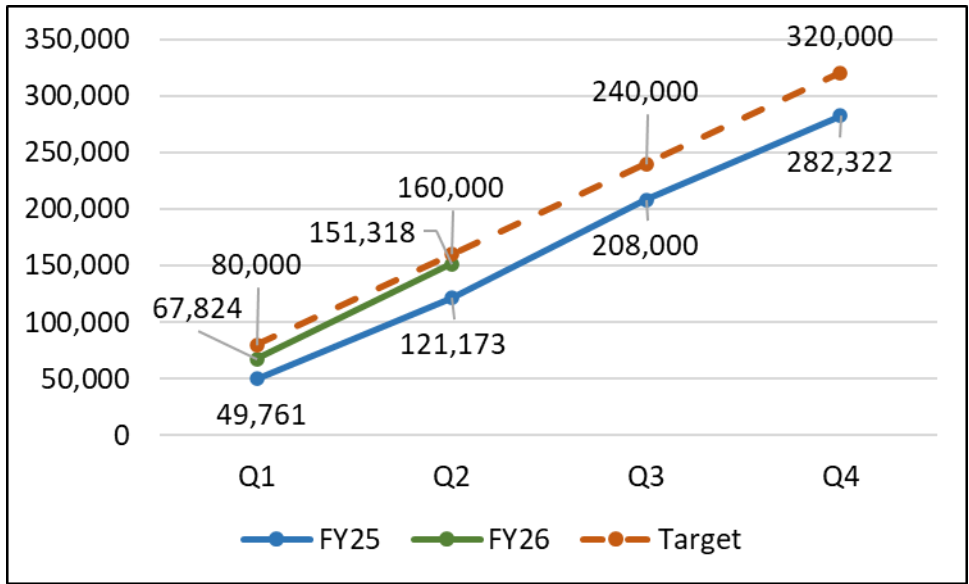
Table 8: Energy Assistance Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
CEAP_1	Number of Households Assisted through CEAP	7,500	42,259	45,896	563%	92%
CEAP_2	Number of HHs Assisted w/ Post-Disconnect Energy Restoration	550	385	1,070	70%	36%
WAP_1	Number of Households Assisted through WAP	1,000	1,426	1,229	143%	116%

Community Development

The Community Services Block Grant program provides federal funding to Community Action Agencies (CAAs) and local governments to eliminate poverty, help low-income families achieve self-sufficiency, and maintain core administrative elements of these local organizations. CSBG-eligible entities are designated by the Governor to provide a broad range of services in a geographic area not served by another eligible entity.

Chart 9: Number of Persons Assisted through CSBG



All Category Measures:

Table 9: Community Development Board Measures

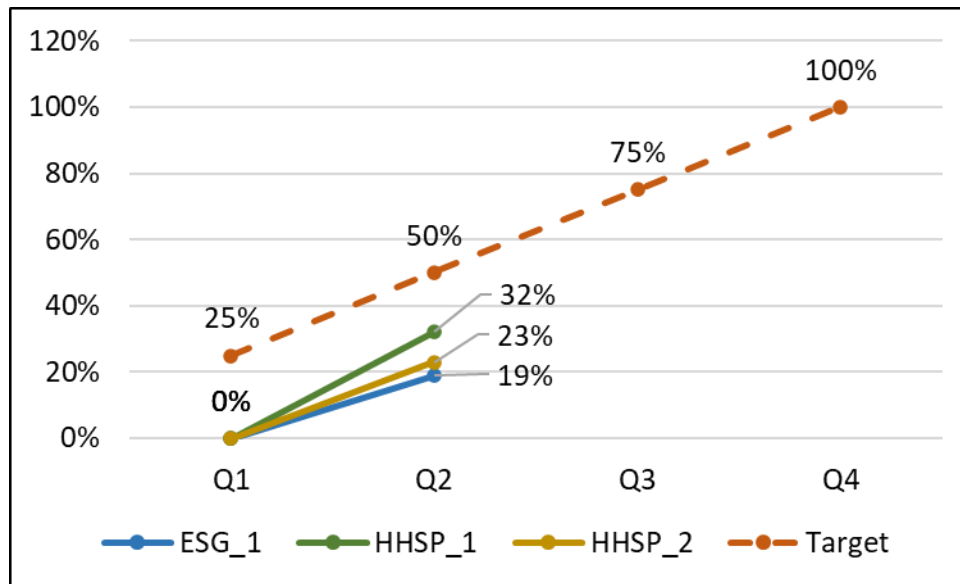
Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
CSBG_1	Number of Persons Assisted through CSBG	160,000	151,318	121,173	95%	125%

Homeless Services

The Single Family and Homeless Programs team administers multiple grant programs designed to assist persons at-risk of or currently experiencing homelessness, including the Emergency Solutions Grant (ESG) and Homeless Housing and Services Program (HHSP) programs. The ESG program is a HUD-funded program that provides funds to private nonprofit organizations, cities, and counties in the State of Texas to provide the services necessary to help persons that are at-risk of homelessness or homeless quickly regain stability in permanent housing. ESG approved activities include street outreach, emergency shelter services and operations, rapid rehousing, and homelessness prevention.

HHSP provides state funding to the nine largest cities in Texas in support of services to homeless persons and families. Currently, HHSP funds are provided to Arlington, Austin, Corpus Christi, Dallas, El Paso, Fort Worth, Houston, Plano, and San Antonio. HHSP approved activities include the development or rehabilitation of temporary or transitional housing and support services.

