

# Introduction to Housing Department Performance Reports

## Housing & Homelessness Solutions

March 23, 2020

David Noguera, Director  
Thor Erickson, AICP, Project Manager

Department of Housing &  
Neighborhood Revitalization



# Overview

- Background
- Purpose
- Operational Impact
- Issues
- Overview
- Next Steps

# Background

- HUD investigations reveal need for improved data and document tracking
- 8/14/2019 – Council approves contract for Neighborly Software
- 11/4/2019 – HIPP Application released through Neighborly
- 2/27/2020 – Development module goes live for staff

# Purpose

- Introduce monthly reports that:
  - Consolidate data
  - Provide useful information
  - Encourage accountability
  - Create transparency
- HIPP, DHAP, Development Summary

# Operational Impact

- Define and track performance measures
- Assess current impact
- Monitor project pipeline
- Improve department processes
- Create or modify policies and programs

# Issues

- Historic data
- Data from other sources
- New staff, processes, and software

# Overview

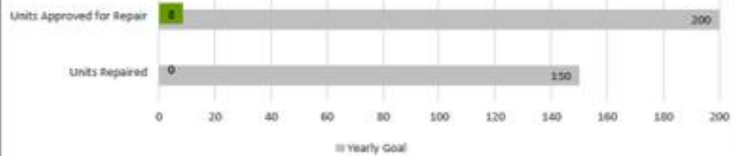
- Performance measures
- Pipeline flowchart
- Geography
- Funding
- Demographics
- Property info
- Program-specific data

# Overview (Cont.)

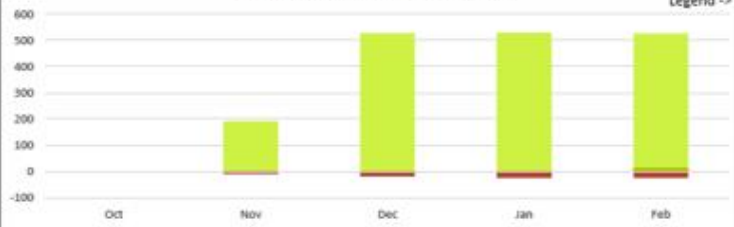
## HIPP 2.0 Report - February 2020

Summarizes data from the HIPP 2.0 program, which opened November 2019.

### FY 2020 Performance Measures



### Monthly Status of HIPP Households



### Program Statistics

Minor Home Repair	225 Active Applications	N/A Average Cost per Project
Major Home Repair	304 Active Applications	N/A Average Cost per Project
Reconstruction	0 Applications Received	N/A Average Cost per Project

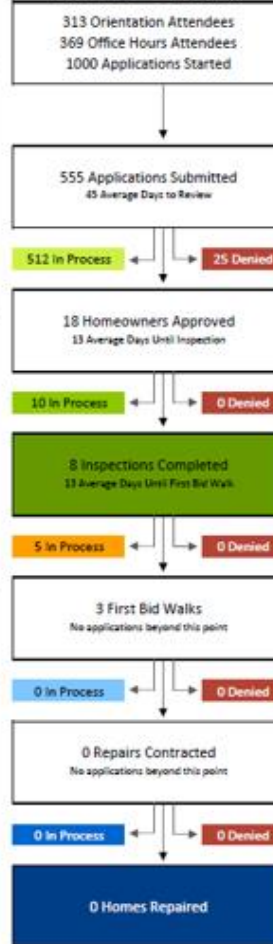
### Top 10 Repairs - Minor

Count	Avg Cost	Difference
No repairs have been completed		

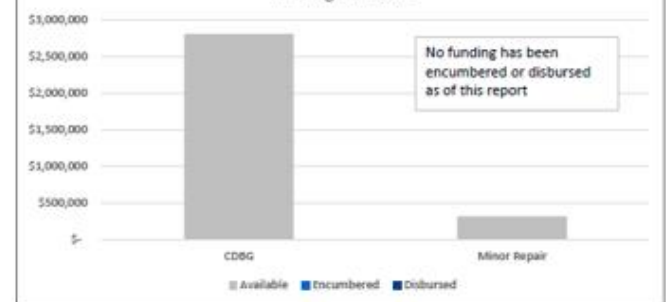
### Top 10 Repairs - Major

Count	Avg Cost	Difference
No repairs have been completed		

### Current Pipeline and Process



### Funding Available



### Demographics of Active Applicants

	Minor	Major	Recon
Average Age	63	64	N/A
Average HH Size	1.6	1.8	N/A
Average Income	\$ 17,520	\$ 24,177	N/A
Average AMI	27%	36%	N/A
Male	24%	26%	N/A
Female	70%	71%	N/A
African American	66%	72%	N/A
Asian	0%	0%	N/A
Hispanic	20%	20%	N/A
White, Non-Hispanic	5%	4%	N/A
Other Race	1%	0%	N/A

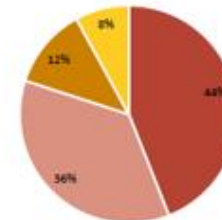
### Properties of Active Applicants\*

Average Sq Ft	1,278	1,284	N/A
Average Home Age	1959	1948	N/A
Average Value	\$ 21,193	\$ 27,631	N/A

### HIPP By Council District\*

	Applied	Complete
District 1	8	0
District 2	5	0
District 3	20	0
District 4	74	0
District 5	30	0
District 6	14	0
District 7	56	0
District 8	40	0
District 9	5	0
District 10	1	0
District 11	0	0
District 12	1	0
District 13	1	0
District 14	1	0
Citywide	256	0

