

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

PERSONNEL COMPENSATION AND BENEFITS

FAIR HOUSING AND EQUAL OPPORTUNITY

SCOPE OF ACTIVITY

The Office of Fair Housing and Equal Opportunity (FHEO) plays a pivotal role in the success of the Department's strategic goals of ensuring equal opportunity in housing and increasing access to affordable housing free of discrimination. In accordance with its mission, FHEO is responsible for investigating, resolving, and prosecuting complaints of housing discrimination and conducting education and outreach activities to increase awareness of the requirements of the Fair Housing Act. In addition to those strategic goals that have a clear nexus to fair housing, FHEO's work contributes to the achievement of other Department goals--increasing homeownership opportunities, strengthening of communities and community development--and the President's Homeownership Initiatives to increase the number of new minority homeowners by 5.5 million by the year 2010. Minority homebuyers are assured equal access to housing of their choice through fair housing enforcement and education and outreach efforts.

Specific activities carried out by FHEO include implementing and enforcing Title VIII of the Fair Housing Act, Title VI of the Civil Rights Act of 1964, Section 109 of the Housing and Community Development Act of 1974, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, Title IX of the Education Amendments Act of 1972, and the Architectural Barriers Act of 1968. FHEO develops and interprets fair housing policy, processes complaints, performs compliance reviews and provides oversight and technical assistance to local housing authorities and community development agencies regarding Section 3 of the Housing and Urban Development Act of 1968.

In addition to enforcement of Federal civil rights laws, FHEO staff manages the Fair Housing Assistance Program (FHAP); administer the Fair Housing Initiatives Program (FHIP) grant award process and provides grant oversight to FHIP grant recipients; proposes and reviews fair housing legislation; conducts oversight of Government-Sponsored Enterprises, such as Fannie Mae and Freddie Mac, to ensure consistency with civil rights laws and the fair housing provisions of the Federal Housing Enterprises Financial Safety and Soundness Act; collaborates with federal, state and local government agencies, private industry and fair-housing and community advocates on fair housing issues and the promotion of voluntary fair housing compliance. FHEO also provides technical assistance to every HUD program area through review and comment on Departmental clearances of proposed rules, handbooks, legislation, draft reports, and notices of funding availability for fair housing considerations.

FHEO supports the following Departmental Strategic Goals D: Ensure Equal Opportunity in Housing; E: Embrace High Standards of Ethics, Management and Accountability; and C: Strengthen Communities and the Annual Performance Plan by:

- Increasing the number of fair housing complaints resolved within 100 days;
- Monitoring FHAP agencies to ensure fair and efficient investigation of fair housing complaints;
- Improving case processing and case documenting methods and procedures;
- Enhancing the quality and quantity of fair housing investigations through the training and certification of investigators;
- Monitoring FHIP agencies to ensure efficient and effective use of FHEO funds in improving public awareness through education and outreach, and private enforcement efforts; and
- Increasing housing opportunities to beneficiaries of HUD programs through compliance reviews of HUD recipients using the following civil rights laws: Section 504, Title VI, and Section 109.

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

WORKLOAD

Comprised of three broad Headquarters functional areas, ten (10) regional offices and thirty-four (34) field offices, FHEO spearheads the Federal Government's efforts to end housing discrimination. FHEO Headquarters functional areas consist of the Office of Enforcement and Programs, the Office of Operations and Management, and the Office of Policy, Legislative Initiatives, and Outreach.

FHEO's Office of Enforcement and Programs manages the nationwide oversight of field enforcement activities including the management and oversight of the FHAP agencies. In addition, the Office of Enforcement and Programs administers the FHIP grant award process and monitors grantees that provide education, outreach and enforcement services to the public. The Office of Enforcement and Programs:

- Establishes national policies that guide investigation and case process under Title VIII and other civil rights authorities;
- Establishes national policies for administering the FHIP and the FHAP;
- Provides legal analysis of state and local fair housing laws for substantial equivalency determinations;
- Conducts civil rights compliance reviews of federally funded housing providers;
- Provides oversight and technical assistance to FHIP grantees that conduct education and outreach activities to educate the public on fair housing rights, increase public awareness, promote partnerships with constituents and develop community and faith-based partnerships; and
- Provides funding and oversight of the Fair Housing FIRST contract under which training and technical assistance is provided to building professionals and others on accessibility requirements to increase the housing stock available for disabled persons.

