



DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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1 DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Mission: The mission of the Department of Housing and Community Development (DHCD) is to create and preserve opportunities for affordable housing and economic development and to revitalize underserved communities in the District of Columbia.

Services: Rental Conversion and Sale Division: Administers the Rental Housing Conversion and Sale Act of 1980 and the Condominium Act of 1976. Housing Regulation Administration: Administers residential housing regulations relating to condominium and cooperative conversions, rent adjustment procedures, licensing and other related matters. HRA also manages the Housing Resource Center. Development Finance Division: Provides funding for the development of rental, homeownership and community facility developments that serve District of Columbia neighborhoods. Property Acquisition and Disposition Division: Stabilizes neighborhoods by decreasing the number of vacant and abandoned residential properties in the District, and transforming vacant and/or abandoned residential properties into homeownership opportunities or District of Columbia residents at all income levels. Residential and Community Services Division: Provides funding for programs focused on housing needs and neighborhood revitalization. Portfolio and Asset Management Division: Manages the allocation of Low Income Housing Tax Credits and provides portfolio management oversight to outstanding loans. Office of Program Monitoring: Conducts oversight and reviews of DHCD projects and funding recipients. Rental Housing Commission: Charged with enforcing the Rental Housing Act of 1985.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>22 projects selected for \$306M in HPTF Funding, supporting \$1.2B in TDC and 2,126 affordable units and 11 projects closed totaling \$128M in HPTF funding, supporting \$491M in TDC that produced and preserved 1,600 units, of which 900 were affordable.</p>	<p>Funding and creating affordable housing is the mission of DHCD, and we continue on the road to meet the Mayor’s goal of 36,000 total units and 12,000 affordable units by 2025.</p>	<p>The District has a dire need for affordable housing, and these 33 projects will create over 3,000 affordable units.</p>
<p>Launch of the \$50M Homeownership Assistance Fund (HAF)</p>	<p>The HAF will help homeowners stay in their homes, and avoid foreclosure and other negative financial impacts from the COVID-19 pandemic. One of DHCD’s core goals is to encourage homeownership, and HAF will preserve this.</p>	<p>The Homeownership Assistance Fund (HAF) is \$50 million program providing grants to District homeowners impacted by COVID-19 who are struggling with their mortgage payments and other property or housing expenses.</p>
<p>In FY22, 372 Inclusionary Zoning (IZ) units were produced in the District, the highest number of new units since the program’s inception. To date, more than 1,600 IZ units have been produced.</p>	<p>The goals of the IZ program are to create mixed income neighborhoods, produce affordable housing for a diverse labor force, and to increase homeownership opportunities for moderate income households. These goals align with the goals of the agency, therefore the success of the IZ program contributes to the success of the agency.</p>	<p>The Inclusionary Zoning (IZ) program is an effective tool that has steadily increased the number of new affordable housing units for District residents since 2009 and is one of many programs that DHCD utilizes to create more affordable housing opportunities throughout the District. The IZ program also helps match qualified District residents with both affordable rental and homeownership opportunities.</p>