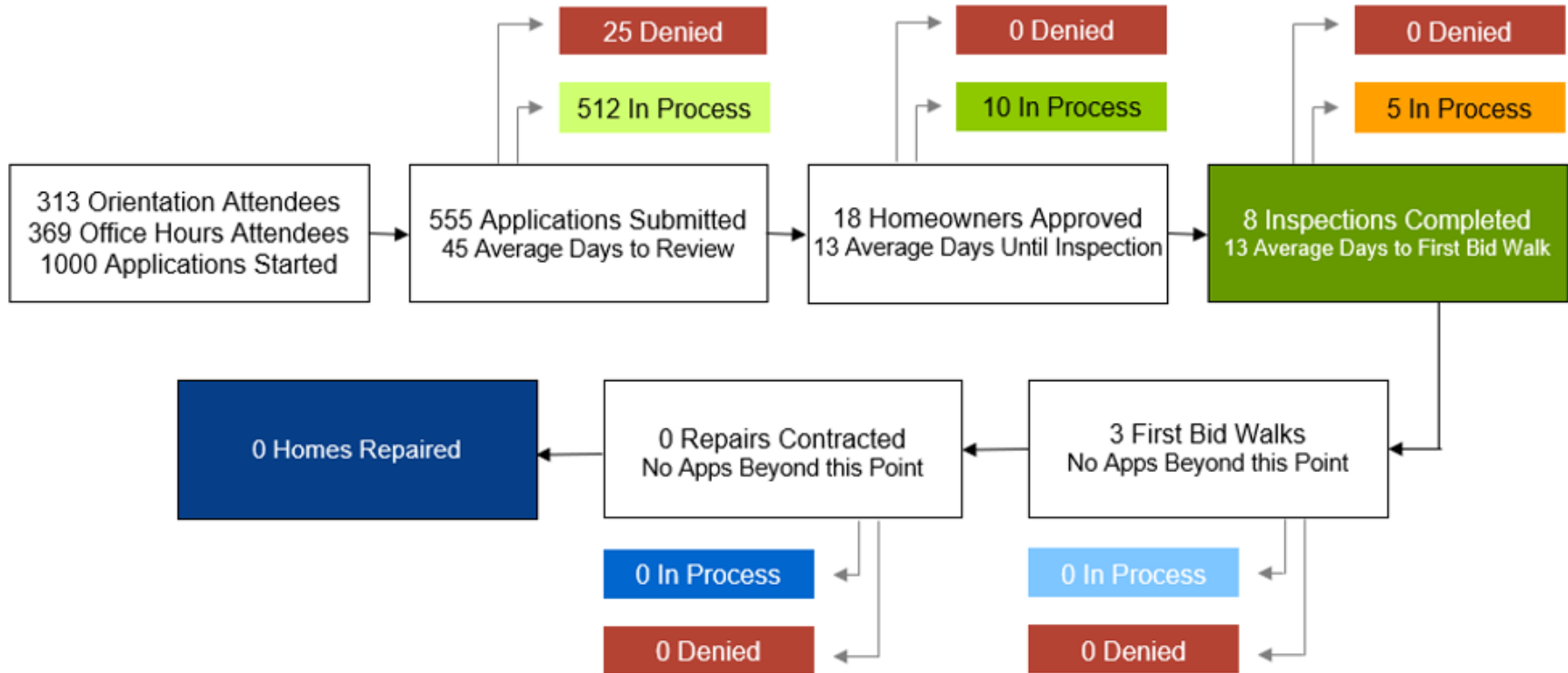
### Denial/Cancellation Reasons



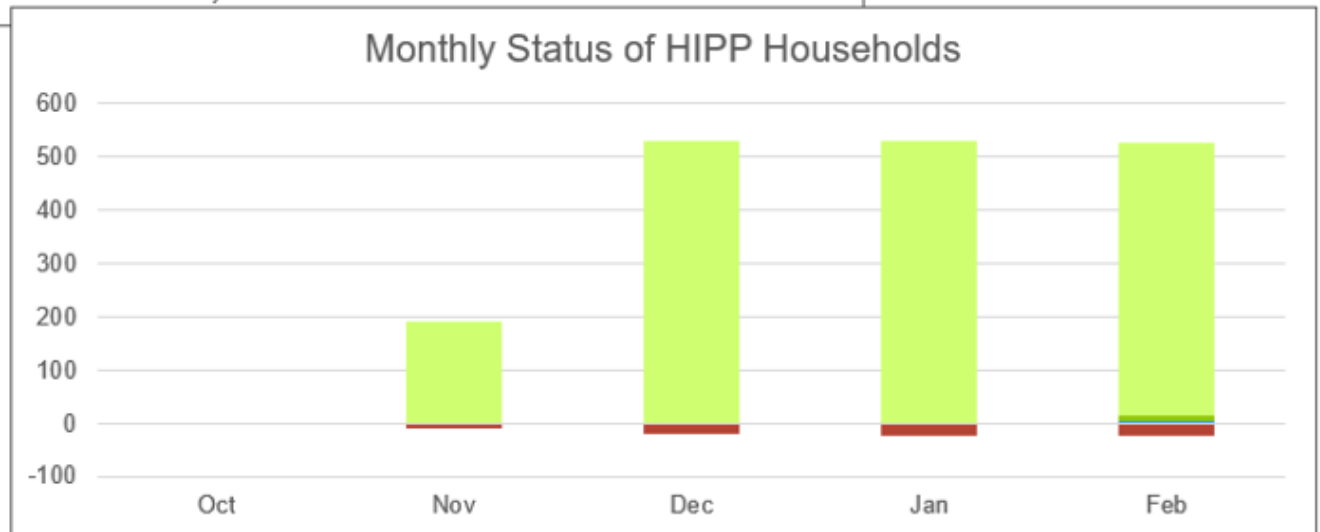
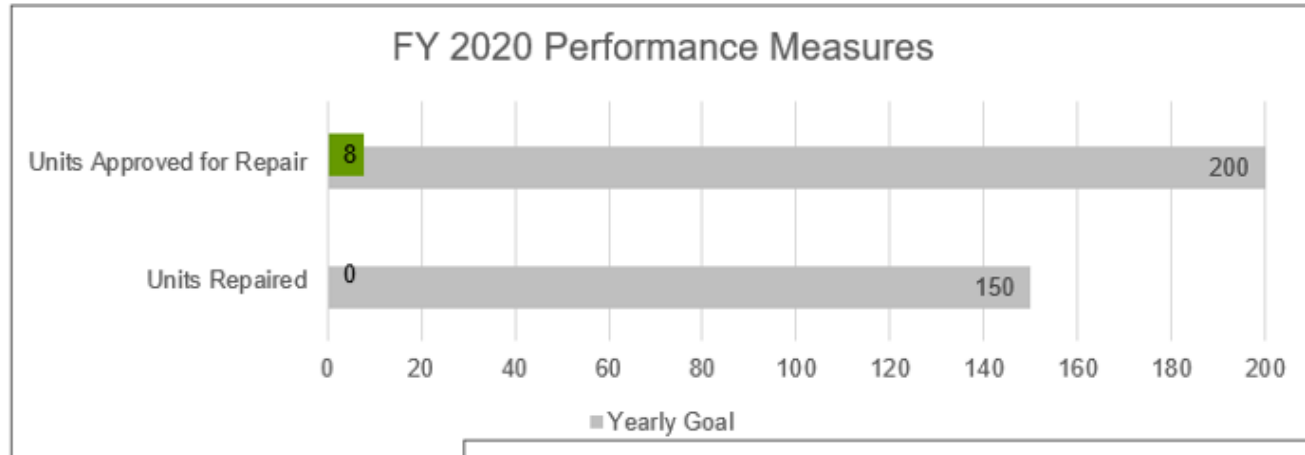
- Did not have clear title
- Did not meet other eligibility requirements
- Client cancelled for personal reasons
- Client cancelled for other reasons



