



REPORT ON THE 2006 COMMUNITY NEEDS SURVEY

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2006 COMMUNITY NEEDS SURVEY**

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INTRODUCTION

In 2006, the Texas Department of Housing and Community Affairs (TDHCA) conducted the 2006 TDHCA Community Needs Survey (CNS), which was designed to provide TDHCA with an understanding of housing and community assistance needs at the local level. The survey gave local officials and housing and community service professionals, who are most familiar with the unique characteristics of their communities, an opportunity to inform TDHCA about how their needs can be most effectively addressed. Data collected by the survey will serve as a valuable resource in program planning when determining how to best target funds and serve local communities.

CNS HISTORY

TDHCA developed and collected surveys in 2000 and 2003, which included approximately 200 and 27 questions respectively. The number of questions was reduced for the 2003 survey in the interest of brevity and to ensure the continuation of a high response rate. The 2000 CNS was distributed to approximately 1,450 mayors and county judges, and resulted in a 55 percent response rate. The 2003 CNS was mailed to over 2,000 cities, counties, local housing departments, US Department of Agriculture (USDA) field offices, public housing authorities, and councils of governments, with a response rate of 38.3 percent.

The 2000 and 2003 CNS results were used as a component of TDHCA's Affordable Housing Needs Score, which awards location points for the Housing Tax Credit, Housing Trust Fund, and HOME Investment Partnerships programs. Because of low response rates to these surveys, the Department has since removed the CNS component from the score due to limited population representation. The 2006 CNS will be used for informational purposes and as a guide when making programmatic decisions.

REPORT ON THE 2006 COMMUNITY NEEDS SURVEY

The *Report on the 2006 Community Needs Survey* contains analysis of data collected by the CNS. Survey responses will provide TDHCA with local and regional perspectives when considering programmatic changes. The results will also be incorporated into the *State of Texas Low Income Housing Plan and Annual Report* and US Department of Housing and Urban Development Consolidated Plans as resources describing local need.

SURVEY METHOD

Beginning in March 2006 and ending May 2006, the Department conducted an online 2006 CNS to examine housing and community service needs at the local level. TDHCA used an online survey software called Zoomerang (www.zoomerang.com) to develop a short survey that asked respondents about their community's need for housing, homeless assistance, community development, special needs populations, energy assistance, and other needs.

SURVEY QUESTIONS

The Survey contained 18 total questions, including an opportunity at the conclusion for the respondent to add comments. The first six questions asked the respondent for their contact information, including name, e-mail address, organization, city, county, and respondent type. The city, county, and respondent type fields were mandatory so that the Department could track which organizations and areas responded to the survey.

The remainder of the questions focused on subjects related to housing and community services needs. The Department developed questions and answer choices so that need could be gauged across assistance categories, as well as compare assistance types within program areas. Some questions asked the respondent to choose a single answer, some questions asked for rankings, and some asked for yes or no answers. In attempt to maximize the user-friendliness of the survey, TDHCA chose not to require answers for each question. This way respondents would not feel obligated to spend time answering questions they did not want to.

2006 CNS Questions

Question Subject	Question and Answer Choices
Name	Filled in by Respondent
E-mail Address	Filled in by Respondent
Organization	Filled in by Respondent
City	Filled in by Respondent
County	Filled in by Respondent
Respondent Type	Respondent chose from the following options: <ul style="list-style-type: none">• State Representative• State Senator• Mayor• County Judge• City Manager• Housing/Planning Dept.• USDA Local Office• Public Housing Authority• Council of Governments• Community Action Agency• Housing Opportunities for Persons with AIDS (HOPWA) Agency
General Need	Rank your community's needs for the following types of general housing assistance activities from highest to lowest level of need (1 indicates the highest need). Each ranking number may be used only once across the set of activities. <ul style="list-style-type: none">• Housing Assistance (Homebuyer Down Payment, Home Repair, and Rental Payment Assistance)• Development of Apartments (New Construction or Rehabilitation of Rental Units)• Energy Assistance (Utility Payments or Home Weatherization Activities)• Assistance for Homeless Persons

Survey Responses: All Respondents

	<ul style="list-style-type: none"> • Capacity Building Assistance (Training and Technical Assistance, Assistance with Operating Costs, and Predevelopment Loans to Help Local Housing Organizations Develop Housing)
Housing Assistance	<p>If there is a need for direct housing assistance to households in your community, which activity has the greatest need? (Select One)</p> <ul style="list-style-type: none"> • Assistance to Purchase a Home • Home Repair Assistance • Rental Payment Assistance • There is a Minimal Need for Direct Housing Assistance in my Community • No Opinion
Development of Apartments	<p>With regard to rental development in your area, which activity is most needed? (Select One)</p> <ul style="list-style-type: none"> • Rehabilitation of Existing Rental Units • Construction of New Rental Units • The Need for Both Types of Rental Housing is Approximately the Same • There is a Minimal Need for Rental Housing Development in my Community • No Opinion
Energy Assistance	<p>With regard to energy assistance, which activity is most needed? (Select One)</p> <ul style="list-style-type: none"> • Educational Activities • Repair and Replacement of HVAC Equipment • Utility Payment Assistance • Weatherization and Minor Home Repairs to Increase Energy Efficiency • There is a Minimal Need for Energy Assistance in my Community • No Opinion
Assistance for Homeless Persons	<p>If there is a homeless population in your community, which activity is most needed to address this population? (Select One)</p> <ul style="list-style-type: none"> • Creation or Renovation of Short-Term, Emergency Shelters • Essential Services for the Homeless (Counseling, Job Training, Assistance in Obtaining Housing) • Homeless Prevention Services (Rent and Utility Assistance and Case Management) • Maintenance and Operation Costs for Homeless Facilities • There is a Minimal Need for Assistance for Homeless Persons in my Community • No Opinion
Capacity Building	<p>If local housing organizations need assistance to increase their ability to apply for funding and develop affordable housing, which activity is most needed? (Capacity building activities help to increase the ability of local organizations to apply for funding and develop affordable housing.) (Select one)</p> <ul style="list-style-type: none"> • Assistance with Operating Costs • Predevelopment Loans • Training and Technical Assistance • There is a Minimal Need for Capacity Building Assistance in my Community • No Opinion
Special Needs Populations	<p>Which low income population is most in need of assistance in your community? (Select One)</p> <ul style="list-style-type: none"> • Poverty-Level Households • Elderly Households • Persons with Disabilities • Persons with HIV/AIDS • Homeless Persons • No Opinion
Migrant Farm Workers	<p>In there a need for migrant or seasonal farm worker housing in your area?</p> <ul style="list-style-type: none"> • Yes • No • No Opinion
Fair Housing and	<p>Is there a need for information and training on fair housing laws to help mitigate housing</p>