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Increase New Affordable Housing Opportunities.	11	3
Preserve Existing Affordable Housing Stock.	13	3
Promote community development activities.	8	8
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Increase New Affordable Housing Opportunities.		
Inclusionary Zoning	Inclusionary Zoning requires that a certain percentage of units in a new development or a substantial rehabilitation that expands an existing building set aside affordable units in exchange for a bonus density. The Housing Regulation Administration Division at DHCD administers the Inclusionary Zoning program, including developer compliance, holding lotteries for District residents to occupy units, and general program policy development.	Daily Service
Down Payment Assistance	The Home Purchase Assistance (HPAP) program, Employer Assisted Housing Program (EAHP) and the Negotiated Employer Assisted Housing Program (NEAHP) provides interest-free loans and closing cost assistance to qualified applicants to purchase single family houses, condominiums, or cooperative units. The loan amount is based on a combination of factors, including; income, household size, and the amount of assets that each applicant must commit towards a property's purchase.	Daily Service
Affordable Housing Project Financing	DHCD's Development Finance Division (DFD) provides funding for the development of rental, homeownership and community facility projects that serve DC neighborhoods. As both the creation and preservation of affordable housing units are important to DHCD, DFD plays a prominent role in helping the agency achieve its annual affordable housing production and preservation goals.	Daily Service
Preserve Existing Affordable Housing Stock.		
Rental Conversion and Sales	The Rental Conversion and Sale Division at DHCD administers the Rental Housing Conversion and Sale Act of 1980 and the Condominium Act of 1976. Through the Conversion Act, District tenants have the opportunity to purchase rights, tenant first rights of refusal, receipt of offer of sale notices, notices of transfer and the conversion of property to cooperatives or condominiums. The Condominium Act regulates condominium formation and registration of condominium units before a developer may offer units to interested buyers, including administration of the Structure Defect Warranty Claim Program.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Roof and Accessibility Assistance	Single Family Residential Rehabilitation (SFRRP) administers loans and/or grants for home repairs to alleviate DC building code violations and assists homeowners in repairing physical threats to health and safety, and modify and/or eliminate barriers to accessibility for persons with mobility or other physical impairments. SFRRP helps households finance minor home repairs that will; address building code violations, repair roofs, remove threats to health and safety, and modify and/or eliminate barriers to accessibility for persons with mobility or other physical impairments.	Daily Service
Small Building Program	Provides grants of up to \$200,000 to address code violations in small buildings of 5-20 units.	Daily Service
Promote community development activities.		
Program Monitoring	The Office of Program Monitoring (OPM) conducts oversight and reviews of DHCD projects and funding recipients. Its core functions include contract compliance, quality assurance to ensure compliance with federal and local regulations, and affordability covenant compliance to ensure project maintains compliance throughout the duration of the projects period of affordability. OPM staff performs project reviews of environmental standards, Davis Bacon, relocation, fair housing and Section 3 as each project relates to these programs. Project compliance takes the form of annual report reviews and on-site visits to properties where file reviews and physical inspections occur. As the monitoring entity for the Internal Revenue Service (IRS) on the Low Income Housing Tax Credits (LIHTC) Program and HUD on the HOME, Community Development Block Grant (CDBG) and ESG Programs, DHCD reports directly to them on issues of non-compliance.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Foster Small Business Development	Grantee organizations provide technical assistance, support and training to small and retail businesses focusing on neglected commercial corridors in low and moderate income areas in the District of Columbia. The program does not provide grants, loans, or direct subsidies to businesses. The neighborhood areas where grantees currently operate include, but are not limited to: Anacostia, Congress Heights, Columbia Heights, Adams Morgan, Mount Pleasant, Georgia Avenue, Petworth, Rhode Island Avenue NE, and Deanwood/Marshall Heights. Grantee organizations are also involved in business attraction and retention. Assistance provided includes micro-loan packaging, business planning, entrepreneurial training, one-on-one business technical assistance, tax preparation assistance, accounting assistance, or legal assistance. Grantee organizations also provide collective business support activities, such as the formation of business alliances, business corridor promotion, mass marketing, volume discount efforts, and collective space management. Through these organizations, DHCD is also heavily involved in neighborhood revitalization efforts in these areas, including major commercial project planning and interagency business development coordination.	Daily Service
Portfolio and Asset Management	The Portfolio and Asset Management Division (PMD) manages the allocation of Low Income Housing Tax Credits (LIHTC) and provides portfolio management oversight to outstanding loans in the division. The division monitors the status of existing loans to ensure compliance with loan covenants and collections of loans that are due and conducts the reviews of the risks and relationships of potential borrowers to protect the Department's assets.	Daily Service
Housing Resource Center	The DHCD Housing Resource Center is open Monday through Friday from 8:30 am - 3:30 pm for residents to obtain information about affordable housing options, attend events, and use computers to access DCHousingSearch.org, a free listing service that provides easy access to information about housing opportunities within the District of Columbia.	Daily Service
Housing Counseling	Residential and Community Services works through Community Based Organizations (CBO) to provide comprehensive housing counseling services and other community economic development activities.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Maintain DHCD's property portfolio	The Property Acquisition and Disposition Division (PADD) stabilizes neighborhoods by decreasing the number of vacant and abandoned residential properties in the District and transforming vacant and/or abandoned properties into productive use. PADD acquires vacant, abandoned and deteriorated properties through negotiated friendly sale, eminent domain, donation or tax sale foreclosure when owners are unwilling or unable to maintain their properties; and it disposes of properties in the PADD inventory by selling the properties to individuals or developers to be rehabilitated into high quality affordable and market-rate single-family and/ or multifamily for-sale housing in District neighborhoods.	Daily Service
Implementation of DOPA (District Opportunity to Purchase Act)	Implementation of DOPA (District Opportunity to Purchase Act), which promotes affordable rental housing by maintaining the affordable status of existing affordable rental units as well as increasing the total number of affordable rental units within the District. DOPA requires rental property owners to provide the District of Columbia with the opportunity to purchase housing accommodations consisting of five or more rental units, as long as 25 percent or more of those rental units are deemed as "affordable".	Daily Service
Housing Regulation Administration	The Housing Regulation Administration (HRA) administers residential housing regulations relating to condominium and cooperative conversions, rent adjustment procedures, licensing and other related matters. It is composed of two divisions, the Rental Accommodation Division (RAD) and the Rental Conversion and Sales Division (CASD), and manages the DHCD Housing Resource Center. The Rental Housing Commission is charged with the responsibility of enforcing the Rental Housing Act of 1985 through statutory functions. Although the Commission is an independent quasi-judicial body, it has direct reporting responsibility to DHCD on administrative, management and budgetary matters.	Daily Service