# Overview (Cont.)



# Overview (Cont.)



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# Overview (Cont.)

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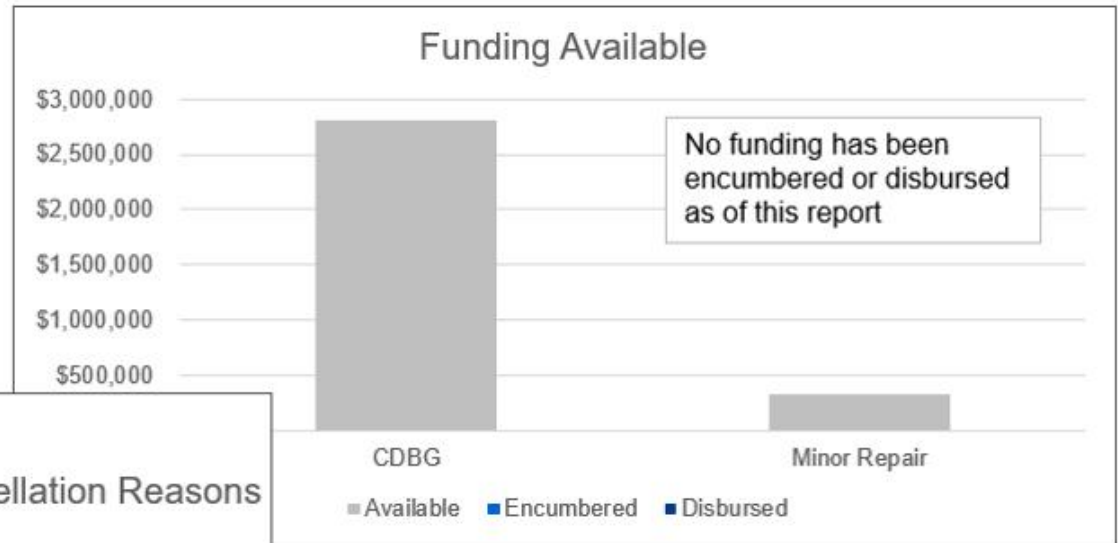
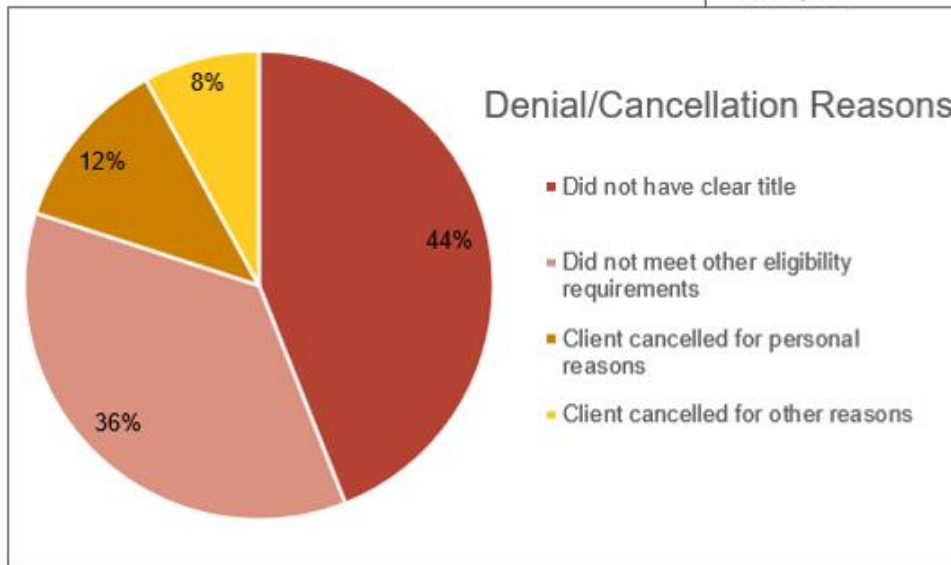
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# Overview (Cont.)

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HIPP By Council District*		
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District 6	14	0
District 7	56	0
District 8	40	0
District 9	5	0
District 10	1	0
District 11	0	0
District 12	1	0
District 13	1	0
District 14	1	0
Citywide	256	0