Chart 10: Percent of Funds Drawn: Emergency Solutions Grant (ESG), Homeless Housing & Services Program (HHSP), and HHSP Youth Set-Aside (FY2026)



All Category Measures:

Table 10: Homelessness Programs Board Measures

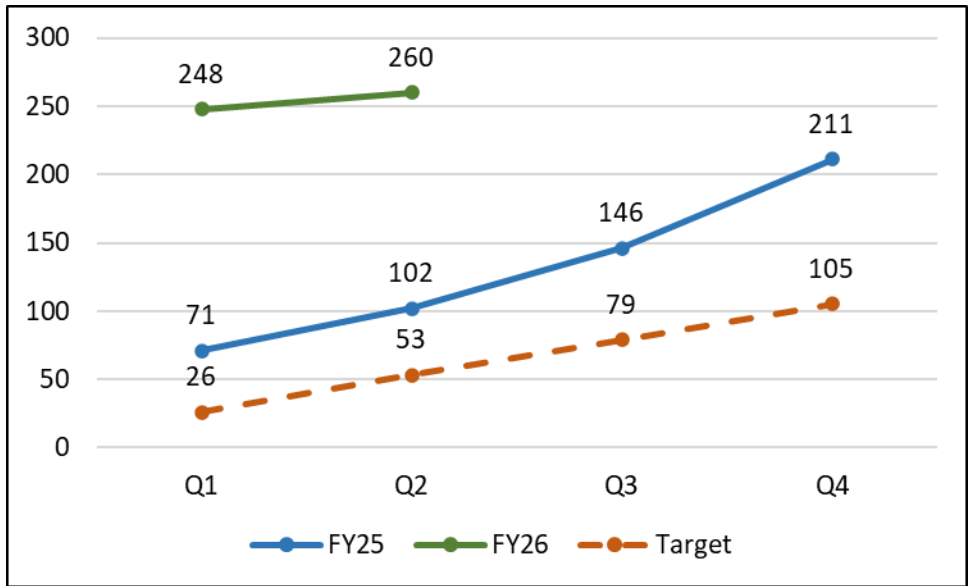
Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
ESG_1	Percent of Funds Drawn: ESG	50%	19%	N/A	38%	N/A
HHSP_1	Percent of Funds Drawn: HHSP	50%	32%	N/A	64%	N/A
HHSP_2	Percent of Funds Drawn: HHSP Youth	50%	23%	N/A	46%	N/A

Program Compliance

The Community Affairs and Single Family Compliance team ensures that Community Affairs (CA) and Single Family and Homeless Programs (SFHP) subrecipients adhere to federal and state rules and regulations regarding program operations and funding, including through Single Audit Reviews in instances in which subrecipients exceed the federally mandated expenditure threshold, as defined by Uniform Grant Management Standards or 2 CFR Part 200.

The programs for which subrecipients may be subject to Single Audit Reviews includes the CEAP, CSBG, Department of Energy (DOE) WAP, Community Development Block Grant (CDBG), ESG, HSS, HTF, HHSP, NHTF, HOME, and other temporary or one-time programs.

Chart 11: Number of Completed Single Audit Reviews



All Category Measures:

Table 11: Community Affairs/Single Family Compliance Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
SFC_1	Number of Completed Monitoring Reviews	88	94	90	107%	104%
SFC_2	Number of Completed Single Audit Reviews	53	260	102	491%	255%

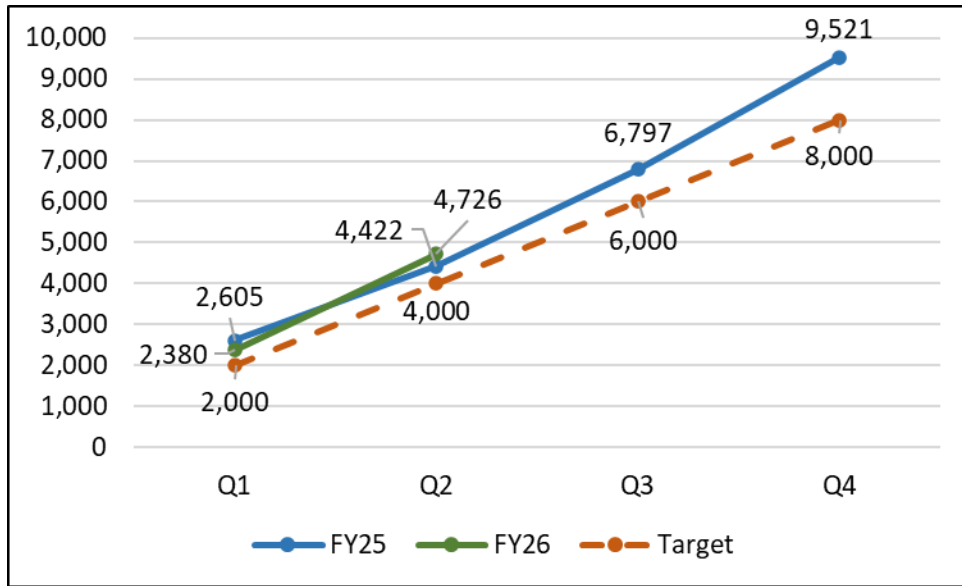
Stakeholder Assistance

Multiple programs provide assistance to single- and multifamily developers, program subrecipients, and low-income households in need of housing and/or housing-related services. The Housing Resource Center receives requests from interested parties through the agency’s general email address, phone line, and complaint system.

The CA Division provides technical assistance and training to CSBG, CEAP, and WAP program subrecipients.

The Information Systems Division (ISD) tracks the number of unique website visits. A unique visit is defined as an individual who visits the website one or multiple times within a discrete period from the same device by virtue of the device’s IP address.