5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of Housing and Community Development had 14 Strategic Initiatives and completed 21.43%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
One-time funding for Accessory Dwelling Unit pilot program	In FY22, DHCD Development Finance Division (DFD) will utilize \$5 million to support the conversion of existing rental housing units to covenanted, affordable units.	0-24%	In Q4, an award was made to a Grantee who will run the program, which is called the Residential Accessory Apartment Program (RAAP). DHCD is currently working with the Grantee on finalizing the Scope of Work and the application that residents will utilize to apply. The program will utilize a sliding scale of awards to homeowners, with lower-income homeowners receiving more funds towards their units. For higher-income homeowners (>120% MFI), their units must be covenanted and made affordable to residents with incomes lower than 60% MFI.	Two RFPs were released after the first RFP did not net enough candidates. The 2nd RFP was released in the summer, and the award was made in Q4.
Douglass Community Land Trust Grant	In FY22, DHCD will utilize \$2 million of funds to the Douglass Community Land Trust to acquire affordable commercial and residential properties.	75-99%	DHCD is engaging Douglass Community Land Trust (DCLT) in the development of a grant agreement. The grant agreement was unable to be completed by the end of the Fiscal Year.	The grant agreement was unable to be completed in time, as DCLT and DHCD were working through Scope of Work and budgetary details.
GAIN Act support	In FY22, DHCD will utilize \$5 million to support the conversion of existing rental housing units to covenanted, affordable units.	0-24%	n/a	n/a

<p>Outreach and capacity building program to promote home ownership.</p>	<p>In FY22, Residential and Community Services will work with community based organizations (CBO) to provide comprehensive housing counseling services and other community economic development activities, focusing on Ward 7 and 8.</p>	<p>Complete</p>	<p>Currently, there are four (4) CBO/Housing Counseling Organizations based in Wards 7 & 8, and five (5) additional CBO/Housing Counseling Organizations which are active with East of the River residents working towards home ownership. During FY22, residents throughout the District received counseling or training in the following areas: General Home buyer information; HPAP information/orientation; Inclusionary Zoning; Credit counseling; Single Family Residential Rehabilitation; Home Management, and Foreclosure.</p>	
<p>Inclusionary Zoning (IZ) Program Equity Boost</p>	<p>In FY22, the Inclusionary Zoning (IZ) program will look to improve the IZ lottery process to accelerate the placement of households in affordable IZ units and increase homeownership rates for households from Wards 7 and 8 using updated software. This updated technology will ideally allow the program to track demographic data, allow preference points for historically disadvantaged groups (including households from Wards 7 and 8) and could more equitably allocate IZ units and Affordable Dwelling Units (ADUs) to households from Wards 7 & 8. This process would also require technical changes to the current program regulations.</p>	<p>25-49%</p>	<p>During FY22 the IZ team identified a vendor to upgrade the lottery process and household registration process via technology improvements. The funds were identified and contract negotiations took place. At the end of FY22, the contract had not yet been signed, but discovery work by the vendor was ongoing, so they understand the existing process & requirements.</p>	<p>The IZ team continues to work with the vendor on the upgrades and a contract should be executed in FY23.</p>
<p>Property Acquisition</p>	<p>In FY22, DHCD will purchase or redevelop existing properties such as vacant hotels for temporary and permanent affordable housing, including for singles and those receiving permanent supportive housing services. This initiative will assist at least 50 residents.</p>	<p>0-24%</p>	<p>DHS and DGS have taken the lead on this initiative, as DHS manages permanent supportive housing services. DHCD has assisted DHS and DGS in due diligence and search of suitable properties for acquisition. DHS and DGS submitted an offer on a property however their offer was not submitted.</p>	<p>The initiative was not completed as there were not many suitable properties.</p>