# Overview (Cont.)



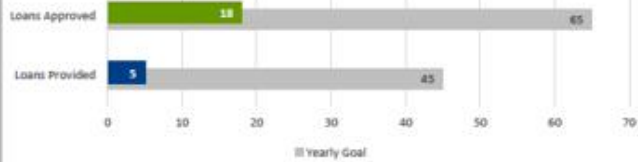


# Overview (Cont.)

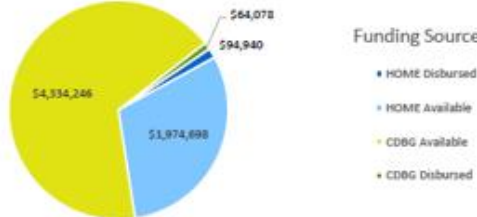
## DHAP Report - February 2020

Summarizes data from all DHAP applications active at the start of FY 2020

### FY 2020 Performance Measures



### Funding Sources



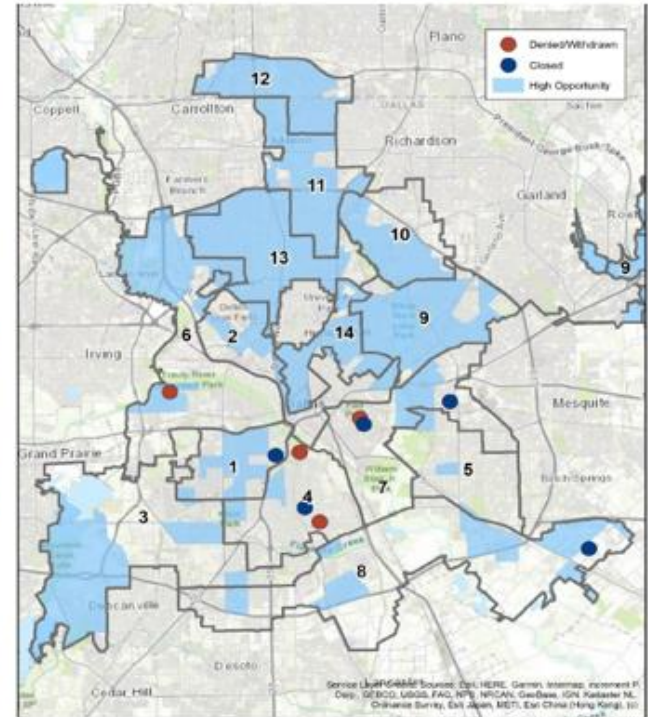
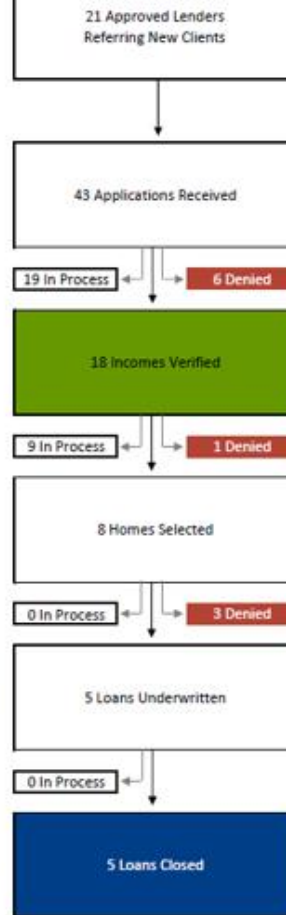
### Active Homes by Council District

	High Opportunity	Total
District 1	0	1
District 2	0	0
District 3	0	0
District 4	0	1
District 5	0	0
District 6	0	0
District 7	0	2
District 8	0	1
District 9	0	0
District 10	0	0
District 11	0	0
District 12	0	0
District 13	0	0
District 14	0	0
Citywide	0	5

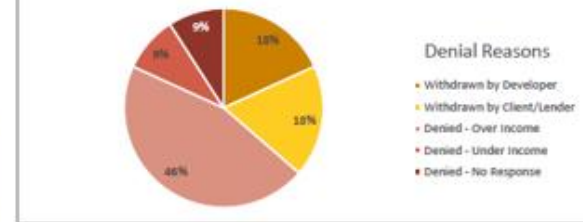
### Active Borrower Demographics

Average Household Size	3.0
Average Income	\$ 50,696
Average AMI	
Male	80%
Female	20%
African American	20%
Asian	0%
Hispanic	80%
White	0%
Other Race	0%
Property Information	
Average Sq Ft	1580.6
Average Bed/Bath	3.4/2
Average Year Built	2019
Average Sales Price	\$ 188,370
Average Assistance	\$ 31,804