Chart 12: Number of Completed Information and Technical Assistance Requests (Housing Resource Center)



All Category Measures:

Table 12: Stakeholder Assistance Board Measures

Measure	Definition	Q2 Target	Q2FY26	Q2FY25	% Target	% YoY
HRC_1	Number of Completed Information & T.A. Requests	4,000	4,726	4,422	118%	107%
CA_1	Number of Completed Technical Assistance Calls & Trainings	96	99	138	103%	72%
ISD_1	Number of Unique Visits to the Agency Website	642,486	617,641	627,008	96%	99%

Appendix 1: Board Measure Definitions

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
MF Compliance						
MF Compliance	MFC_1	Number of Completed Reports, Reviews, and Assessments	The number of completed Annual Owners Compliance Report (Part A)(AOCR) reviews, Previous Participation Reviews (PPRs), and Housing Finance Corporation (HFC) and Public Facility Corporation (PFC) audit reviews.	The number of completed AOCR reviews, PPRs, and HFC/PFC audit reviews is a count of the AOCR reviews, PPRs, and HFC/PFC audit reviews completed by agency staff. Staff enter and maintain data related to AOCRs in the Compliance Monitoring Tracking System (CMTS). Staff enter and maintain PPR and HFC/PFC data in the agency's computer system.	The number of HFC/PFC audit reviews may be limited by the number of HFC/PFC audits submitted to the Department by HFC/PFC users.	4.1.1 OP1: # Annual Owners Compliance Reports (AOCRs) Received and Reviewed 4.1.2 EX2: # Previous Participation Reviews Proposed 4.1.3 OP1: # Reviewed HFC/PFC Audits
MF Compliance	MFC_2	Number of Completed File Reviews	The number of completed multifamily compliance file reviews to confirm adherence with state and federal regulations and the Land Use Restriction Agreements (LURAs) that stipulate the requirements to which affordable multifamily housing developments must adhere in exchange for a Department subsidy. File reviews are conducted through desk review and/or onsite review.	The number of completed affordable multifamily housing development compliance file reviews is a count of the compliance file reviews completed by agency staff. Staff enter and maintain data related to completed file reviews in the Compliance Monitoring Tracking System (CMTS).	No limitations.	4.1.1 OP2: # File Reviews
MF Compliance	MFC_3	Number of Completed Physical Inspections	The number of completed physical inspections of multifamily housing developments subject to TDHCA oversight performed by the Compliance division per National Standards for the Physical Inspection of Real Estate (NSPIRE) standards.	The number of completed affordable multifamily housing development count of the number of affordable multifamily housing development compliance physical inspections completed by agency staff. Staff enter and maintain data related to completed physical inspections in the Compliance Monitoring Tracking	No limitations.	4.1.1 OP3: # Physical Inspections

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
MF Compliance	MFC_4	Number of Issued Migrant Labor Housing Facility Licenses	The number of newly issued or reissued licenses for Migrant Labor Housing Facilities (MLHF's).	System (CMTS). The number of issued MLHF licenses is a count of the number of MLHF licenses issued by agency staff. Staff enter and maintain MLHF license data in the agency's computer system. Department staff record and track the number of completed file reviews.	The number of issued or reissued MLHF licenses may be limited by the number of requests for new or reissued licenses submitted to the Department by MLHF owners/operators.	Proposed 4.1.4 OP1: # Issued Migrant Labor Housing Facility Licenses.
SF Compliance	SFC_1	Number of Completed Monitoring Reviews	The number of completed monitoring reviews for Community Affairs (CA) Network (Community Services Block Grant (CSBG), Comprehensive Energy Assistance Program (CEAP), Weatherization Assistance Program (WAP)), Homeless Housing and Services Program (HHSP), and single family (SF) programs (HOME Single Family (Tenant Based Rental Assistance (TBRA) and temporarily funded HOME programs (Community Development Block Grant (CDBG) and HOME American Rescue Plan (ARP)), CSBG—Discretionary, Housing Trust Fund (HTF)(Texas Bootstrap Loan Program (Bootstrap) and Army Young Barrier Removal (AYBR)), and Emergency Solutions Grant (ESG)) subrecipient contracts. This measure also includes the Multi-family Direct Loan (MFDL) National Housing Trust Fund (NHTF) programs during the construction phase of an associated project.	The number of completed subrecipient contract monitoring reviews is a count of the subrecipient contract monitoring reviews completed by agency staff. Each subrecipient contract is counted in this measure, including instances in which subrecipients have two or more CA, HHSP, MFDL and SF contracts. Compliance staff monitor the Housing Contract System and CA Contract System data bases for subrecipient contracts subject to agency oversight. Compliance staff enter and maintain the data in the agency's computer system.	No limitations.	4.1.2 OP1: # Monitoring Reviews of Non-Formula Funded Contracts 4.1.2 OP3: # Monitoring Reviews of Formula Funded Subrecipients -of- Proposed 4.1.2 OP1: # Contract Reviews