Through Regional and Field Office Directors, the Headquarters Office of Enforcement and Programs implements programmatic priorities nationwide and coordinates Secretarial initiatives to ensure the maximum positive impact. Regional and field Offices:

- Receive, investigate, conciliate and recommend the issuance of charges of discrimination and Determinations of Non-Compliance for complaints filed under Title VIII and other civil rights authorities;
- Conduct civil rights compliance reviews and compliance reviews under Section 3;
- Monitor FHAP and FHIP recipients to ensure appropriate utilization of funds; and
- Conduct education and outreach programs in communities within their jurisdiction.

In fiscal year 2006, FHEO processed more than 2,000 housing discrimination complaints and provided support, and technical assistance to FHIP and FHAP agencies, which processed more than 6,000 cases. FHEO has seen a steady increase in the number of housing discrimination cases filed within the past 2 fiscal years and expects that number to continue to grow as education and outreach initiatives are expanded. The increase in complaints and complaint related work has been absorbed by FHEO staff on top of other important work, such as compliance reviews of public housing authorities, while funded FTEs have steadily decreased.

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

The Office of Operations and Management is the business arm of the organization. It oversees the operations, management, budget, contracts, program evaluation, planning, and administrative functions within FHEO. Further, the Office of Operations and Management provides guidance for the development of FHEO's performance measures as outlined in the Department's Management Plan, the Annual Performance Plan, the President's Management Agenda and Secretarial initiatives. The Office of Operations and Management:

- Develops and implements program management, performance evaluation and planning systems;
- Manages procurement and contract oversight;
- Manages the budget process;
- Plans and develops the Headquarters and Field Management Plans to ensure inclusion of overall priorities, goals and objectives;
- Conducts performance reviews, management controls and vulnerability assessments;
- Coordinates and implements the Government Performance Results Act (GPRA), the 5-year Strategic Plan, the Annual Performance Plan (APP), and the year-end Performance and Accountability Report (PAR);
- Develops and coordinates the Management Certification, the preparation of the Commercial Activities Report (OMB Circular A-76) and updates the Catalog of Federal Domestic Assistance;
- Develops and reviews resource and allocation guidelines and employee time report definitions to provide Headquarters direction on indicators of major work accomplishments, tasks included in performing the work, and time required achieving the tasks (TEAM/REAP Reports);
- Coordinates and serves as the FHEO liaison for all audit activities conducted by the Office of Inspector General (OIG) and the Government Accountability Office (GAO);
- Provides information technology technical assistance and maintains case reporting systems, and
- Manages and coordinates human capital initiatives, including succession planning efforts and the identification of skill gaps within the organization.

The Office of Policy, Legislative Initiatives and Outreach oversees the formulation and public communication of fair housing policy, including legislative initiatives and the management of FHEO's education and outreach efforts. The Office is responsible for the Department's fair housing education and outreach programs; provision of technical assistance to the housing industry on fair housing issues; preparation of policy related legislation, regulations, testimony, speeches, press releases and interagency agreements. The Office of Policy, Legislative Initiatives and Outreach:

- Oversees the consistent and accurate communication of all fair housing policy to Congress, Executive Branch offices, agencies and the public;
- Evaluates the effectiveness of FHEO programs and the impact of FHEO's policies and procedures and recommends adjustments, where appropriate;

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

- Oversees the development of Fair Lending policy including the policies for the oversight of the Government Sponsore Enterprises, Fannie Mae and Freddie Mac, for compliance and consistency with the Federal Housing Enterprises Financial Safety and Soundness Act and the Fair Housing Act;
- Drafts Fair Housing Annual Reports and Activity Reports with input from non-FHEO program offices to fulfill Congressional mandates; and
- Provides public service announcements, print advertisements, and partner symposiums and conducts home ownership seminars.