### DHAP Pipeline and Process

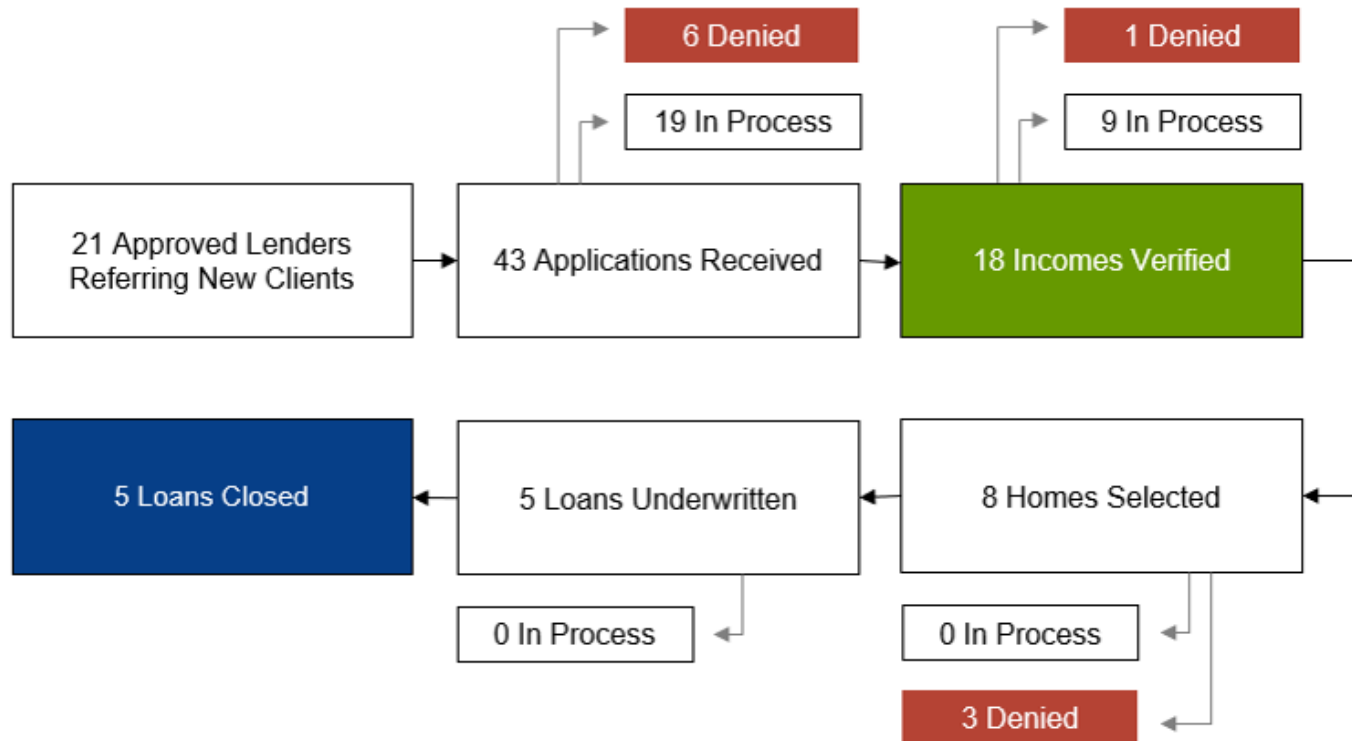


### Denial Reasons

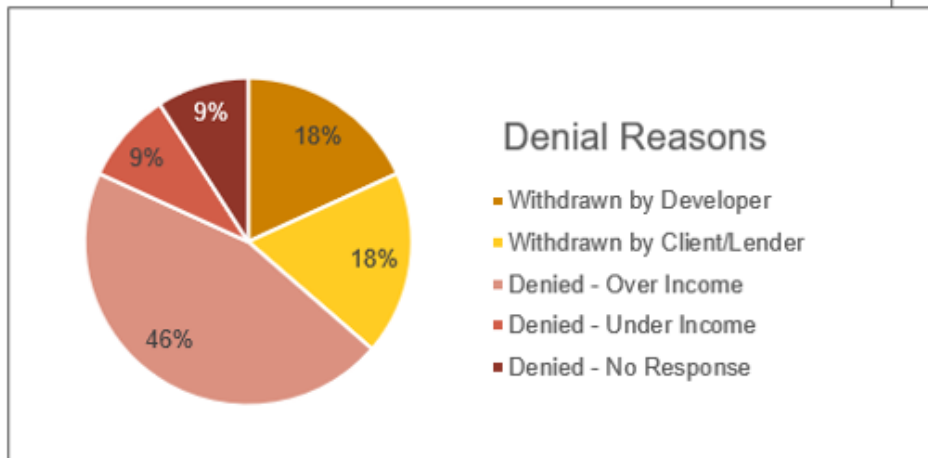
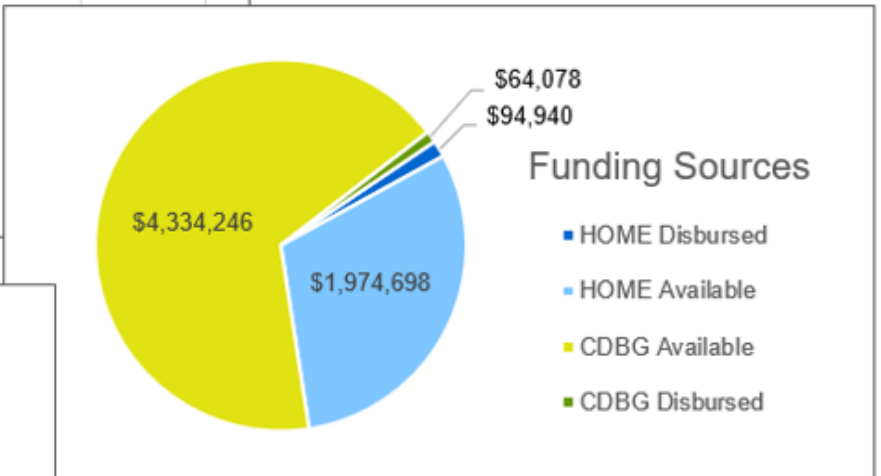
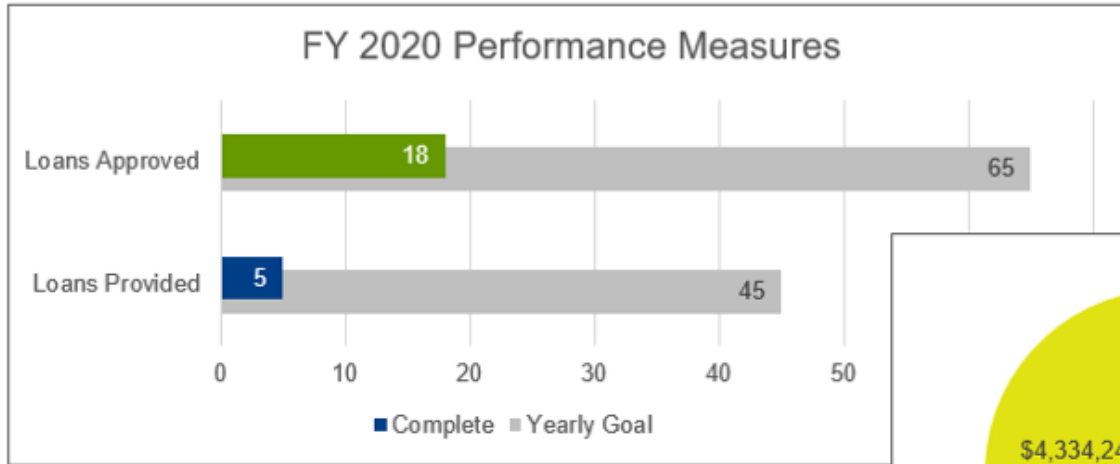