Introduction

Discrimination	discrimination occurring in your community? <ul style="list-style-type: none">• Yes• No• No Opinion
Community Development	Rank your community's need for the following types of community development activities from highest to lowest level of need (1 indicates the highest need). Each ranking number may be used only once across the set of activities. <ul style="list-style-type: none">• Public Infrastructure (Water, Sewer, Drainage, Street Improvements)• Economic Development (Job Creation or Retention)• Community Facilities (Community Centers and Parks)• Disaster Recovery for Damaged Infrastructure• Community Planning• Housing
Working with TDHCA	Do you need more detailed information on the affordable housing and community affairs programs offered by the Texas Department of Housing and Community Affairs? <ul style="list-style-type: none">• Yes• No• No Opinion
Additional Comments	Filled in by Respondent

SURVEY TIMELINE

On Wednesday, March 1, 2006, TDHCA launched the survey on the website. Announcement postcards were initially mailed to the survey group, and subsequent electronic communication was used to further publicize the survey. The survey was available for completion until Friday, May 5, 2006.

ENTITIES SURVEYED

With the CNS, TDHCA's goal was to develop a better understanding of the housing and community services needs at the local level. As a result, TDHCA chose to survey local officials and housing and community service agencies because they are most familiar with the unique characteristics of their communities. TDHCA sent the CNS to the following individuals and entities: State Representatives (150 individuals), State Senators (31 individuals), Mayors (1,226 individuals), County Judges (254 individuals), City Managers (289 individuals), Housing/Planning Departments (43 entities), USDA Local Offices (31 entities), Public Housing Authorities (401 entities), Councils of Governments (24 entities), Community Action Agencies (47 entities), and Housing Opportunities for Persons with AIDS (HOPWA) agencies (33 entities).

In past surveys, TDHCA contacted state representatives and senators for support in encouraging local officials to fill out the survey. For the 2006 CNS, TDHCA decided to include these state representatives and senators in the survey respondent pool itself, as they have unique perspectives on and knowledge of issues affecting their districts. Furthermore, because as state representatives and senators they have an oversight responsibility of TDHCA, staff was interested in obtaining their ideas on housing and community affairs subjects.

Mayors, county judges, and city managers were surveyed due to their broad knowledge and involvement in local issues. Councils of governments also have broad knowledge and involvement in local issues, and many also administer local housing and community services programs. Housing and planning departments, USDA local offices, public housing authorities, and community action agencies were surveyed due to their specific involvement in housing and community affairs programs and services. HOPWA agencies were included because they administer US Department of Housing and Urban Development HOPWA dollars, which fund

rental and emergency assistance activities for persons with HIV/AIDS, and have distinct perspectives as a health services provider.

SURVEY NOTICES

In early March 2006, TDHCA began the notification process to advertise the availability of the survey. This effort included distribution of postcards and e-mails to survey groups. This notification included a brief description of the survey and directed recipients to a website for more information and a link to the online survey. Additionally, The Texas Association of Regional Councils, Texas Municipal League, and the Texas State Office of the United States Department of Agriculture directly encouraged their members to respond to the survey at the request of TDHCA. Approximately, 2 weeks before the survey closed, a follow up postcard was sent to everyone who had not previously submitted the survey. State senators and representatives received a letter informing them of the survey, as well as a follow-up e-mail from TDHCA staff.

In order to limit the respondent pool to the targeted groups and ensure the reliability of response rates and data, TDHCA did not make the survey web address public. Only those individuals receiving the announcement postcard and subsequent reminders were given the address of the website needed to complete the survey.

E-mail notices and postcard mailings included the following language:

The TDHCA Community Needs Survey just won't be the same without everyone's input. If you haven't already done so, please take a moment to complete the brief online survey at <http://www.tdhca.state.tx.us/needs-survey.htm>. This is your chance to tell us how to best address Texas' affordable housing and community development needs. The survey data will help determine the most effective use of existing resources and develop future assistance programs. If you have already completed the survey, thank you for your valuable time and input!

The survey was further publicized in the March 2006 edition of the TDHCA newsletter, *Breaking Ground*.

SURVEY RESPONSES

The Department received 434 responses to the CNS. Based on these responses, the Department received the following feedback.

RESPONSE RATES

TDHCA notified a total of 2,529 individuals and entities of the 2006 CNS. As of the close of the survey on Friday, May 5, 2006, TDHCA's survey software reported 434 completed surveys, which represents a 17.2 percent response rate.

Comparing respondent types, housing and planning departments had the highest response rate with 93 percent, while community action agencies were second at 76.6 percent.

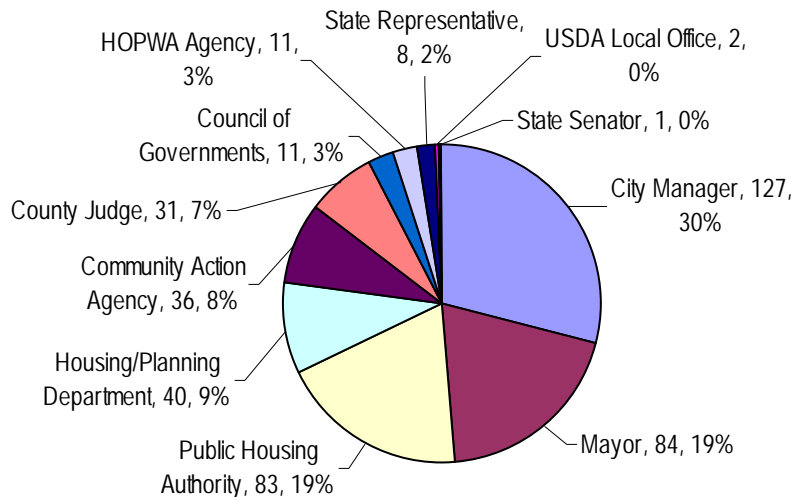
CNS Response Rate by Respondent Type

Respondent Type	Number of Organizations	Number of Responses	Response Rate
State Representative	150	8	5.3%
State Senator	31	1	3.2%
Mayor	1,226	84	6.9%
County Judge	254	31	12.2%
City Manager	289	127	43.9%
Housing/Planning Department	43	40	93.0%
USDA Local Office	31	2	6.5%
Public Housing Authority	401	83	20.7%
Council of Governments	24	11	45.8%
Community Action Agency	47	36	76.6%
HOPWA Agency	33	11	33.3%
Total	2,529	434	17.2%

RESPONDENT TYPE

TDHCA surveyed a variety of different individuals and entities involved in housing and community affairs activities in order to capture broad perspectives on the needs facing their communities. The chart below depicts the breakdown of CNS respondents according to respondent type. The greatest percentage of respondents was city managers, comprising 30 percent of the total respondent pool. State representatives and state senators were among the smallest percentages of the pool.