Vacant Property Disposition	In FY22, DHCD partnership with Building Blocks, DHCD will acquire and rehabilitate vacant properties into affordable housing units within the designated 151 blocks. This initiative will acquire 5 smaller properties or fewer, larger ones.	0-24%	Property acquisition opportunities were identified in partnership with Building Blocks and DHCD. The partnership is ongoing, however no properties were acquired in FY22.	The initiative wasn't completed this year as there were no acquisitions made. The project is funded by ARPA and will continue into the next fiscal year.
Asset Management Data Solution Implementation	In FY22, DHCD will implement a industry best-practice data management solution. This signature project will majorly change the agency's current operation of collecting data and evaluating the integrity of its portfolio. The Multi-Family Asset Management, Compliance and Inspections modules will be implemented by the end of FY22. Underwriting and Single-Family modules will begin in FY22 and be completed by the end of FY23.	Complete	The Multi-Family Asset Management, Inspection, and Compliance modules have been installed, and data verification is underway. Full implementation and data transfer to be completed end of Q2 FY23.	
Neighborhood Revitalization Strategy Areas (NRSA) Plan	In FY22, DHCD will use the Neighborhood Revitalization Strategy Areas (NRSA) designation for the development of revitalization strategies in the agency Community Development Block Grant CDBG designated target zones; Wards 7 and 8. The HUD-approved NRSA will allow these programs to not be subject to the statutory 15% public service cap when these activities are carried out by DHCD designated Community Based Development Organizations(CBDO) undertaking a neighborhood revitalization, community economic development, or energy conservation project under 24 CFR 570.204(b)(2)(ii).	25-49%	DHCD began identifying the necessary tasks to create a draft NRSA plan in 2022 after conferring with HUD. In 2023 DHCD will create and implement a timeline and engagement plan for the draft NRSA that must be submitted to HUD for approval. The focus of the NRSA will be on disinvested communities east of the Anacostia River in Wards Seven (7) and Eight (8).	The plan is due to be submitted to HUD in 2023.

Rent Control Database Development and Implementation	In FY22, Rental Accomodations Division (RAD) will work with the Office of the Tenant Advocate (OTA) and the Department of Consumer and Regulatory Affairs to develop the rent control database. Once the OTA transfer the database to DHCD, RAD will work with the Rental Housing Commission and the Office of Administrative Hearings to implement the database. RAD will conduct public outreach to train stakeholders on using the database and continue to development features and expand the use of the database to capture all programmatic activity. This endeavor is a multiyear project.	50-74%	The database working group meets regularly. The developer continues to write programming code and design the user portals and is entering the final phases of development. There is a likelihood that key parts of the database will not be automated (requiring staff to research and confirm information and manually enter data). OTA must will complete new MOAs with DOB and DLCP. The vendor continues to work closely with RAD to develop portals and work processes.	OTA will continue partnership with DOB and DLCP for required data points to automate the database and make it functional.
Enhance Single Family Residential Rehabilitation Program (SFRRP) contractor selection	In FY22, DHCD Single Family Residential Rehabilitation Program (SFRRP) will work with the Office of Contracting and Procurement (OCP) to complete more projects in FY22 by improving the contractor selection process. The program has worked with OCP to migrate to a Request for Proposal (RFP) process that has been designed to increase the number of qualified contractors the program works with by selecting contractors based on a full technical review of qualifications and pricing for each bid.	Complete	SFRRP Completed a historical high of 66 homes	
FY22- Enhancements to expedite project close out	In FY22, DHCD Housing Preservation Unit (HPU) Small Building team will improve the efficiency of the project formulation process and explore changing program parameters to expedite project/ grant completion.	0-24%	The HPU SBP program when through some unanticipated staff turnover during FY22. The entirely new team became fully staffed in August and these staff members have completed their initial review of the program and have become familiar with its current processes. We expect the team to propose program modifications and a new set of administrative instruction in the second quarter of FY23. Making proposals and recommendations to improve the efficiency of the project formulation process and explore changing program parameters to expedite project/ grant completion is a central pillar of their work plan.	There was complete staff turnover in FY22. Hiring was finally completed in September and the team is familiarizing themselves with the current program and pipeline as a first step.