Succession Planning Initiative (SPI)

FHEO faces significant staffing challenges that are likely to negatively impact the organization's effectiveness and efficiency. For example, FHEO FTEs have been cut from 779 employees in fiscal year 2002 to 601 employees in fiscal year 2009, which amounts to a reduction in staff of approximately 23 percent in 7 years. In addition to the FTE cuts already sustained, FHEO expects significant attrition in critical management and staff positions during this fiscal year.

The number of employees eligible for full or partial retirement by fiscal year 2009 represents a potential reduction of 61 percent of FHEO's current workforce. Consequently, FHEO's ability to plan for the future is of critical importance. FHEO's workforce is primarily comprised of Equal Opportunity Specialists (GS-0360); Program/Management Analysts (GS-0343); Equal Opportunity Assistants (GS-0361); Program Assistants (GS-0344); and Clerical Support (GS-0318). Because the job classifications required to carry out FHEO's mission are limited, FHEO has determined that there is a critical level of employees needed to fulfill its mission and maintain its primary functions. As such, FHEO's level of mission critical positions is determined to be 519 FTEs. This level is approximately 86 percent of FHEO's total projected FTE level for fiscal year 2009 of 601 and 67 percent of the level recommended by the Workforce Analysis conducted for fiscal year 2004. The breakdown of FHEO's critical level positions is:

<u>Description</u>	<u>HQ</u>	<u>FIELD</u>
FHEO HQ Managers (SES).....	3	-
Supervisory Equal Opportunity Specialists (GS-0360-13/15).....	4	72
Non-Supervisory (GS-0360-09/11/12/13/14/15).....	13	311
Program/Management Analyst (GS-0343-07/09/11/12/13/14/15).....	44	8
Program Assistants (GS-0344-08).....	3	-
Equal Opportunity Assistants (GS-0361-05/06/07).....	-	50
Clerical/Secretary (GS-0318-05/06).....	1	10

Based on the critical level, FHEO has identified a total of 273 positions that are currently occupied by employees eligible for retirement by fiscal year 2009. Of the 273 positions, 190 staff positions (non-managerial GS-14 and below) and 83 management/leadership (managerial GS-14 through Senior Executive) are considered critical to the mission of FHEO. Many of the non-management positions within the organization, including Equal Opportunity Specialist (EOS), Equal Opportunity Assistants (EOAs) and Program Analysts require specialized technical skills associated with effective investigations, and program compliance monitoring essential to the organization's mission of ensuring equal opportunity in housing. FHEO must maintain a workforce that continues to be highly skilled to fully accomplish its mission.

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

In response to anticipated critical staff vacancies, the Office of Operations and Management is actively involved in human capital management through FHEO's SPI and involvement in the Department's Workforce Planning Taskforce. FHEO's SPI is designed to fill critical vacancies due to impending retirements. FHEO has completed an assessment of its potential leadership and identified the managerial skill gaps that need to be addressed. FHEO plans to fill skill gaps through rotational assignments, job shadowing, and formal training. Because of the large number of retirements in critical management positions, FHEO will also utilize outside training resources to assist in readying the leadership pool for management positions in the near term.

Although FHEO is training existing staff to fill critical vacancies, the shifting of large numbers of staff into leadership and other critical staff vacancies will ultimately create voids at various levels within the organization. Consequently it will be necessary to include external hiring options in the SPI. While some external hires will be sought to fill critical management positions, the bulk of external hires are envisioned to consist of interns (HUD Interns and Presidential Management Fellows) and other entry-level staff. FHEO will then provide those entry-level staff with continuous training to develop the unique skill sets required by FHEO.