Data updated 2/28/2020

# Overview (Cont.)



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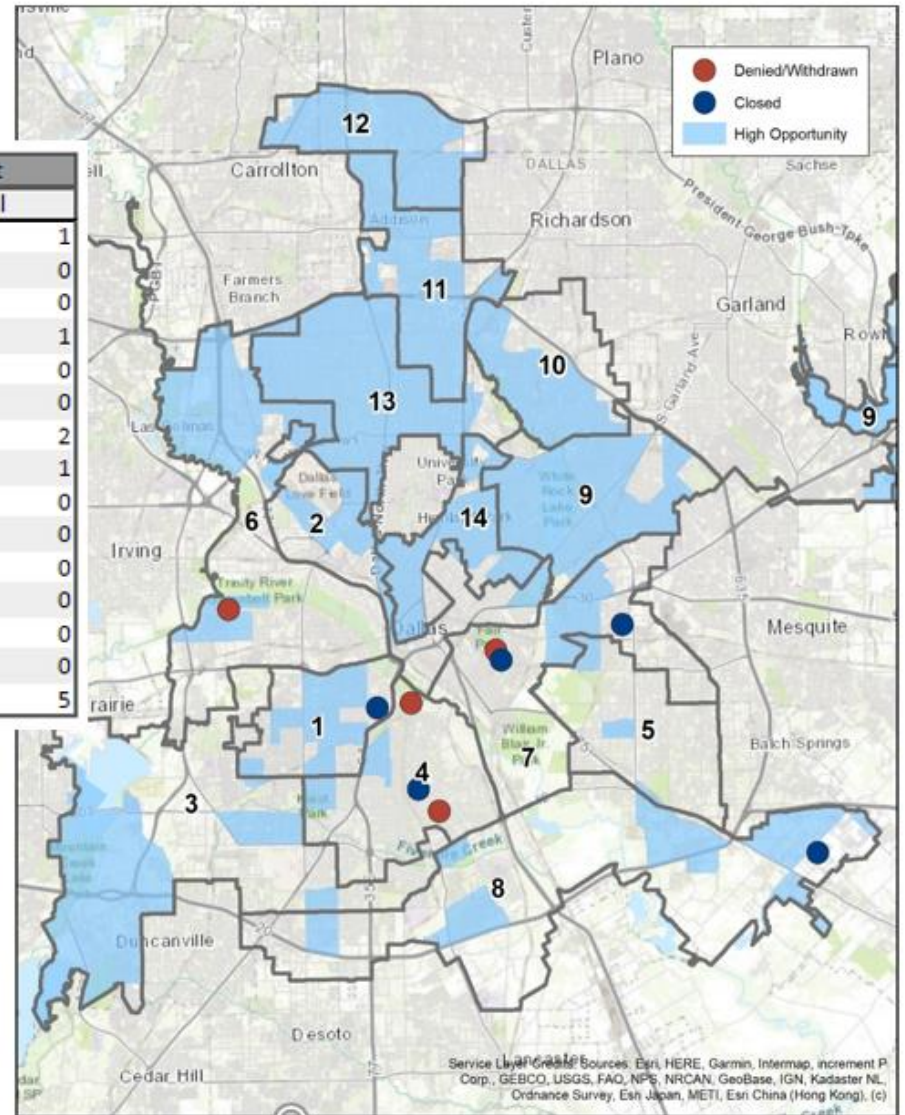




# Overview (Cont.)

Active Homes by Council District		
	High Opportunity	Total
District 1	0	1
District 2	0	0
District 3	0	0
District 4	0	1
District 5	0	0
District 6	0	0
District 7	0	2
District 8	0	1
District 9	0	0
District 10	0	0
District 11	0	0
District 12	0	0
District 13	0	0
District 14	0	0
District 15	0	5

Active Borrower Demographics	
Average Household Size	3.0
Average Income	\$ 50,696
Average AMI	
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African American	20%
Asian	0%
Hispanic	80%
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Property Information	
Average Sq Ft	1580.6
Average Bed/Bath	3.4/2
Average Year Built	2019
Average Sales Price	\$ 188,370
Average Assistance	\$ 31,804



# Overview (Cont.)

## Development Report - February 2020

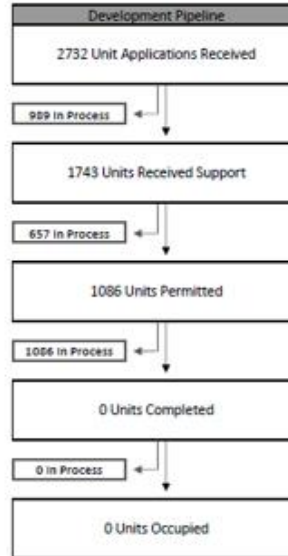
Summary of development projects currently active in Housing Dept. programs



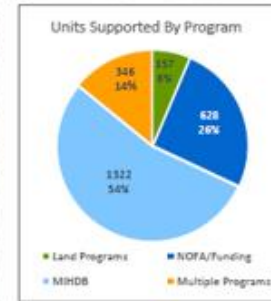
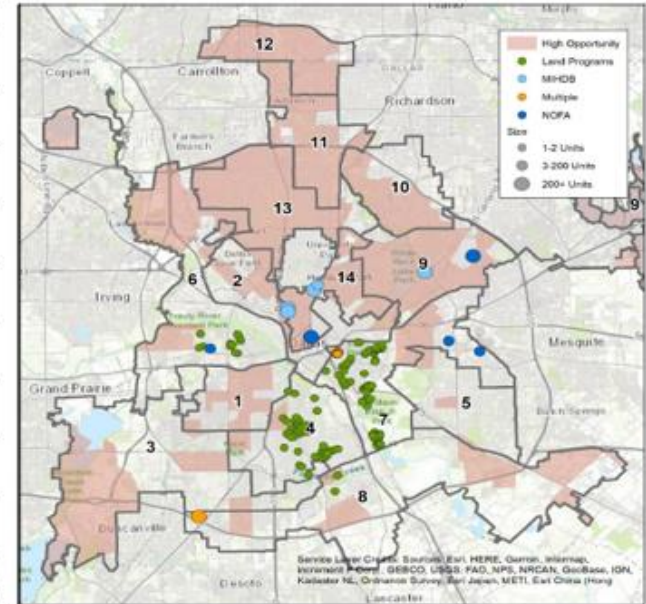
Units by Income by Program**			30% AMI Max	60% AMI Max	80% AMI Max	100% AMI Max	120% AMI Max	Market Rate
Homeownership	Land Bank	Lots Sold	0	41	39	0	26	0
		Homes Permitted	0	8	8	0	11	0
		Homes Occupied	0	0	0	0	0	0
	Land Transfer	Lots Sold	0	0	53	0	44	0
		Homes Permitted	0	0	0	0	0	0
		Homes Occupied	0	0	0	0	0	0
	NOFA/Funding	Homes Approved	0	0	20	0	26	147
		Homes Permitted	0	0	0	0	0	147
		Homes Occupied	0	0	0	0	0	0
	NEZ	New Homes Approved	0	0	0	0	0	0
Rental	Land Bank	Lots Sold	0	0	0	0	0	0
		Units Permitted	0	0	0	0	0	0
		Units Occupied	0	0	0	0	0	0
	Land Transfer	Lots Sold	0	0	0	0	0	0
		Units Permitted	0	0	0	0	0	0
		Units Occupied	0	0	0	0	0	0
	NOFA/Funding	Units Approved	0	0	560	0	221	0
		Units Permitted	0	0	210	0	90	0
		Units Occupied	0	0	0	0	0	0
	MHDB	Units Approved	0	0	253	0	659	0
		Units Permitted	0	0	253	0	659	0
		Units Occupied	0	0	0	0	0	0
	NEZ	New Units Supported	0	0	0	0	0	0
		New Units Permitted	0	0	0	0	0	0
		New Units Occupied	0	0	0	0	0	0