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
SF/CA Compliance	SFC_2	Number of Completed Single Audit Reviews	The number of completed single audit reviews for the Low-Income Home Energy Assistance Program (LIHEAP), Comprehensive Energy Assistance Program (CEAP), Community Services Block Grant (CSBG), Department of Energy (DOE) Weatherization Assistance Program (WAP), Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), Housing Stability Services (HSS), Housing Trust Fund (HTF), Homeless Housing and Support Services (HHSP), National Housing Trust Fund (NHTF), the HOME Investment Partnership Program (HOME), and other temporary or one-time programs.	The number of completed single audit reviews is a count of the single audit reviews of subrecipient contracts completed by agency staff. Single Audits are required annually if the subrecipient exceeds the federally mandated expenditure threshold, as defined by Uniform Grant Management Standards or 2 CFR Part 200. The circular and the CFR guidance define which single audit reports must be submitted to the pass-through agency. Compliance staff monitor the Housing Contract System and CA Contract System data bases for subrecipient contracts subject to agency oversight. Compliance staff enter and maintain the data in the agency's computer system.	No limitations.	4.1.2 OP2: # Audit Reviews
MF Support Services						
Asset Mgmt	AM_1	Number of Completed 4% and 9% HTC Cost Certifications	The number of completed cost certifications for multifamily developments supported through the 4% and 9% Housing Tax Credit (HTC) programs.	The number of completed 4% and 9% HTC cost certifications completed is a count of the 4% and 9% HTC cost certifications completed by agency staff. 9% HTC cost certification packages are due by January 15 of the year following the first year of the credit period. The credit period for a 9% HTC project can be the year the development was placed in service or the year after the development was placed in service. 4% HTC cost certification packets are due May 15 of the year following the first year of the credit period. Developers can submit cost certification packages early, and the Department can grant extensions. The Internal Revenue Service requires	Cost certification documentation may be submitted in a reporting period after the period in which the income restricted rental units were completed or first occupied.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Asset Mgmt	AM_2	Number of Completed Ownership Transfers	The number of completed ownership transfers for multifamily developments supported through the 4% Housing Tax Credit (HTC), 9% HTC, and Multifamily Direct Loan (MFDL) programs.	<p>the Department to review cost certification packages and issue 8609s within 120 days of receipt. Department staff record and track the number of completed file reviews in the Department's computer system.</p> <p>The number of completed ownership transfers of multifamily developments supported through the 4% HTC, 9% HTC, and MFDL programs is a count of the number of completed ownership transfers. Ownership transfers can take place at any time after the award of funding until the end of the affordability period, and may include the addition of principals, departure of principals, a full sale, and more. Department staff record and track the number of completed ownership transfers in the Department's computer system.</p>	No limitations.	N/A
Asset Mgmt	AM_3	Number of Completed Application and LURA Amendments	The number of completed application and Land Use Restriction Agreement (LURA) amendments for multifamily developments supported through the 4% Housing Tax Credit (HTC), 9% HTC, and Multifamily Direct Loan (MFDL) programs.	<p>The number of completed application and LURA amendments for multifamily developments supported through the 4% HTC, 9% HTC, and MFDL programs is a count of the completed application and LURA amendments. Application and LURA amendments can take place at any time after the award of funding until the end of the affordability period. Department staff record and track the number of completed application and LURA amendments in the Department's computer system.</p>	No limitations.	N/A
Real Estate Analysis	REA_1	Number of Posted Underwriting Reports	The number of underwriting reports publicly posted in association with 4% Housing Tax Credit (HTC), 9% HTC, and Direct Loan awards, including award updates,	<p>The number of posted underwriting reports and updates, amendments, and closings associated with 4% HTC, 9% HTC, and Direct Loan awards is a count of the posted underwriting</p>	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
			amendments, and loan closings.	reports, award updates and amendments, and loan closings. Reports are posted prior Board consideration, if needed. Once the Board approves, if Board approval is needed, program staff can then issue their commitment (9% HTC), determination notice (4% HTC), contract (Direct Loan), or material amendment (Asset Management). Department staff record and track the number of posted underwriting reports and associated updates, amendments, and closings in the Department's computer system.		
Real Estate Analysis	REA_2	Average Time for 9% HTC Application Underwriting	The average number of days required to complete the underwriting process for a 9% Housing Tax Credit (HTC) application.	The average number of days required to complete the underwriting process for 9% HTC applications is calculated by dividing the sum of the total number of days required to complete the underwriting process for every 9% HTC applications underwritten during the current reporting period by the number of 9% applications underwritten during the period. The number of days required to underwrite a 9% application begins on when program staff transfer the application to the underwriting team and ends when the underwriting report is posted on the Department website. Department staff record and track the number of posted underwriting reports and associated updates, amendments, and closings in the Department's computer system.	No limitations.	N/A
MF Development						
MF Bond	MFB_1	Number of Restricted	The number of income-restricted rental units that will be developed	The number of income-restricted rental units that will be developed through a	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
MF Finance	MFF_1	Units: 4% HTC	through the award of 4% Housing Tax Credits (HTCs) based on the information included in applications associated with closed 4% HTC deals.	4% HTC award is a count of the income-restricted units developed through 4% HTC deals that closed during the current quarter. The number of deals that close in a given quarter is subject to forces outside of TDHCA control, including issuer bond processes, local approval of deal, market conditions, etc. Department staff record and track the number of income-restricted funded through the 4% HTC program in the Department's computer system.	No limitations.	N/A
Homeownership	HO_1	Number of Households Assisted: Homeowners hip	The number of households assisted with single family mortgage revenue bond (MRB) funds or other alternative mortgage financing, including mortgage loans with or without down payment assistance (DPA) and mortgage credit certificates (MCCs) with or without mortgage	The number of households assisted with single family MRB funds or other mortgage financing is a count of households assisted through mortgage loans with or without down payment assistance and mortgage credit certificates with or without mortgage loans provided by TDHCA single family mortgage financing programs. TDHCA	Multiple factors beyond TDHCA's control affect the number of loans TDHCA provides, including but not limited to the housing market volatility, home prices, interest rates,	1.1.1 OP1: # Households Assisted through Bond Authority or Other Mortgage Financing