FTE

FHEO's mission has been impacted by the reduction of approximately 183 FTE's from fiscal year 2002 to its current authorized level of 596. According to a workforce analysis conducted in fiscal year 2004, commissioned by the Office of Administrative Services, FHEO had an estimated shortfall of 210 FTEs. That shortfall was based on an FTE total of 727 (FTE level at the time of the analysis). Instead of an increase of 210 FTEs for a total of 937, FHEO's FTEs have been decreased to the current level of 596, which represents a net reduction of 342 below the recommended FTE level. The loss of FTEs has resulted in a reduction in the level of service that FHEO is able to provide to its constituency. It has required FHEO to shift resources away from other legislated civil rights work in order to continue efforts to reduce the number of housing complaints investigated and administratively processed within the 100 day time period prescribed by the Fair Housing Act. For example, the reduction of FTEs has compromised FHEO's ability to conduct compliance reviews and provide monitoring and technical assistance to grantees and other constituencies and to provide education and outreach to the public. Further, at the current FTE levels, FHEO is unable to engage in meaningful succession planning.

**FAIR HOUSING AND EQUAL OPPORTUNITY
Personal Services
Summary of Change
(Dollars in Thousands)**

	Actual <u>2007</u>	Enacted <u>2008</u>	Request <u>2009</u>	Increase + Decrease - <u>2009 vs. 2008</u>
FTE.....	579	596	601	+5
Personal Services (Executive Direction).....	-	[\$1,797]	-	-
Personal Services.....	\$61,640	\$64,937	\$67,905	+\$2,972

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

FAIR HOUSING AND EQUAL OPPORTUNITY
Summary of Requirements by Grade
Salaries and Expenses

	<u>2007</u> <u>Actual</u>	<u>2008</u> <u>Enacted</u>	<u>2009</u> <u>Request</u>	<u>Increase +</u> <u>Decrease -</u>
<u>Grade:</u>				
Executive Level	1	1	1	0
Executive Service	4	4	4	0
GS-15	44	50	45	-5
GS-14	97	91	93	+2
GS-13	130	104	130	+26
GS-12	198	233	210	-23
GS-11	6	23	16	-7
GS-10	5	4	5	+1
GS-9	9	9	10	+1
GS-8	3	4	3	-1
GS-7	63	63	65	+2
GS-6	4	5	4	-1
GS-5	7	3	7	+4
GS-4	6	2	6	+4
GS-3	0	0	0	0
GS-2	1	0	1	+1
GS-1	1	0	1	+1
Total Positions	579	596	601	+5
Average ES Salary	145,016	155,403	159,133	+\$3,730
Average GS Salary	81,746	84,342	86,366	+\$2,024
Average GS Grade	11.9	12.0	11.9	- 0.1

Personnel Compensation and Benefits--Fair Housing and Equal Opportunity

EXPLANATION OF CHANGES FROM 2008 ESTIMATE TO 2009 ESTIMATE

The Office of Fair Housing and Equal Opportunity is requesting 600.7 FTE in fiscal year 2009, a net increase of 5 FTE over the 595.7 FTE enacted for fiscal year 2008. The five FTE increase is in Headquarters.

The request for additional FTE's is based on increased monitoring of FHAP agencies, and investigative activities.

HEADQUARTERS funded 120.6 FTEs in 2008 and 127.4 in 2009

The Office of the Assistant Secretary funded 13.5 FTEs in fiscal year 2008 and 9.5 FTEs in fiscal year 2009, a decrease of 4 FTE. Decrease due to reassignment of duties and attrition.

The Office of Fair Housing Enforcement increased by 2.3 FTE from fiscal years 2008 to 2009. The Office of Fair Housing Assistance Program funded 6.0 FTEs in 2008 and 8.0 FTEs in 2009, an increase of 2.0 FTEs. The FHAP will increase by 2 additional FTEs. Increase due to projected increase in FHAP agencies from 109 in fiscal year 2008 to 111 in fiscal year 2009. Additional staff needed because of the monitoring associated with the 111 agencies.