Housing Preservation Fund (HPF)	In FY22, DHCD will award FY22 Housing Preservation Fund (HPF) funds to the three fund managers selected from the FY20 Request for Application (RFA) process, who will underwrite and finance preservation activities in the District. DHCD expects to preserve another 500 units.	75-99%	Funding issues have been resolved and the grant modifications are largely negotiated. The payments are expected to be made in Q1 of FY23.	n/a
TOPA Study Grant	In FY22, DHCD will work with the Coalition for Non-Profit Housing and Economic Development to conduct a study of Tenant Opportunity to Purchase Act outcomes. CNHED shall complete and deliver the report to the DC Council by 9/30/2022.	50-74%	The deadline was extended to June 2023 by DC Council legislation at the request of CNHED. DHCD completed grant agreements and a modification to adjust the dates. DHCD has provided data and had numerous conversations with CNHED to move this project forward	n/a

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Increase New Affordable Housing Opportunities.											
Percent of loans at least one year old in good standing	Up is Better	94%	85%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84%	Nearly Met	Numbers unmet due to the special circumstance of the pandemic
Number of total new construction affordable rental housing units funded	Up is Better	447	908	525	302	0	64	322	688	Met	
Number of affordable homeownership units produced or preserved	Up is Better	39	42	30	0	0	0	0	0	Unmet	Numbers unmet due to the special circumstance of the pandemic
Met HPTF Statutory Requirements - 30 percent AMI	Up is Better	18.8%	15.5%	50%	10%	18%	15%	17%	15%	Unmet	Numbers unmet due to the special circumstance of the pandemic
Met HPTF Statutory Requirements - 50 percent AMI	Up is Better	62.7%	55.8%	40%	90%	65%	43%	59%	64.3%	Met	
Met HPTF Statutory Requirements - 80 percent AMI	Down is Better	18.3%	3.8%	10%	0%	15%	41%	24%	20%	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percentage of IZ lottery notifications sent to households within 7 days after receipt of confirmation from owner of satisfactory registration on dchousingsearch.org	Up is Better	100%	81.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80%	Unmet	Many IZ units came online at the same time in the Q3 FY23, and the time intensive lottery process was unable to be completed for all units in time.
Percent of development finance projects closed within 12 months of selection	Up is Better	22%	7%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percent of HPAP loans that close within 60 days after final lender package is received.	Up is Better	100%	85%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93.6%	Met	
Number of Homebuyer Purchase Assistance Program (HPAP) loans	Up is Better	376	342	325	35	63	52	61	211	Unmet	Numbers unmet due to the special circumstance of the pandemic

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Number of net new affordable units created through a GAIN covenant	Up is Better	New in 2022	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	-	NA
Preserve Existing Affordable Housing Stock.											
Average number of calendar days for compliance review	Down is Better	28	29.5	45	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24	Met	
Number of affordable single-family homeownership units rehabbed from Single Family Rehab/Lead Safe Programs	Up is Better	20	23	135	3	7	26	29	65	Unmet	Numbers unmet due to the special circumstance of the pandemic
Number of affordable rental housing units preserved (rehabbed)	Up is Better	782	360	780	56	59	0	140	255	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percent of hardship petitions processed within 90 calendar days	Up is Better	75%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percent of Single Family Rehabilitation/Lead Safe Washington projects that start construction within 6 months after DHCD receives compliance approval.	Up is Better	32.8%	85.8%	65%	100%	100%	100%	100%	100%	Met	
Number of small buildings awarded funding to abate code violations	Up is Better	1	2	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	Unmet	Numbers unmet due to the special circumstance of the pandemic
Number of affordable units preserved and/or rehabilitated through the program	Up is Better	12	29	75	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percent of required audited financial statements collected for multi-family projects	Up is Better	95%	93.4%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	Met	
Percent of risk ratings completed for multi-family projects	Up is Better	96%	98%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	81%	Unmet	Numbers unmet due to the special circumstance of the pandemic
Percent of conversion applications reviewed and processed within 30 days to better inform preservation initiatives and policy.	Up is Better	100%	100%	100%	100%	100%	100%	100%	100%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Number of Residential Rehabilitation Program (SFRRP) projects completed this FY that started construction within 6 months after SFRRP received final compliance approval.	Up is Better	14	20	30	Annual Measure	Annual Measure	Annual Measure	Annual Measure	53	Met	
Number of net new affordable units created through a Housing Preservation Fund (HPF) Covenant	Up is Better	New in 2022	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	498	-	
Number of Tenant Opportunity to Purchase Act (TOPA) Study- Grant agreement executed and relevant grant monitoring	Up is Better	New in 2022	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	-	
Promote community development activities.											
Number of Section 3 Jobs Created	Up is Better	133	62	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		Data is no longer applicable due to the federal law and regulation changes.
Median Number of Months Property is in DHCD's portfolio	Down is Better	38	39.3	40	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40	Met	
Percent of Tenant Opportunity Purchase Assistance (TOPA) notices received listed in a published online report on DHCD's website within two weeks	Up is Better	100%	100%	100%	100%	100%	100%	100%	100%	Met	
Number of properties developed by DHCD (Turn-Key)	Up is Better	3	2	10	0	0	0	1	1	Unmet	Numbers unmet due to the special circumstance of the pandemic
Number of properties awarded to pre-qualified developers (DOPA)	Up is Better	0	0	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	Unmet	Numbers unmet due to the special circumstance of the pandemic
Number of developers selected for DHCD DOPA pre-qualified developers pool	Up is Better	0	0	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	Unmet	Numbers unmet due to the special circumstance of the pandemic
Number of storefront facades improved	Up is Better	17	33	30	11	0	3	6	20	Unmet	Numbers unmet due to the special circumstance of the pandemic