All Respondents by Type or Affiliation (434 Total)



City managers, mayors, and county judges, who together comprise a majority 56 percent of respondents, offer unique perspectives as they perform city service or are locally elected. Housing and planning departments, USDA local offices, public housing authorities, councils of governments, community action agencies, and HOPWA agencies, which together comprise 42 percent of respondents, offer the perspectives of service providers. This mix of respondents representing the general public as well as those representing people receiving assistance will provide balanced viewpoints of local need.

Results are organized by survey question, analyzed first by all survey respondents statewide, then by each region. Total percentages may not add due to rounding.

ALL RESPONDENTS

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest, while Energy Assistance Activities was the next most likely to receive a priority rank. Assistance for Homeless Persons appeared to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

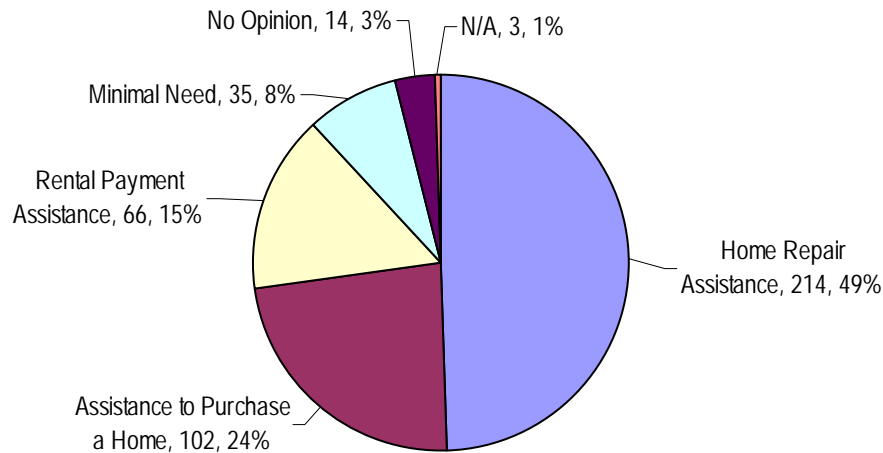
Ranking of Need for Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	47% 142	22% 68	18% 54	7% 22	1% 2	5% 15	100% 303
2. Development of Apartments	19% 60	20% 62	26% 81	15% 48	13% 42	8% 24	101% 317
3. Energy Assistance	22% 76	33% 112	25% 86	13% 43	3% 11	4% 12	100% 340
4. Assistance for Homeless Persons	6% 21	8% 27	13% 45	20% 71	39% 139	16% 56	102% 359
5. Capacity Building Assistance	13% 51	12% 50	17% 70	25% 102	21% 85	12% 47	100% 405

HOUSING ASSISTANCE

Of all respondents, almost half indicated home repair assistance as the greatest need in their respective communities. Home purchasing assistance was the next most selected, with a quarter of the responses. Less than 10 percent considered need for housing assistance to be minimal.

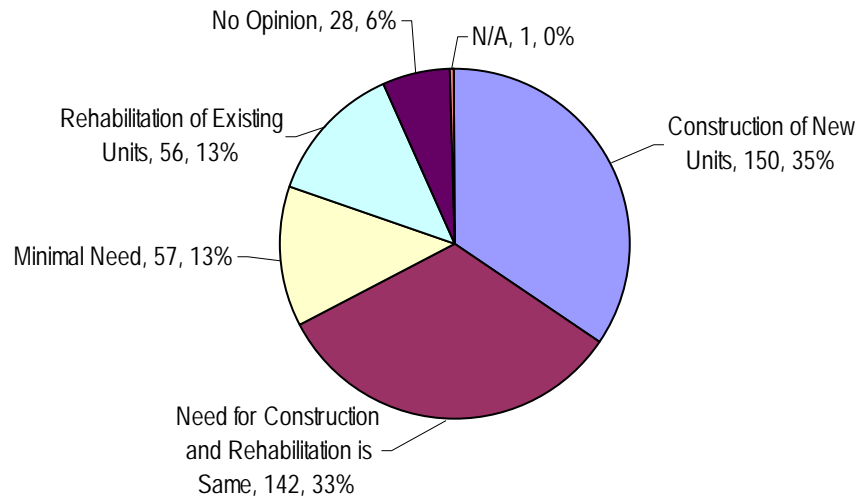
Housing Assistance Activity with Greatest Need (434 Respondents)



DEVELOPMENT OF RENTAL UNITS

A large majority of the total respondents, 68 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

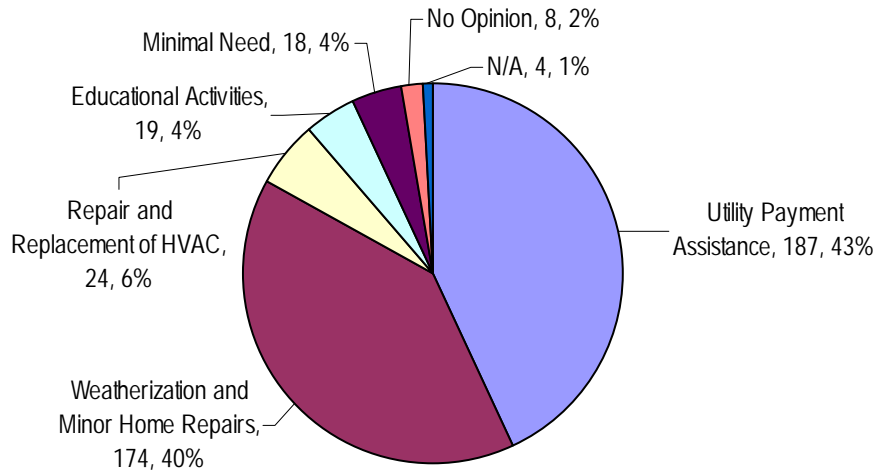
Rental Development Activity with Greatest Need (434 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all respondents, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category.