The Disability Rights Policy Office funded 2.4 FTEs in fiscal year 2008 and will fund 2.7 FTEs in fiscal year 2009 and increase of .3 FTEs. Increase due to reassignments within the organization to cover disability complaints.

The Fair Housing Grants Programs funded 20.8 FTEs in 2008 and 21.8 FTEs in 2009, an increase of 1 FTE in 2009. Increase due to reassignment of duties.

The Office of Systemic funded 8.0 FTEs in 2008 and 12.5 FTEs in 2009, an increase of 4.5 FTEs in 2009. FHEO anticipates an increase in systemic investigations in mortgage lending discrimination due to the shortage of affordable housing and greater restrictions placed on mortgage lending. Additional investigators will process mortgage lending cases.

FIELD - funded 475.1 FTEs in 2008 and 473.3 in 2009

Under Title VIII Complaints Process 147.5 FTEs were funded in fiscal year 2008 and 148.2 will be funded in fiscal year 2009. Increase in FTEs to compensate for projected increase in complaints, 2,578 in fiscal year 2008 and 2,836 in fiscal year 2009.

Under Other Authority Cases, 23.2 FTEs were funded in fiscal year 2008 and 29.7 will be funded in fiscal year 2009. Increase in FTEs to compensate for projected increase in cases, 1,611 in fiscal year 2008 to 2,062 in fiscal year 2009.

Under Field Compliance Reviews, 27.0 FTEs were funded in fiscal year 2008 and 22.6 in fiscal year 2009 a decrease of 4.4 FTEs. Decrease due to attrition.

Under program monitoring 19.0 FTEs were in fiscal year 2008 and 22.1 FTEs in fiscal year 2009 for the monitoring of CPD programs, an increase of 3.1 FTEs. Increase due to projected increase in monitoring, 1,471 in fiscal year 2008 to 1,711 in fiscal year 2009.

FHEO funded 11.0 FTEs in fiscal year 2008 and 9.0 FTEs in fiscal year 2009 for the monitoring of PIH programs a decrease of 2 FTEs. Decrease due to attrition.

FHEO funded 22 FTEs in fiscal year 2008 and 15.8 FTEs in fiscal year 2009 for Housing program compliance reviews a decrease of 6.2 FTEs, FHEO will reduce field compliance reviews and monitoring to commit resources to activities that are driven by statute.

The attached charts display detailed staffing and workload estimates based on the Resource Estimation and Allocation Process (REAP) baseline data.

Overall Summary of Fair Housing and Equal Opportunity Staff Requirements

	FTE			
	Actual 2007	Enacted 2008	Request 2009	Increase + Decrease - 2009 vs 2008
Headquarters.....	118.4	120.6	127.4	+6.8
Field.....	460.6	475.1	473.3	-1.8
Total	579.0	595.7	600.7	+5.0

Summary of Fair Housing and Equal Opportunity Staff Requirements

	Actual 2007	Enacted 2008	Request 2009	Increase + Decrease - 2009 vs 2008
<u>Headquarters Employment</u>				
Fair Housing and Equal Opportunity				
Executive Direction	...	10.0	...	
Immediate Office of Assistant Secretary FHEO	10.0	3.5	9.5	+6.0
DAS for Enforcement & Programs	4.9	4.2	5.2	+1.0
Fair Housing Enforcement	29.0	34.0	36.3	+2.3
Fair Housing Grant Programs	23.2	20.8	21.8	+1.0
Systemic Investigations	8.2	8.0	12.5	+4.5
Office of Policy Legislative Initiatives and Outreach	7.0	6.0	7.0	+1.0
Operations and Management Oversight	36.1	34.1	35.1	+1.0
Total	118.4	120.6	127.4	+6.8
<u>Field Employment</u>				
Fair Housing and Equal Opportunity				
FHEO Field Guidance and Direction	20.0	20.0	20.0	0.0
FHEO Field Intake Processes	89.7	81.2	81.2	0.0
Fair Housing Complaint Processing	158.9	170.7	177.9	+7.2
FHEO Field Compliance Reviews	19.1	27.0	22.6	-4.4
FHEO Monitoring of CPD Programs	16.2	19.0	22.1	+3.1
FHEO Field PIH Compliance Activities	12.5	11.0	9.0	-2.0
FHEO Field Housing Compliance Activities	19.6	22.0	15.8	-6.2
Field Fair Housing Initiative Program - FHIP	15.0	16.0	16.0	0.0
Field Fair Housing Assistance Program - FHAP	20.4	19.0	19.0	0.0
Field Program Management and Administrative Support	89.2	89.2	89.7	+0.5
Total	460.6	475.1	473.3	-1.8