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
			loans based on compliance approved loans confirmed by the Bond Finance Division.	homebuyer mortgage loans are originated through a network of approved lenders. Closed loan files are reviewed by Program Compliance Administrator and Master Services staff to ensure compliance with program and agency requirements. Loans are reserved through the Program Administration lender portal. The Homeownership program operates on a calendar year rather than fiscal year. Loans that are not compliance approved or confirmed by the Bond Finance Division are excluded from this measure. Program data is maintained within the program administrator lender portal. Agency staff receives data feeds from the program administrator and compile the loan data for performance reporting.	and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying cause and any potential public policy considerations rather than number of loans alone.	
Homeownership	HO_2	Number of First-time Homebuyers Assisted: Homeowners hip	The number of first-time homebuyer households assisted with single family mortgage revenue bond (MRB) funds or other alternative mortgage financing, including mortgage loans with or without down payment assistance (DPA) and mortgage credit certificates (MCCs) with or without mortgage loans based on compliance approved loans confirmed by the Bond Finance Division.	The number of first-time homebuyer households assisted with single family MRB funds or other mortgage financing is a count of first-time homebuyer households assisted with MRB, other mortgage financing, or an MCC. The Homeownership program operates on a calendar year rather than fiscal year. A first-time homebuyer is a person who has not owed a home in the past 3 years, although certain qualified veterans and targeted census tracts may be exempt. Program data is maintained within the program administrator lender portal. Agency staff receives data feeds from the program administrator and compile the loan data for performance reporting.	Multiple factors beyond TDHCA's control affect the number of loans TDHCA provides, including but not limited to the housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying cause and any potential public policy considerations	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Homeownership	HO_3	Total Volume of Mortgage Loans and Mortgage Credit Certificates	The dollar value of all mortgage loans and mortgage credit certificates (MCCs) issued through the Homeownership program for compliance approved loans confirmed by the Bond Finance Division.	<p>Program data is maintained within the program administrator lender portal.</p> <p>The dollar value of all mortgage loans and MCCs issued through the Homeownership program is the total amount of all mortgage loans and MCCs issued through the Homeownership program within the reporting period. The Homeownership program operates on a calendar year rather than fiscal year. Loans that are not compliance approved or confirmed by the Bond Finance Division are excluded from this measure. Program data is maintained within the program administrator lender portal.</p>	<p>and implications rather than number of loans alone.</p> <p>Multiple factors beyond TDHCA's control affect the number and amount of loans TDHCA provides, including but not limited to the housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability of the resulting performance is dependent on the underlying cause and any potential public policy considerations and implications rather than number of loans alone.</p>	N/A
Homeownership	HO_4	Total Volume of Down Payment Assistance	The dollar value of all Down Payment Assistance (DPA) provided through the Homeownership program for compliance approved loans confirmed by the Bond Finance Division.	<p>The dollar value of all DPA provided through the Homeownership program is the total amount of DPA assistance provided to households in conjunction with Mortgage Revenue Bond (MRB) funds or other mortgage financing. The Homeownership program operates on a calendar year rather than fiscal year.</p> <p>The Homeownership program operates on a calendar year rather than fiscal year.</p>	<p>Multiple factors beyond TDHCA's control affect the number and amount of loans TDHCA provides, including but not limited to the housing market volatility, home prices, interest rates, and construction materials and labor costs. The desirability</p>	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Homelessness						
Homeless	ESG_1	Percent of Funds Drawn: ESG	The total amount of Emergency Solutions Grant (ESG) funds drawn by subrecipients as a percentage of the allocation for the funding year.	The percentage of ESG funds drawn by subrecipients is calculated by dividing the total amount of ESG funding drawn by subrecipients by the total amount of ESG funding appropriated for the fiscal year. Subrecipients may be able to draw prior year funding in the current funding year due to fluctuations in funding levels and expenditure rates for funds reallocated in prior years. Subrecipients track and maintain data on the number of individuals served by the ESG programs they administer and submit this information to TDHCA monthly. TDHCA staff review and maintain subrecipient data in the agency's computer system	of the resulting performance is dependent on the underlying cause and any potential public policy considerations and implications rather than number of loans alone.	N/A
Homeless	HHSP_1	Percent of Funds Drawn: HHSP	The total amount of Homeless Housing and Services Program (HHSP) general funds drawn to date by subrecipients as a percentage of the appropriation for the funding year, to support the provision of housing and services to people at-risk of or experiencing homelessness.	The percentage of HHSP funds drawn by subrecipients is calculated by dividing the total amount of HHSP funding drawn by subrecipients by the total amount of HHSP funding appropriated for the fiscal year. HHSP funding is provided to cities with populations greater than 285,500 to support the development of homeless housing and the provision of services to persons at-risk of or currently	This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter that is	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Homeless	HHSP_2	Percent of Funds Drawn: HHSP Youth	The total amount of Homeless Housing and Services Program (HHSP) youth set-aside funds drawn to date by subrecipients as a percentage of the appropriation for the funding year, to support the provision of housing and services to youth at-risk of or experiencing homelessness.	<p>experiencing homelessness. This measure excludes funding associated with the HHSP youth set-aside.</p> <p>The percentage of the HHSP youth set-aside funds drawn by subrecipients is calculated by dividing the total amount of HHSP youth set-aside funding drawn by subrecipients by the total amount of HHSP youth set-aside funding appropriated for the fiscal year. HHSP youth set-aside funding is provided to cities with populations greater than 285,500 to support the development of homeless housing and the provision of services to persons at-risk of or currently experiencing homelessness. This measure excludes general HHSP funding not set-aside for youth services.</p>	<p>subsequently corrected in the final reporting period of the fiscal year.</p> <p>This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter that is subsequently corrected in the final reporting period of the fiscal year.</p>	N/A
Housing Trust Fund						
HTF	TBLP_1	Number of Completed Activities: Texas Bootstrap	The number of completed activities provided through the Texas Bootstrap Loan Program (Bootstrap) to assist low-income owner-builders with the acquisition, refinance, and/or rehabilitation of housing for owner-occupancy.	<p>The number of completed activities provided through Bootstrap is a count of the completed activities provided through Bootstrap. An activity is any program-funded service or support provided by a TDHCA subrecipient in alignment with stated program goals or service recipient need. One activity is one unit of housing, or one household assisted with a repayable loan. TDHCA reports performance when funds for an activity are expended. Bootstrap activities are funded through the Texas Housing Trust Fund (Texas HTF). Staff maintain and track information on the number of completed activities provided through Bootstrap in the</p>	No limitations.	<p>1.1.3 OP1: # Households Assisted through Texas Bootstrap – HTF</p> <p>Or</p> <p>Proposed 1.1.3 OP1: # Completed Activities through the Texas Bootstrap Loan Program</p>