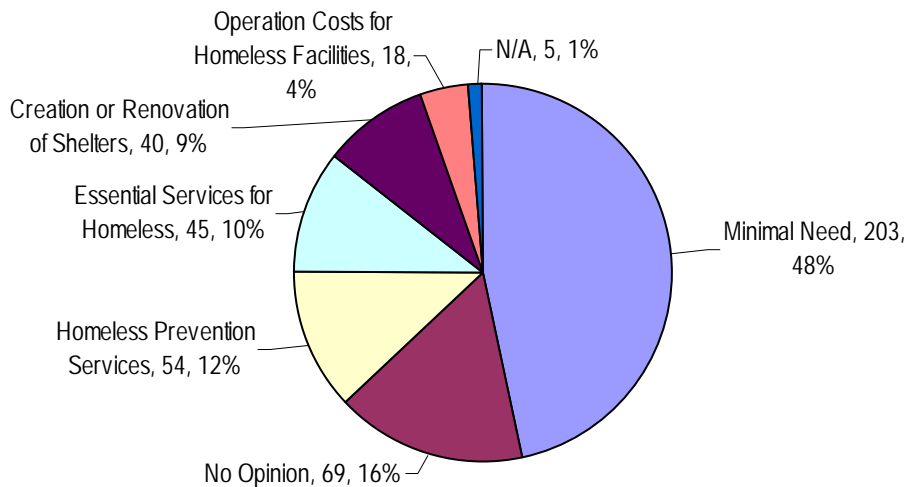
Energy Assistance Activity with Greatest Need (434 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Most respondents statewide did not indicate a great necessity for homeless assistance activities. Almost half of all respondents said there was only a minimal need for such activities in their communities and another 16 percent had no opinion. Of the respondents who did identify need, a similar percentage indicated homeless prevention, essential services, and creation or renovation of shelters.

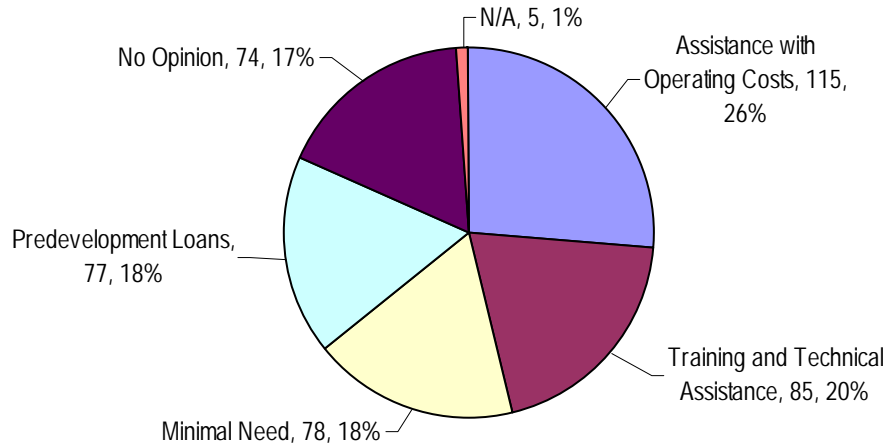
Homeless Assistance Activity with Greatest Need (434 Respondents)



CAPACITY BUILDING ASSISTANCE

Assistance with operating costs was selected by more than a quarter of the respondents as the most needed capacity building activity. Opinion was roughly divided evenly between the remaining activity categories, with a significant portion also indicating a minimal need or giving no opinion.

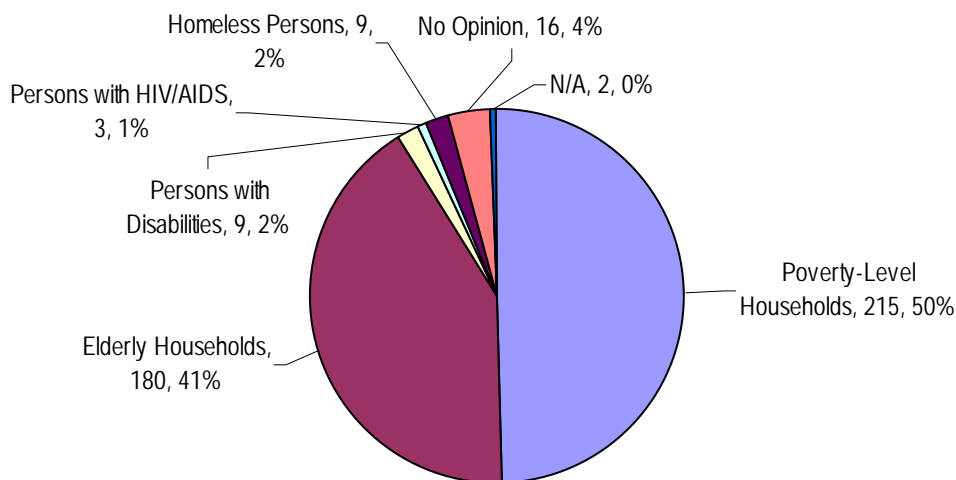
Capacity Building Activity with Greatest Need (434 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents, half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most selected group, indicated in more than 40 percent of the responses. These two population groups together dominated the responses in this category.

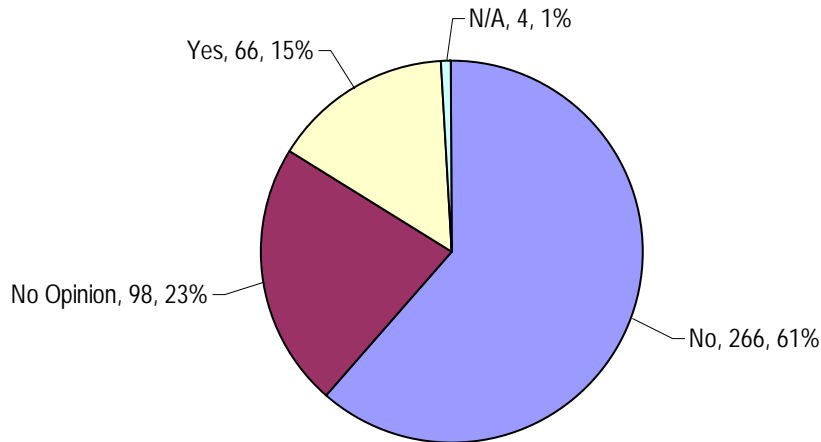
Population Most in Need of Assistance (434 Respondents)



MIGRANT FARM WORKERS

A significant majority of all respondents saw no need for migrant farm worker or seasonal housing in their communities. Only 15% stated that a need existed.

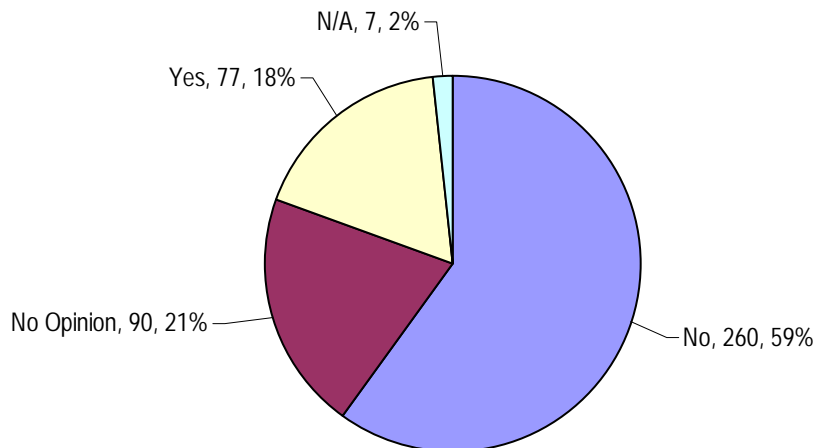
Need For Migrant Farm Worker Housing (434 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of all respondents stated there was no need for training on fair housing laws in their communities. Only 18 percent said a need was present.