\*Performance measures show only events that have occurred during this fiscal year (e.g. a permit will only be counted in this chart if it was issued in FY 2020)

\*\*This chart duplicates any units involved in more than one program. For a non-duplicate total refer to Units Supported by Council District or Units Supported by Program



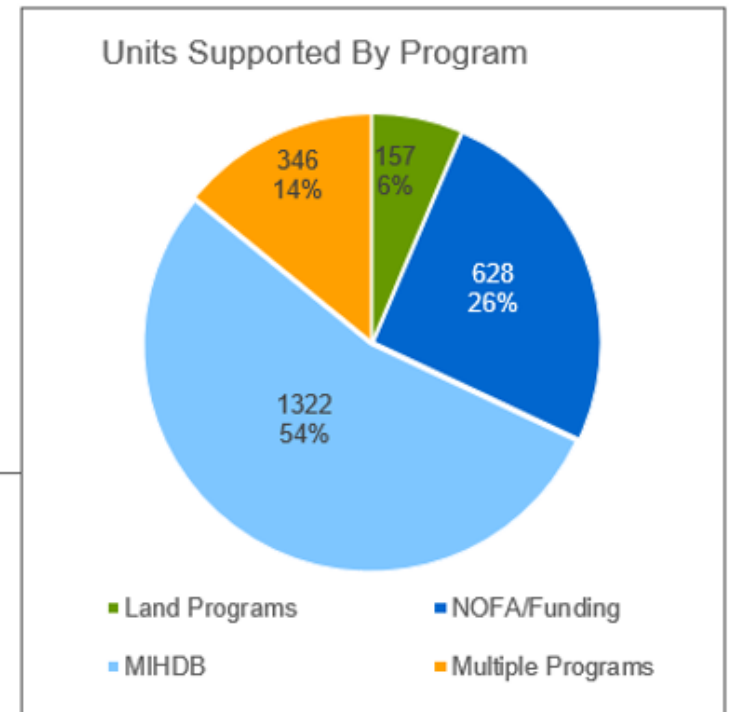
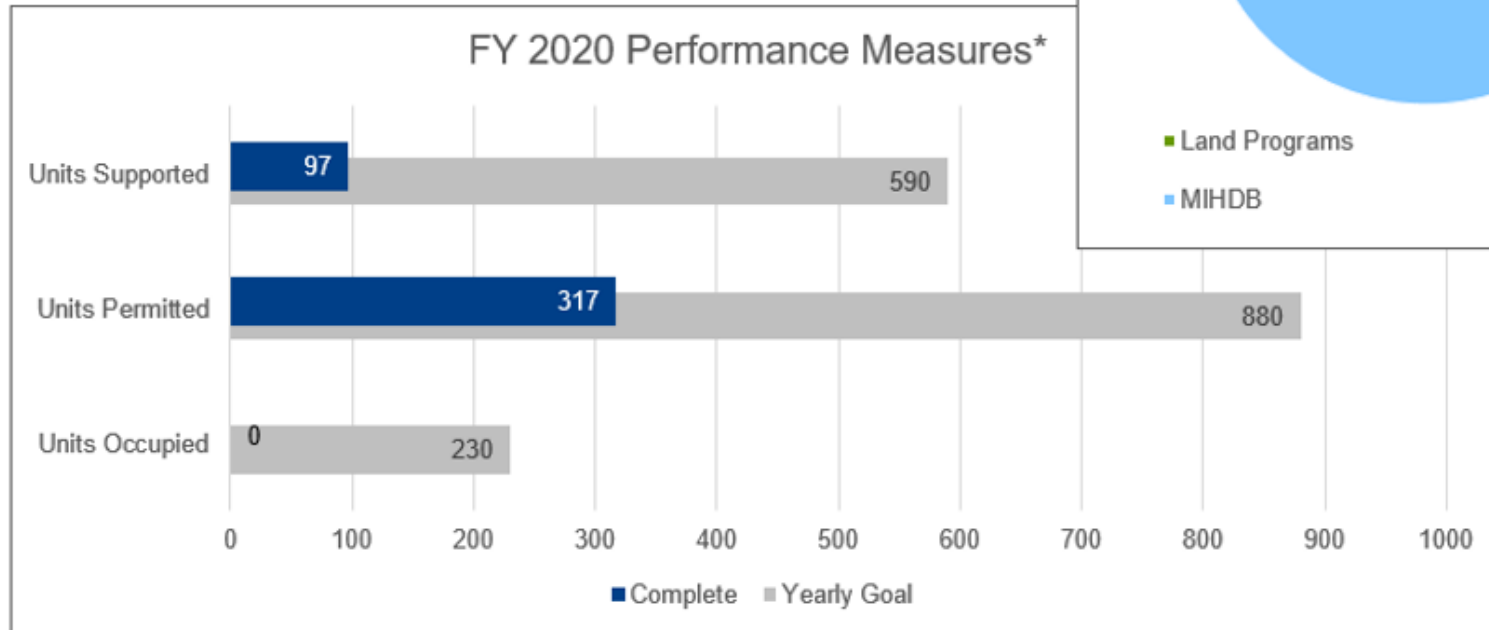
Units Supported by Council District		
	High Opportunity	Total
District 1	0	1
District 2	293	293
District 3	0	1
District 4	3	44
District 5	0	0
District 6	0	69
District 7	0	231
District 8	1	302
District 9	219	483
District 10	0	0
District 11	0	0
District 12	0	0
District 13	0	0
District 14	1027	1027
Total	1543	2451