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
HTF	AYBR_1	Number of Completed Activities: Amy Young Barrier Removal	The number of completed activities provided through the Amy Young Barrier Removal (AYBR) program to fund home accessibility modifications for people with disabilities.	Department's Housing Contract System. The number of completed activities provided through the AYBR program is a count of the completed activities provided through AYBR. An activity is any program-funded service or support provided by a TDHCA subrecipient in alignment with stated program goals or service recipient need. One activity is one unit of housing, or one household assisted. TDHCA reports activities as completed when the funds associated with the activity are expended. AYBR activities are funded through the Texas Housing Trust Fund (Texas HTF). Staff maintain and track information on the number of completed activities provided through AYBR in the Department's Housing Contract System.	No limitations.	1.1.4 OP1: # Households Assisted through Amy Young Barrier Removal – HTF or Proposed 1.1.4 OP1: # Completed Activities through the Amy Young Barrier Removal Program
HTF	HTF_1	Number of Open Activities for Approved Households through the Texas HTF	The number of open activities for households approved for assistance through the Texas Housing Trust Fund (HTF) Texas Bootstrap Loan Program (Bootstrap) and Amy Young Barrier Removal (AYBR) programs.	The number of open activities for households approved for assistance through Texas HTF programs is a count of open activities for approved households. Open activities are those that are in progress but not yet completed. One activity is one unit of housing produced or one household assisted. Staff maintain and track information on the number of completed activities provided through Bootstrap and AYBR in the Department's Housing Contract System.	No limitations.	N/A
HTF	HTF_2	Total Value of Open Activities for	The total value of open activities for approved households through the Texas Housing Trust Fund (HTF)	The total value of open activities for households approved for assistance through Texas HTF programs is the total	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
		Approved Households through Texas HTF	Texas Bootstrap Loan Program (Bootstrap) and Amy Young Barrier Removal (AYBR) programs.	amount of funds committed to but not yet expended on activities for households approved to receive Texas HTF funding. Open activities are those that are in progress but not yet completed. One activity is one unit of housing, or one household assisted. Staff maintain and track information on the number of completed activities provided through Bootstrap and AYBR in the Department's Housing Contract System.		
HOME SF						
HOME SF	HOME_1	Percent of Target Households Assisted: TBRA	The number of households served by the Tenant-Based Rental Assistance (TBRA) program as a percentage of the goal set for TBRA.	The percentage of target households assisted through TBRA is calculated by dividing the number of households assisted in a defined period by the target number of households served during the same period. The target number of households assisted is the goal from the One Year Action Plan SP-45 as reported in the Consolidated Annual Performance Evaluation Report (CAPER) CR-05 for Program Year. The number of households assisted through the HOME TBRA program is tracked by the Single Family and Homeless Programs Division. Households assisted and the expenditures associated with the assistance are recorded in agency's Housing Contract System.	A household may be approved for up to 24 months of TBRA. If the household still requires assistance after 24 months, the household may be eligible for continued assistance. In these instances, the household may be counted twice in the performance data as staff must create a new service "activity" to provide ongoing TBRA assistance.	1.1.2 EX4: # HH Assisted by TBRA Or Proposed 1.1.2 OP3: # Completed Activities through HOME SF TBRA
HOME SF	HOME_2	Percent of Target Households Assisted: HRA	The number of households assisted through the Homeowners Reconstruction Assistance (HRA) program as a percentage of the	The percentage of target households assisted through HRA is calculated by dividing the number of households assisted in a defined period by the	No limitations	1.1.2 EX2: # HH Assisted by SF Rehab, New Const., or

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
			goal set for HRA.	target number of households served during the same period. The target number of households assisted is the goal set for Reconstruction of Single Family Housing with HOME Funds set in the One Year Action Plan SP-45 and as reported in the Consolidated Annual Performance and Evaluation Report (CAPER) CR-05 for Program Year. The number of households assisted through HRA is tracked by the Single Family and Homeless Programs division. Activities and expenditures are recorded in agency's Housing Contract System.		Reconstruction
HOME SF	HOME_3	Percent of Target Households Assisted: SFD/HANC/C FD	The number of households assisted through the Single Family Development (SFD), Homeowners Assistance with New Construction (HANC), and Contract for Deed (CFD) programs as a percentage of the goal set for SFD, HANC, and SFD.	The percentage of target households assisted through the SFD, HANC, and CFD programs is calculated by dividing the number of households assisted in a defined period by the target number of households served during the same period. The target number of households served is the goal set for Acquisition and Construction of Single Family Housing with HOME Funds goal set in the One Year Action Plan SP-45 and as reported in the Consolidated Annual Performance and Evaluation Report (CAPER) CR-05 for Program Year. The number of households assisted through SFD, HANC, and CFD is tracked by the Single Family and Homeless Programs division. Activities and expenditures are recorded in agency's Housing Contract System.	No limitations.	1.1.2 EX1: # HH Asst. by SF Dev.
CSHC	CSHC_1	Percent of Target Residents	The number of Colonia residents assisted through Colonia Self-Help Centers (CSHCs) as a percentage	The percentage of target residents assisted through CSHCs is calculated by dividing the number of residents	No limitations.	3.3.1 OP1: # of Colonia Residents Receiving Direct

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
HOME SF	HOME_4	Number of Open Activities for Approved Households through HOME SF	The number of open activities for approved households through HOME single family Contract for Deed (CFD), Homebuyer Assistance with New Construction (HANC), Homeowner Reconstruction Assistance (HRA), and Tenant-based Rental Assistance (TBRA) programs.	<p>assisted in a defined period by the target number of residents served during the same period. The target number of residents served during the funding year is the goal set for CSHCs in the One Year Action Plan SP-45 as reported in the Consolidated Annual Performance and Evaluation Report (CAPER) CR-05 for Program Year. Subrecipients track and maintain data on the number of persons served by the CSHC program they administer and submit this information to TDHCA quarterly. TDHCA staff enter and maintain subrecipient data in the agency's computer system.</p> <p>The number of open activities for approved households through HOME CFD, HANC, HRA, and TBRA is a count of the open activities for HOME CFD, HANC, HRA, and TBRA. Open activities are those that are in progress but not yet completed. Each activity utilizing HOME Funds represents assistance to a specific household. The number of open activities is tracked by the Single Family and Homeless Programs Division. Activities and expenditures are recorded in agency's Housing Contract System.</p>	<p>A household may be approved for up to 24 months of TBRA. If the household still requires assistance after 24 months, the household may be eligible for continued assistance. In these instances, the household may be counted twice in the performance data as staff must create a new service "activity" to provide ongoing TBRA assistance.</p> <p>No limitations.</p>	<p>Assist from Self-help Centers</p> <p>N/A</p>
HOME SF	HOME_5	Total Value of Open Activities for Approved Households	The total value of open activities/reservations through the HOME Single Family (SF) Contract for Deed (CFD), Homebuyer Assistance with New Construction	<p>The total value of open activities for approved households through HOME CFD, HANC, HRA, and TBRA is a value of all open activities for HOME SF CFD, HANC, HRA, and TBRA. Open activities</p>	<p>No limitations.</p>	<p>N/A</p>