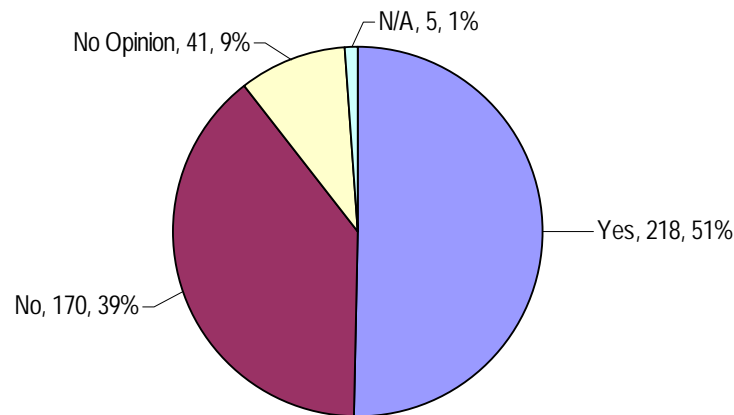
Need for Fair Housing Training (434 Respondents)



WORKING WITH TDHCA

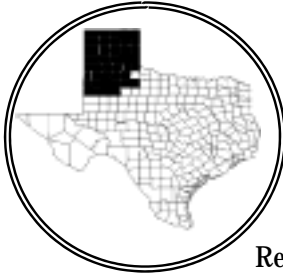
Just over half of all respondents said there was a need for information on the programs offered by TDHCA. At the same time, however, a large portion indicated they were sufficiently informed about the Department.

Need for Information from TDHCA (434 Respondents)



SUMMARY

Home repair assistance was the most commonly identified housing assistance need across the state, registering more support in the survey than home purchasing assistance. In the area of rental development, more respondents put an emphasis on new-unit construction than on rehabilitation of existing units. Utility payment assistance and weatherization assistance registered equal numbers of advocates in the survey, as both activities exceeded the other energy assistance options in number of responses. Most respondents statewide did not indicate a great necessity for homeless assistance activities. In terms of capacity building, assistance with operating costs was most commonly identified as the greatest need statewide. When assessing populations most in need of assistance, survey respondents indicated poverty-level and elderly populations ahead of other special needs groups by large margins. While some border regions were prominent exceptions, most statewide respondents did not point to a need for migrant farm worker housing or for fair housing training in their communities. Asked whether TDHCA needed to provide more information about its programs, respondents were relatively split down the middle. Half said more information was necessary, while the other half said no or expressed no opinion.



REGION 1

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 1, Housing Assistance and Energy Assistance Activities were the two categories most often ranked the highest by respondents. Energy Assistance appears to be a greater priority to respondents from the region than from the state as a whole. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

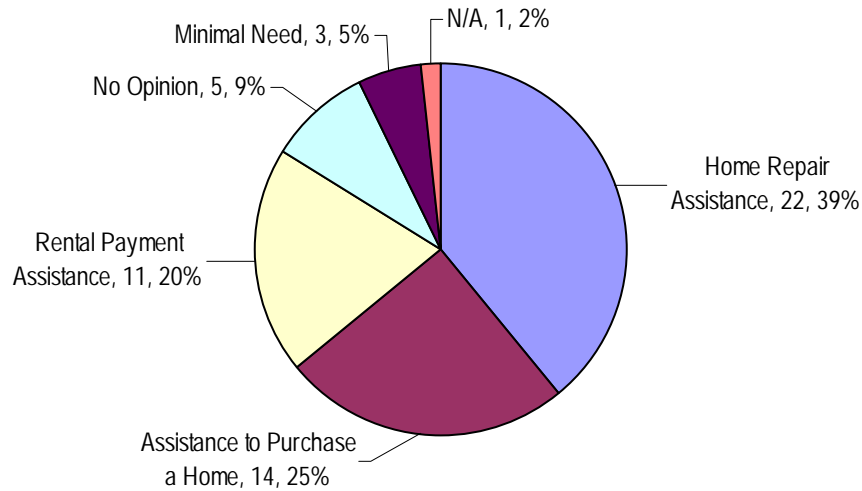
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	28% 11	33% 13	23% 9	13% 5	0% 0	5% 2	100% 40
2. Development of Apartments	24% 10	22% 9	27% 11	15% 6	10% 4	2% 1	100% 41
3. Energy Assistance	36% 17	21% 10	17% 8	17% 8	6% 3	2% 1	100% 47
4. Assistance for Homeless Persons	6% 3	6% 3	10% 5	19% 9	38% 18	21% 10	100% 48
5. Capacity Building Assistance	13% 7	11% 6	18% 10	18% 10	24% 13	16% 9	100% 55

HOUSING ASSISTANCE

Of all respondents, almost 40 percent indicated home repair assistance as the greatest need in their communities. Home purchasing assistance was the next most selected, with a quarter of the responses. Only 5 percent considered the need for housing assistance to be minimal.

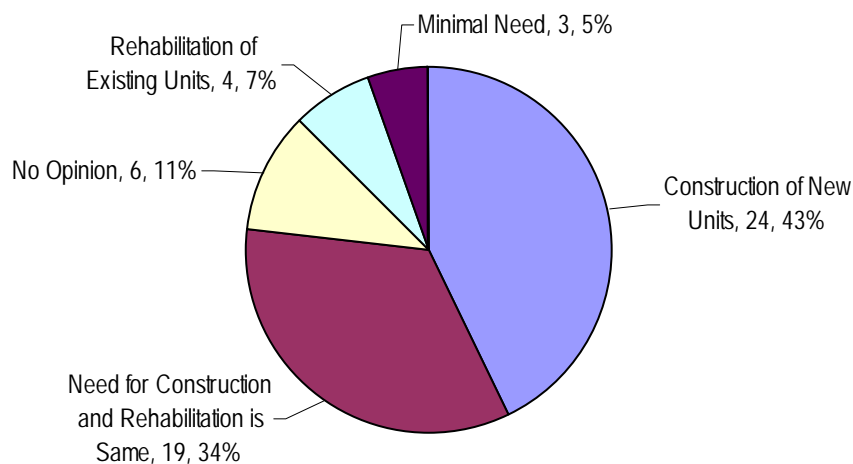
Housing Assistance Activities with Greatest Need (56 Respondents)