Workload Guideline	Workload Indicator	----- Fiscal Year 2007 -----			----- Fiscal Year 2008 -----			----- Fiscal Year 2009 -----				
		Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE
Headquarters Employment (FHEO)												
Immediate Office of Assistant Secretary FHEO												
	Executive Direction			...			10.0					...
	Provide Overall Guidance to FHEO Activities in HQ and Field	NA		4.0			0.5					3.5
	Immediate Office of GDAS	NA		2.0			0.0					3.0
	Office of Field Oversight	Number of FHEO Field Offices	44	190.10	4.0	44	145.00	3.0		44	142.36	3.0
	Subtotal			10.0			13.5					9.5
DAS for Enforcement & Programs												
	Office of DAS, Enforcement and Programs	NA		4.9			4.2					5.2
	Subtotal			4.9			4.2					5.2
Fair Housing Enforcement												
	Immediate Office, Director of Enforcement	NA		3.0			3.0					3.0
	Title VIII Program	NA		7.6			9.0					9.0
	HQ Field Office Title VIII Monitoring/Oversight Reviews	NA		2.6			2.6					2.6
	Provide Title VIII Technical Assistance	NA		5.0			4.0					4.0
	Develop Program Compliance and Disability Rights Policy	NA		2.3			2.4					2.7
	Perform Disability Rights Technical Assistance and Reviews	NA		7.0			7.0					7.0
	Fair Housing Assistance Program	FHAP/SE Grantees	107	28.80	1.5	109	114.60	6.0		111	149.60	8.0
	Subtotal			29.0			34.0					36.3
Fair Housing Grant Programs												
	Immediate Office, Director	NA		2.4			2.2					3.2

Workload Guideline	Workload Indicator	Fiscal Year 2007			Fiscal Year 2008			Fiscal Year 2009				
		Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/ Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE
Administer FHIP Grants Management Process	FHIP Grant Applications Reviewed	1,325	10.40	6.6		1,325	6.25	4.0		1,325	6.25	4.0
Manage FHIP Grants Awards Process	FHIP Grants Awarded	88	73.00	3.1		104	60.46	3.0		104	60.23	3.0
Manage Program Standards Activities	NA			4.6				5.0				5.0
Section 3 Program Activities	NA			6.5				6.6				6.6
Subtotal				23.2				20.8				21.8
Systemic Investigations												
Immediate Office of Systemic Investigations	NA			1.0				1.0				1.0
Conduct FHEO Systemic Investigations	NA			5.2				5.0				9.0
Review/Analyze Housing Discrimination Studies	NA			2.0				2.0				2.5
Subtotal				8.2				8.0				12.5
Office of Policy Legislative Initiatives and Outreach												
Immediate Office of the Director	NA			2.0				1.0				2.0
Policy, Legislative Initiatives and Outreach Division	NA			3.0				3.0				3.0
Education and Outreach Division	NA			2.0				2.0				2.0
Subtotal				7.0				6.0				7.0
Operations and Management Oversight												
Immediate Office, DAS, Operations and Management	NA			4.7				3.0				4.0
Provide FHEO System Development Administration and Technical Assistance	NA			5.4				6.1				6.1
Perform FHEO Correspondence Management	NA			4.0				4.0				4.0
Perform FHEO Information Technology Planning and Program Management	NA			4.0				3.0				3.0