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
		through HOME SF	(HANC), Homeowner Reconstruction Assistance (HRA), and Tenant-based Rental Assistance (TBRA) programs.	are those that are in progress but not yet completed. The number and value of open activities is tracked by the Single Family and Homeless Programs Division. Activities and expenditures are recorded in agency's Housing Contract System.		
Rental Assistance						
Section 8	SEC8_1	Percent Voucher Utilization: FYI/VASH/NE D/Mainstream	The number of households served by the Section 8 program with Foster Youth to Independence (FYI), Veterans Affairs Supportive Housing (VASH), Near Elderly Disabled (NED), and Mainstream vouchers as a percentage of the fully funded vouchers provided by the U.S. Department of Housing and Urban Development (HUD).	The percentage of voucher utilization for Section 8 FYI, VASH, NED, and Mainstream vouchers is calculated by dividing the number of households assisted with a FYI, VASH, NED, or Mainstream voucher by the number of FYI, VASH, NED, and Mainstream allocated to TDHCA. TDHCA distributes Section 8 tenant-based vouchers, including special purpose vouchers, directly to eligible beneficiaries. Section 8 project-based vouchers are provided to rental properties utilizing a portion of TDHCA's Section 8 VASH vouchers. SFHP program staff review and maintain information on voucher utilization in the agency's computer system.	No limitations.	N/A
Section 8	SEC8_2	Number of Vouchers/Revisions/Renewals: HCV	The number of issued Housing Choice Vouchers (HCV) and completed HCV revisions and renewals processed by Department staff.	The number of issued HCV and completed HCV revisions and renewals is a count of the number of issued HCV and completed HCV revisions and renewals. A revision or renewal is the process by which SFHP staff verify the continued eligibility of voucher holders and/or modify existing assistance contracts between the voucher holder and landlord. Included in the number	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Section 811	S811_1	Number of Households Assisted: Section 811	The number of households assisted through the Section 811 Project Rental Assistance (PRA) program.	<p>of issued HCVs are vouchers that were absorbed by other Public Housing Authorities prior to TDHCA executing a HAP contract. Excluded from the number of issued HCVs are vouchers that were issued by other Public Housing Authorities and absorbed by TDHCA. SFHP program staff review and maintain information on voucher utilization in the data in the agency's computer system.</p> <p>The number of households assisted through the Section 811 PRA program is a count of the households that have received assistance or signed leases through the Section 811 PRA program. The count for the first quarter of the fiscal year includes the total number of households receiving Section 811 PRA on the first day of the fiscal year (September 1) plus new assistance or new leases in the first quarter (September 1 – November 30). The counts for the second through fourth quarters of the fiscal year is limited to new assistance or leases signed during the reporting period. Program staff track the number of households assisted through Section 811 PRA and enter and maintain the data in the agency's Compliance Monitoring Tracking System.</p>	No limitations.	1.1.6 OP1: # Households Assisted through Section 811 PRA Program
Loan Servicing						
Loan Servicing	LS_1	Number of Serviced SF Loans	The number of serviced single family loans provided through the Texas Bootstrap Loan Program (Bootstrap), Single Family Development (SFD), Contract for	The number of serviced SF loans is a count of the number of serviced SF loans with a principal balance. HRA are excluded from this measure until the first approved draw creates a principal	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Loan Servicing	LS_2	Number of Serviced MF Loans	<p>Deed (CFD), Homeowner Rehabilitation Assistance (HRA), Homebuyer Assistance Program (HBA), and Bond Program 77 Refinance Program.</p> <p>The number of serviced multifamily loans provided through the Multifamily Direct Loan Program (MFDL) and Multifamily Bond Program.</p>	<p>balance. Program staff track and maintain loan servicing data in the agency's MITAS Loan Servicing system.</p> <p>The number of serviced MF loans is a count of the number of serviced MF loans with a principal balance. MF construction loans are excluded from this measure until the first approved draw creates a principal balance. Program staff track and maintain loan servicing data in the agency's MITAS Loan Servicing system.</p>	No limitations.	N/A
Loan Servicing	LS_3	Number of 120-Day+ Delinquent Loans	<p>The number of single family (SF) and multifamily (MF) loans serviced by TDHCA's Loan Servicing Division that are more than 120 days delinquent.</p>	<p>The number of 120+-day delinquent SF and MF loans serviced is a count of the number of 120+-day delinquent SF and MF loans serviced. Multifamily cashflow loans will be included in the 120+ day delinquency count if the development owner has not submitted their audited financials to their assigned Asset Manager to determine if sufficient cash flow exists to make the full or partial amount of the annual payment. Program staff track and maintain loan servicing data in the agency's MITAS Loan Servicing system.</p>	No limitations.	N/A
Loan Servicing	LS_4	Total Value of 120-Day+ Delinquent Loans	<p>The total value of single family (SF) and multifamily (MF) loans serviced by TDHCA's Loan Servicing Division that are more than 120 days delinquent.</p>	<p>The total value of 120+-day delinquent SF and MF loans serviced is the sum of the unpaid principal balance of each 120+-day delinquent SF or MF loan. Multifamily cashflow loans will be included in the 120+ day delinquency count if the development owner has not submitted their audited financials to their assigned Asset Manager to</p>	No limitations.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
Program Services	PS_1	Number of Processed Single Family Loans and Grants	The number of processed single family (SF) loans and grants provided through the HOME Homeowner Reconstruction Assistance (HRA) and Contract for Deed (CFD), and the Housing Trust Fund (HTF) Texas Bootstrap Loan Program (Bootstrap) programs.	determine if sufficient cash flow exists to make the full or partial amount of the annual payment. Program staff track and maintain loan servicing data in the agency's MITAS Loan Servicing system. The number of processed SF loans and grants is a count of the number of SF loans and grants processed and funded by Program Services. Fluctuations in federal and state funding in conjunction with adjustments in internal program funding strategy may impact the volume of loans/grants that the Department processes. Program staff track and maintain SF loan and grant processing data in the agency's Housing Contract System and MITAS Loan Servicing system.	No limitations.	N/A
Program Services	PS_2	Number of Processed Multifamily Loans	The number of processed multifamily (MF) loans provided through the HOME MF, National Housing Trust Fund (NHTF), Neighborhood Stabilization Program (NSP), Tax Credit Assistance Program Repayment Fund (TCAP RF), and HOME American Rescue Plan (HOME ARP) programs.	The number of processed MF loans is a count of the number of MF loans processed by Program Services. Fluctuations in federal and state funding in conjunction with adjustments in internal program funding strategy may impact the volume of loans/grants that the Department processes. Currently, program staff track and maintain loan processing data on the agency's computer system. Custom online Multifamily Management System software that will house loan processing is in development.	No limitations.	N/A
Stakeholder Assistance						
HRC	HRC_1	Number of	The number of consumer	The number of completed consumer	No limitations.	2.1.1 OP1: Number