DEVELOPMENT OF RENTAL UNITS

Paralleling the responses received from the state as a whole, a large majority of the total respondents in Region 1 stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

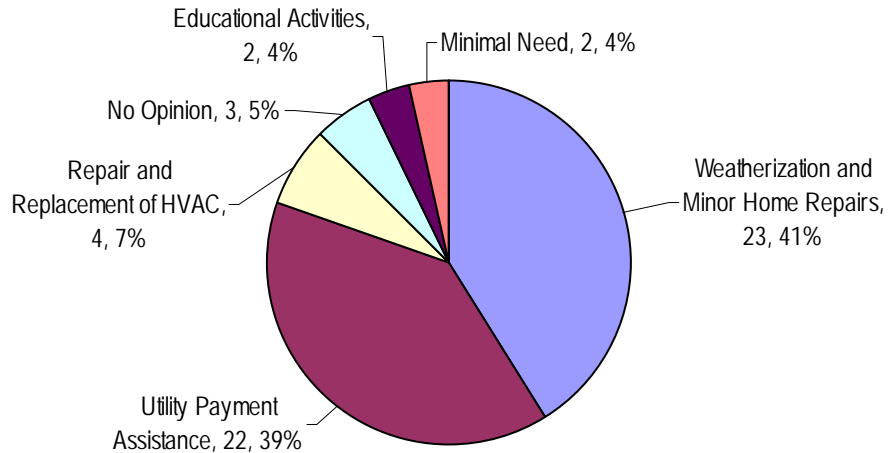
Rental Development Activity with Greatest Need (56 Respondents)



ENERGY ASSISTANCE

Assistance with weatherization and minor home repairs was the most commonly identified need amongst all respondents in the region, while Utility payment assistance was a close second. These two activities dominated the responses in this category, paralleling the responses from the state as a whole.

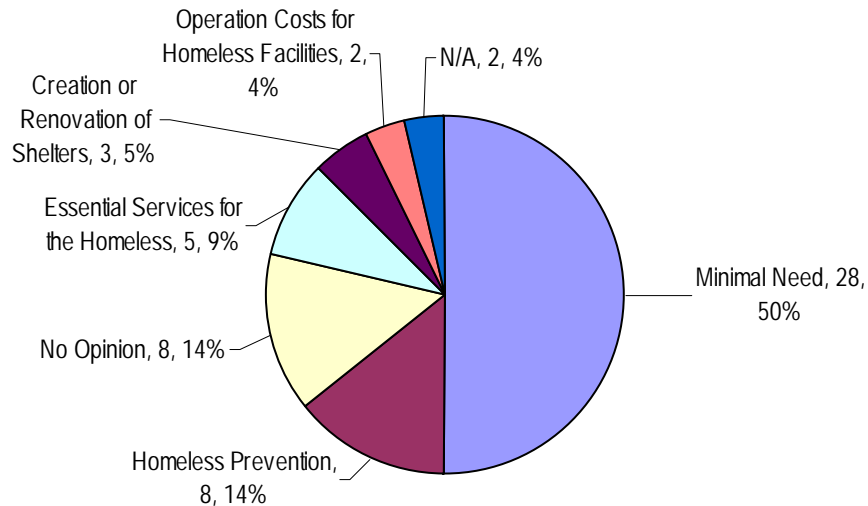
Energy Assistance Activity with Greatest Need (56 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 1 did not indicate a pressing need for homeless assistance activities. Half of all respondents said there was only a minimal need for such activities in their communities and another 14 percent had no opinion. Of the respondents who did identify need, a similar number indicated homeless prevention and essential services.

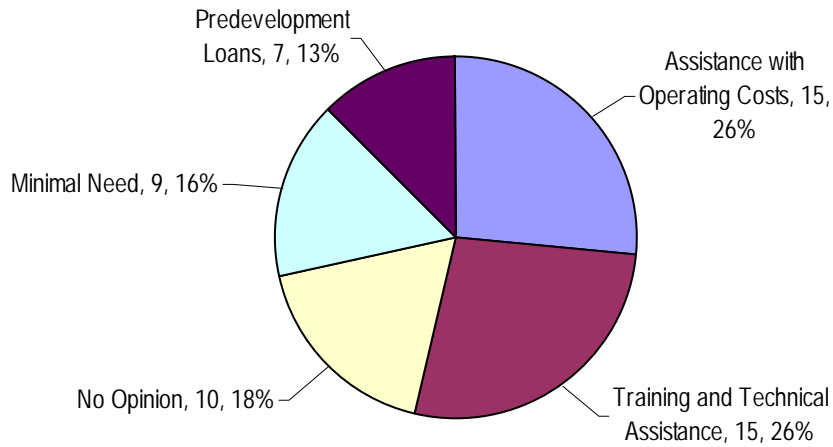
Homeless Assistance with Greatest Need (56 Respondents)



CAPACITY BUILDING

Of all respondents in Region 1, more than half selected either training and technical assistance or assistance with operating costs as the most needed capacity building activities, with both identified by 26 percent of the respondents. A significant portion also indicated a minimal need or gave no opinion.

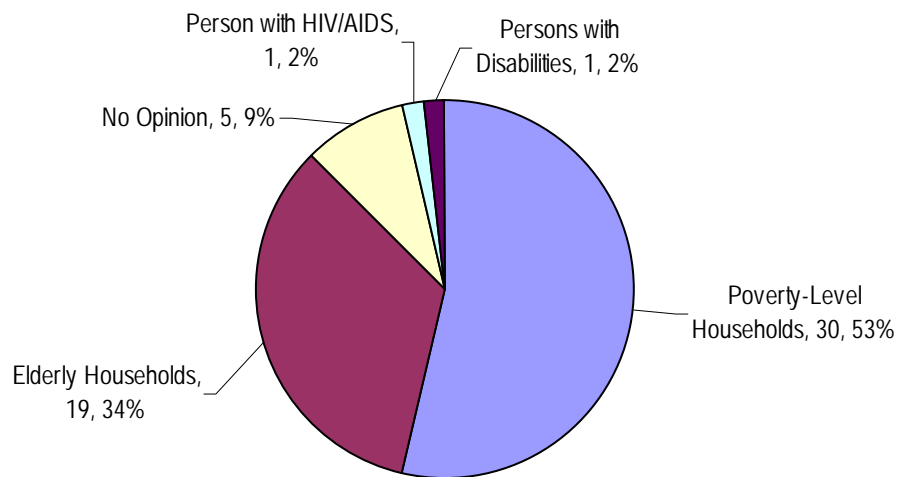
Capacity Building Activity with Greatest Need (56 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, over half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, selected by more than one third of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.