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Number of net new affordable units created by a Small Building Program (SBP) covenant	Up is Better	New in 2022	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3	-	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Affordable Housing Project Financing							
Number of financial applications submitted	0	6	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	24
Number of affordable housing projects closed	23	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
Number of affordable units preserved through the Housing Preservation Fund	63	72	Annual Measure	Annual Measure	Annual Measure	Annual Measure	399
Number of existing housing units converted to covenanted affordable housing units	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Down Payment Assistance							
Number of Home Purchase Assistance Program (HPAP) completed applications received by Administrators	687	758	195	207	227	173	802
Number of Employer Assisted Housing Program (EAHP) completed applications received by Administrators	238	135	57	86	22	7	172
Inclusionary Zoning							
Number of IZ units available for occupancy	336	385	125	25	105	110	365
Rental Conversion and Sales							
Number of TOPA notices processed	1788	1370	269	386	393	335	1383
Roof and Accessibility Assistance							
Number of Single Family Rehab applications received	75	71	19	18	15	32	84
Number of Single Family Residential Rehabilitation Program (SFRRP) projects completed	20	23	3	8	26	29	66
Small Building Program							
Number of applications received per grant cycle	5	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6
Number of applications processed for funding	1	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Foster Small Business Development							
Number of small business technical assistance sessions	5570	7461	No data available	No data available	No data available	No data available	No data available
Housing Counseling							

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of housing counseling sessions given	16,500	53,035	2165	1568	2307	1812	7852
Number of 8 week homebuyer clubs with up to 40 participants in each club quarterly	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Number of homeownership education trainings	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6324
Housing Regulation Administration							
Number of hardship petitions received	8	4	0	0	0	1	1
Number of outreach sessions conducted	0	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
Number of customers utilizing the Housing Resources Resource Center	2235	154	437	420	780	685	2322
Implementation of DOPA (District Opportunity to Purchase Act)							
Number of DOPA properties reviewed for DOPA eligibility	52	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of properties DHCD expresses interest in pursuing DOPA rights	0	0	0	0	0	0	0
Number of units pursued through the District Opportunity to Purchase Act	0	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Maintain DHCD's property portfolio							
Number of properties acquired	0	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of total properties disposed	5	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of properties acquire or rehabilitated within the designated 151 blocks	New in 2022	New in 2022	No data available	No data available	No data available	No data available	No data available
Number of properties rehabilitated	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	2
Portfolio and Asset Management							
Number of loans serviced by a third-party vendor	34,103	34,906	8657	8636	8618	8657	34,568
Number of multi-family site inspections conducted for physical condition	22	21	57	0	49	55	161
Number of required Asset Management site visits completed	8	78	62	48	42	32	184
Number of submitted financial reviews	364	376	Annual Measure	Annual Measure	Annual Measure	Annual Measure	465
Program Monitoring							
Number of compliance reviews completed	155	90	22	14	12	43	91

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of Davis Bacon inspections	30	16	5	11	10	16	42