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
CA	CA_1	Number of Completed Information and Technical Assistance Requests	information and technical assistance requests completed by Housing Resource Center (HRC) staff.	information and technical assistance requests is a count of the requests received and completed by program staff. The HRC receives requests via the Department's general email address, phone line, and complaint system. Consumer information and technical assistance requests are tracked by the Housing Resource Center. Staff enter and maintain the data in the agency's computer system.	No limitations.	of Information and Technical Assistance Requests Completed
CA	CA_1	Number of Completed Technical Assistance Calls and Trainings	The number of completed Community Services Block Grant (CSBG), Comprehensive Energy Assistance Program (CEAP), and Weatherization Assistance Program (WAP) technical assistance calls and trainings.	The number of completed CSBG, CEAP, and WAP technical assistance calls and trainings is a count of the number of completed CSBG, CEAP, and WAP technical assistance calls and trainings. CA calls and trainings include both scheduled/planned and ad hoc calls/trainings that may include staff from multiple agencies. In addition to submitting training and technical assistance requests via phone and email, the Department provides subrecipients the opportunity to submit requests via an online portal. Program staff track and maintain data on the number of technical assistance calls and trainings in the Department's computer system.	No limitations.	N/A
ISD	ISD_1	Number of Unique Visits to the Agency Website	The number of unique visits to the TDHCA website.	The number of unique visits to the TDHCA website is a count of the number of unique visits to the TDHCA website. A unique visit may be defined as an individual who visits the website one or multiple times within a discrete period from the same device. The individual may view as many pages as they like or leave and return to the site	Website visitors may be represented twice in this measure in certain instances.	N/A

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
				during this period and still be considered one unique visitor. Program staff pull website traffic data from the Google Analytics software tied into the core toolkit of the Department's website. Program staff pull website traffic data as needed.		
Community Affairs						
CA	CSBG_1	Number of Persons Assisted through CSBG	The number of persons assisted through the Community Services Block Grant (CSBG) program.	The number of persons assisted through a CSBG program is a count of the number of persons served through a CSBG program. Subrecipients track and maintain data on the number of persons served by the CSBG programs they administer and submit this information to TDHCA monthly. Subrecipient staff enter their data in the agency's Contract System. Agency staff extract and review subrecipient data to ensure accuracy of performance reporting.	This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter.	3.1.1 OP2: Number of Persons Assisted by CSBG
CA	CEAP_1	Number of Households Assisted through CEAP	The number of households assisted through the Comprehensive Energy Assistance Program (CEAP).	The number of households assisted through CEAP is a count of the number of households assisted through CEAP. The number of households assisted represents unduplicated households receiving services. The household may be assisted by more than one program component depending on the household's needs. Subrecipient staff enter their data in the agency's Contract System and submit this information to TDHCA monthly. Agency staff extract and review subrecipient data to ensure accuracy of performance reporting.	This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter. Factors outside of TDHCA's control may impact program performance,	3.2.1 OP1: Number of Households Receiving Energy Assistance

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
CA	CEAP_2	Number of Households Assisted with Post-Disconnect Energy Restoration	The number of households assisted with energy service restoration after a disconnection through the Comprehensive Energy Assistance Program (CEAP).	The number of households assisted with energy service restoration after a disconnection through CEAP is the count of the number of households assisted with energy service restoration after a disconnection. The number of households assisted represents unduplicated households receiving services. The household may be assisted by more than one program component depending on the household's needs. Subrecipient staff enter their data in the agency's Contract System and submit this information to TDHCA monthly. Agency staff extract and review subrecipient data to ensure accuracy of performance reporting.	This performance measure is reliant on the timely submission of subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter. Factors outside of TDHCA's control may impact program performance, including fluctuations in federal funding levels and energy markets.	N/A
CA	WAP_1	Number of Households Assisted through WAP	The number of households assisted through the Weatherization Assistance Program (WAP).	The number of households assisted through WAP is a count of the households assisted through WAP. Subrecipients track and maintain data on the number of persons served by the programs they administer and submit this information to TDHCA monthly. Subrecipient staff enter their data in the agency's Contract System. Agency staff extract and review	Factors outside of TDHCA's control may impact program performance, including fluctuations in federal funding levels. This performance measure is reliant on the timely submission of	3.2.1 OP2: Number of Dwelling Units Weatherized by the Department

Program	Board Measure #	Board Measure Definition	Board Measure Description	Methodology	Limitations	Associated LBB Measure(s)
				<p>subrecipient data to ensure accuracy of performance reporting.</p>	<p>subrecipient data. Delays in the submission of subrecipient data may contribute to under reporting of performance in the current quarter and over reporting in the subsequent quarter. Units receiving both weatherization assistance from multiple Department programs funding may be double counted.</p>	