Demographics		
	Own	Rental
Average Household Size		
Average Income		
Average AMI		
African American		
Asian		
Hispanic		
White		
Other Race		
Property Information		
Average Sq Ft	1,772	NA
Average Bed/Bath	3.3/2	1.4/NA
Average Price	\$ 151,212	NA
Average Assistance/Unit	\$ 47,146	\$ 46,964

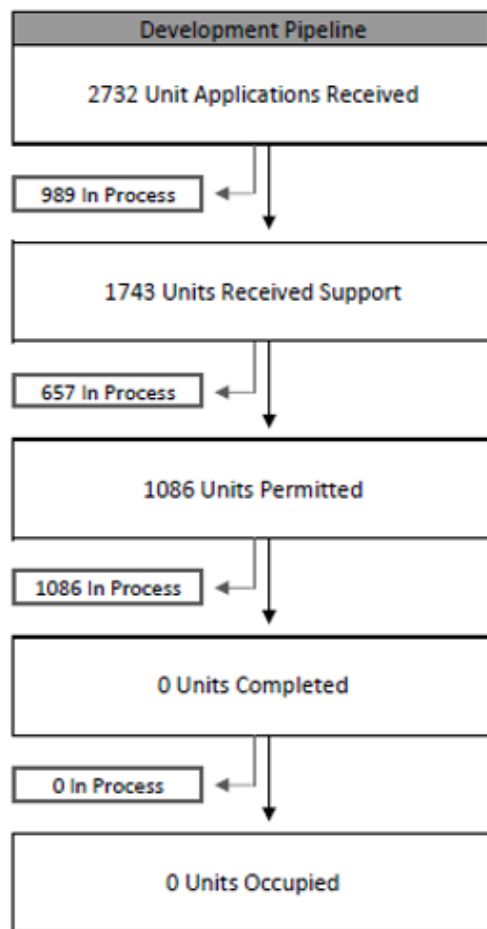
Data updated 2/28/2020

# Overview (Cont.)





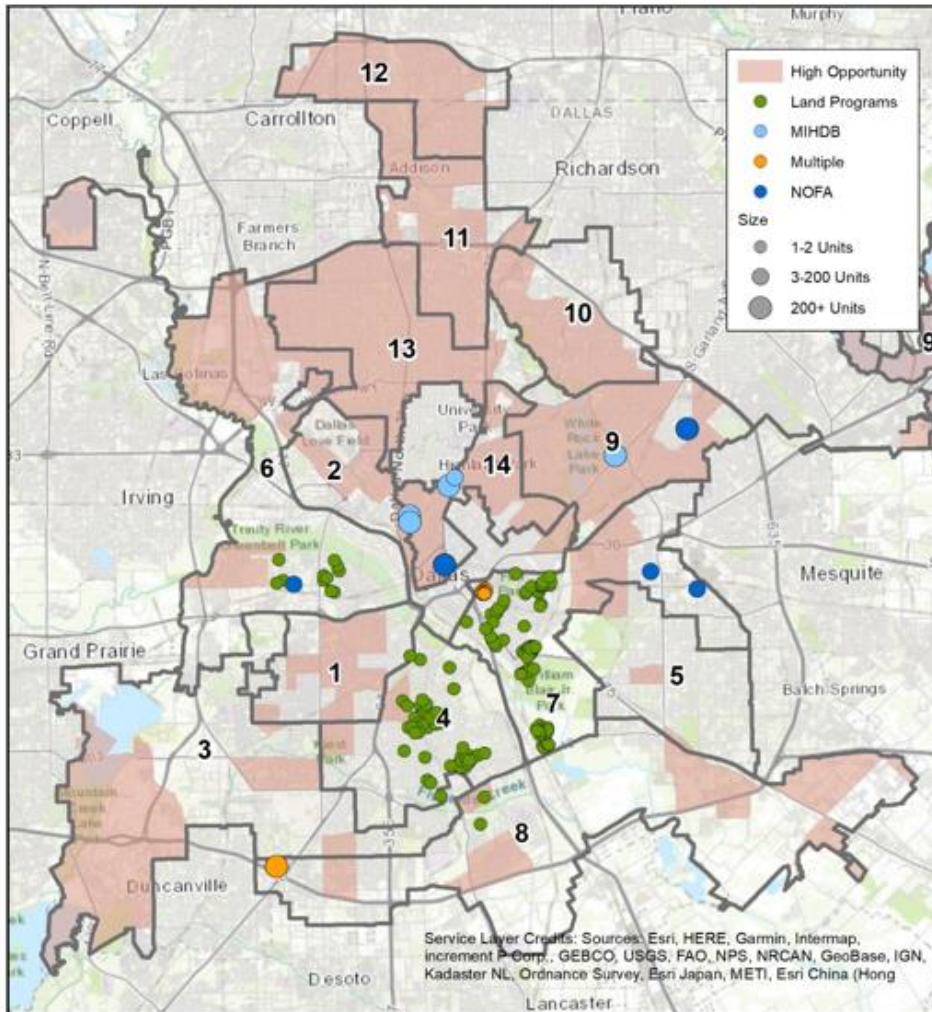
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# Overview (Cont.)



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Average Assistance/Unit	\$ 47,146	\$ 46,964

# Next Steps

- Publish reports online at [dallashousingpolicy.com](http://dallashousingpolicy.com)
- Create new reports as programs are added to Neighborly
  - Phase 2 – Spring 2020
  - Phase 3 – Summer 2020
- Performance Reports for other programs

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**March 23, 2020**

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Thor Erickson, AICP, Project Manager**

**Department of Housing &  
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