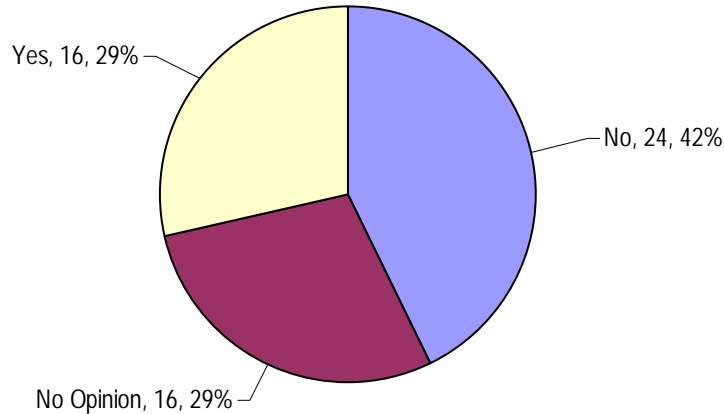
Population Most in Need of Assistance (56 Respondents)



MIGRANT FARM WORKERS

Although a large percent of respondents in the region said there was no need for migrant farm worker or seasonal housing in their communities, the percentage that did identify a need in the region, 29 percent, was significantly greater than the 15 percent of total statewide respondents who said there was a need.

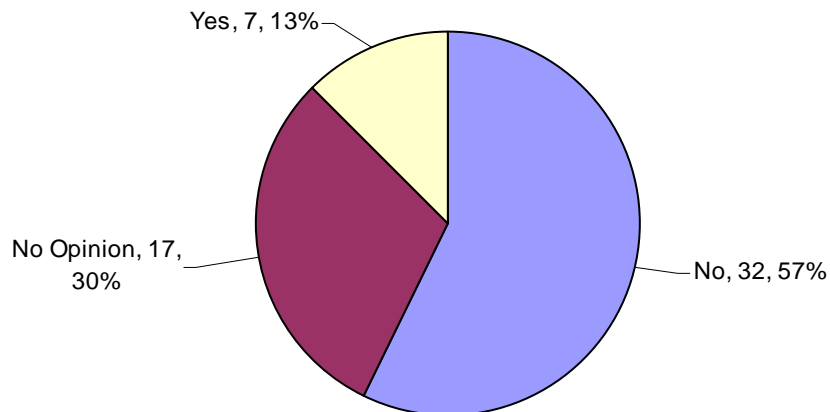
Need For Migrant Farm Worker Housing (56 Respondents)



FAIR HOUSING AND DISCRIMINATION

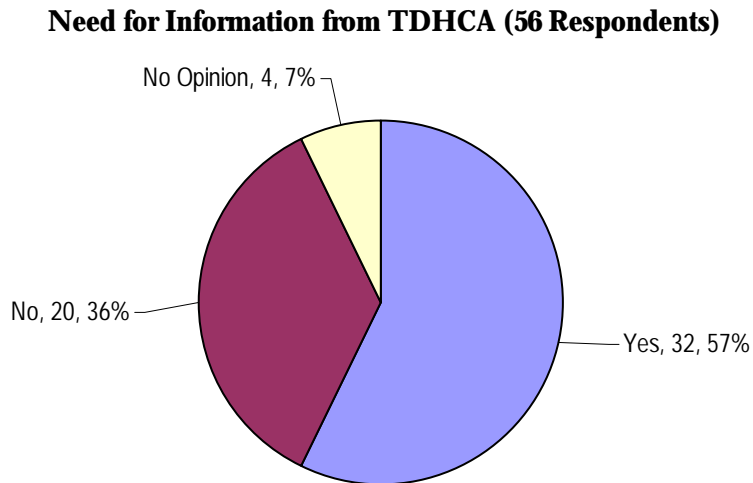
A majority of all respondents stated there was no need for training on fair housing laws in their communities. Only 13 percent stated a need was present.

Need for Fair Housing Training (56 Respondents)



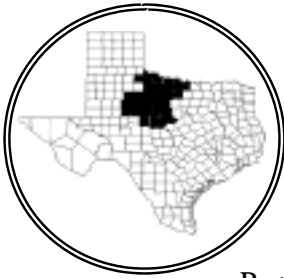
WORKING WITH TDHCA

Over half of all respondents said there was a need for more information on the programs offered by TDHCA. At the same time, however, more than a third indicated they were already sufficiently informed about the Department.



SUMMARY

The survey response from Region 1 generally mirrored that from the state as a whole. Region 1 differed, however, in the category of migrant farm worker housing. A higher percentage of respondents in this region said there was a need for such temporary housing than did respondents statewide.



REGION 2

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 2, Housing Assistance and Energy Assistance Activities were the two categories most often ranked the highest by respondents. Energy Assistance appears to be a greater priority to respondents from this region than from the state as a whole. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

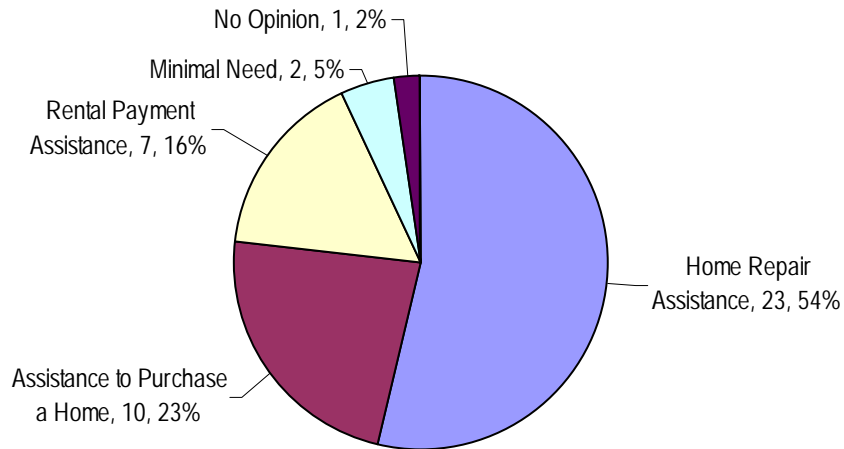
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	29% 7	29% 7	25% 6	4% 1	0%	13% 3	100% 24
2. Development of Apartments	21% 6	18% 5	25% 7	7% 2	18% 5	11% 3	100% 28
3. Energy Assistance	33% 11	30% 10	21% 7	6% 2	3% 1	6% 2	100% 33
4. Assistance for Homeless Persons	11% 4	3% 1	19% 7	16% 6	38% 14	14% 5	100% 37
5. Capacity Building Assistance	14% 6	12% 5	12% 5	24% 10	19% 8	19% 8	100% 42

HOUSING ASSISTANCE

Of all respondents in Region 2, more than half indicated home repair assistance as the greatest need in their respective communities. Home purchasing assistance was the next most selected, with nearly a quarter of the responses. Only 5 percent stated that there was a minimal need for housing assistance.