Workload Guideline	Workload Indicator	----- Fiscal Year 2007 -----			----- Fiscal Year 2008 -----			----- Fiscal Year 2009 -----				
		Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE
Management & Planning, Director	NA			5.0			4.0					5.0
Perform FHEO Budget Division	NA			5.0			5.0					5.0
Immediate Office of Administrative Services	NA			4.0			4.0					4.0
FHEO Human Resources Management	NA			4.0			5.0					4.0
Subtotal				36.1			34.1					35.1
Headquarters Employment Total				118.4			120.6					127.4
Field Employment (FHEO)												
FHE HUB Guidance and Direction												
Provide overall guidance and direction for Field FHEO activities	NA			20.0			20.0					20.0
Subtotal				20.0			20.0					20.0
FHEO Field Intake Processes												
FHEO Field Intake Process	Number of inquiries entered into TEAPOTS	19,650	9.50	89.7		22,560	7.54	81.2		27,552	6.15	81.2
Subtotal				89.7				81.2				81.2
Title VIII Complaints Process												
Title VIII Complaints Process	Number of Title VIII cases closed during the month	2,535	111.10	135.4		2,578	119.90	147.5		2,836	109.10	148.2
Other Authority Cases	Number of other authority cases closed at the end of the month	1,611	30.40	23.5		1,611	30.20	23.2		2,062	30.10	29.7
Subtotal				158.9				170.7				177.9
FHEO Field Compliance Reviews												
Perform FHEO Field Compliance Reviews	Number of Compliance Reviews closed at the end of the month	116	342.60	19.1		164	345.00	27.0		164	288.00	22.6
Subtotal				19.1				27.0				22.6

Workload Guideline	Workload Indicator	Fiscal Year 2007			Fiscal Year 2008			Fiscal Year 2009					
		Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	Underfunded Workload/Allocation	Projected Accomplishment	Projected Unit Cost (Hrs)	FTE	
FHEO Monitoring of CPD Programs													
	Number of CPD Grantees administered/managed during the month												
	Perform FHEO Field Monitoring of CPD Programs	1,254	26.90	16.2		1,471	27.01	19.0		1,711	27.01	22.1	
	Subtotal			16.2				19.0				22.1	
FHEO Monitoring of PIH/Housing Programs													
FHEO Field PIH Compliance Activities													
	Number of PHA's (in inventory) administered/managed during the month												
	Perform FHEO Field PIH compliance	3,893	6.70	12.5		3,886	5.93	11.0		3,893	4.85	9.0	
	Subtotal			12.5				11.0				9.0	
FHEO Field Housing Compliance Activities													
	Number of 811/202 reviews conducted during the month												
	Perform FHEO Housing Compliance Activities	4,423	9.20	19.6		4,450	10.35	22.0		4,450	7.40	15.8	
	Subtotal			19.6				22.0				15.8	
Field Fair Housing Initiative Program - FHIP													
	Number of FHIP Grants administered/managed during the month												
	Perform FHIP Grant Management in the Field	209	149.40	15.0		224	149.71	16.0		224	149.14	16.0	
	Subtotal			15.0				16.0				16.0	
Field Fair Housing Assistance Program - FHAP													
	Number of FHAP Grants managed during the month												
	Perform FHAP GTR/GTM Activities in the Field	129	328.80	20.4		132	301.69	19.0		132	300.55	19.0	
	Subtotal			20.4				19.0				19.0	
Field Program Management & Administrative Support													
	Provide FHEO General Program Management and Administrative Support in the Field												
	NA			89.2				89.2				89.7	
	Subtotal			89.2				89.2				89.7	
Field Employment Total				460.6					475.1				
Fair Housing and Equal Opportunity Grand Total				579.0					595.7				



OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