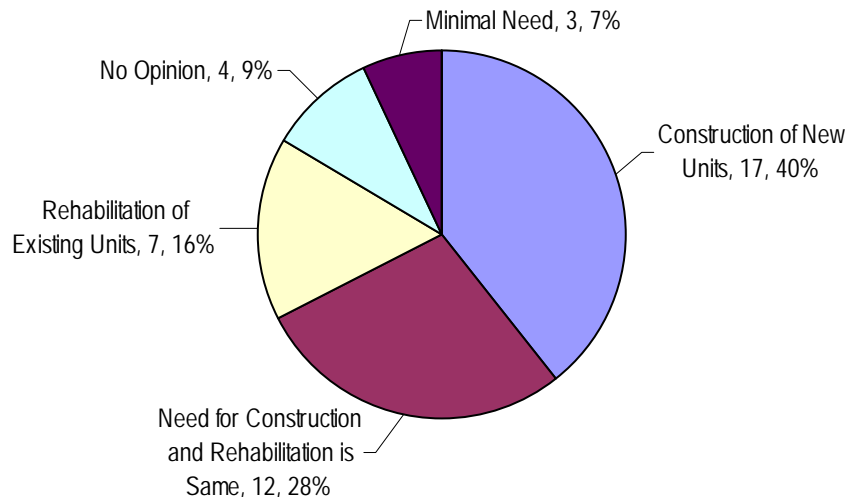
Housing Assistance Activity with Greatest Need (43 Respondents)



DEVELOPMENT OF RENTAL UNITS

Paralleling the responses received from the state as a whole, a large majority of the total respondents in Region 2 stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

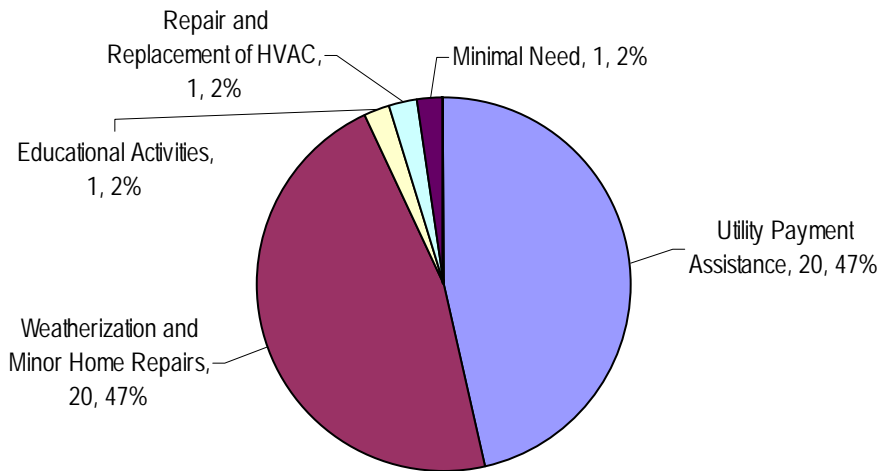
Rental Development Activity with Greatest Need (43 Respondents)



ENERGY ASSISTANCE

Utility payment assistance and assistance with weatherization and minor home repairs were identified as the greatest needs by equal percentages of respondents in the region. These two activities dominated the responses in this category, paralleling the state as a whole.

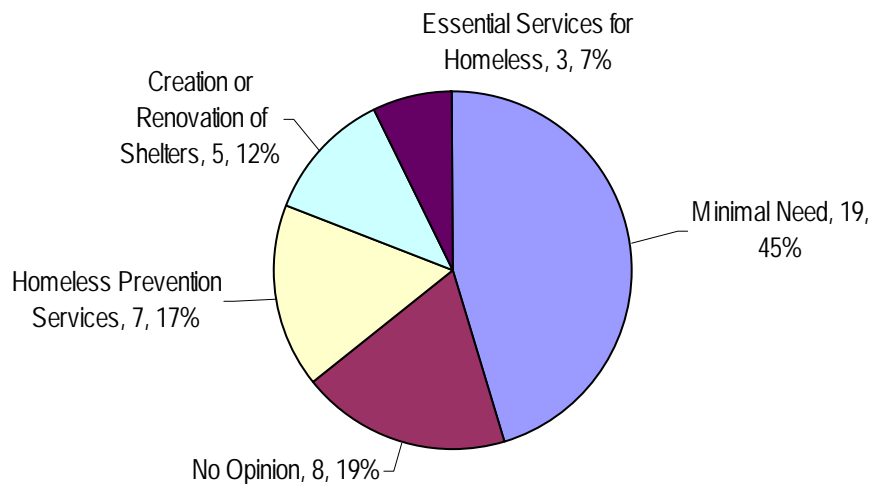
Energy Assistance Activity with Greatest Need (43 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 2 did not indicate a pressing need for homeless assistance activities. Close to half of all respondents said there was only a minimal need for such activities in their communities and another 19 percent had no opinion. Of the respondents who did identify need, a similar number indicated creation or renovation of temporary shelters and homeless prevention.

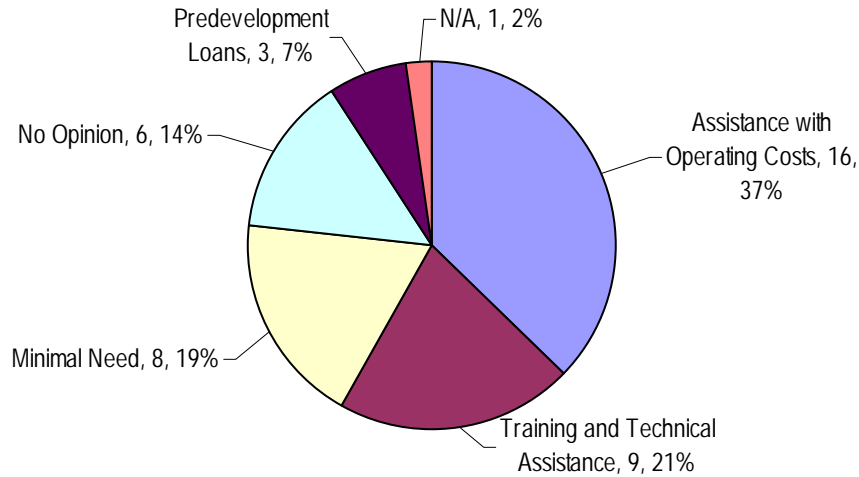
Homeless Assistance Activity with Greatest Need (43 Respondents)



CAPACITY BUILDING

Of all respondents in the region, more than half selected either training and technical assistance or assistance with operating costs as the most needed capacity building activities. A significant portion also indicated a minimal need or gave no opinion.

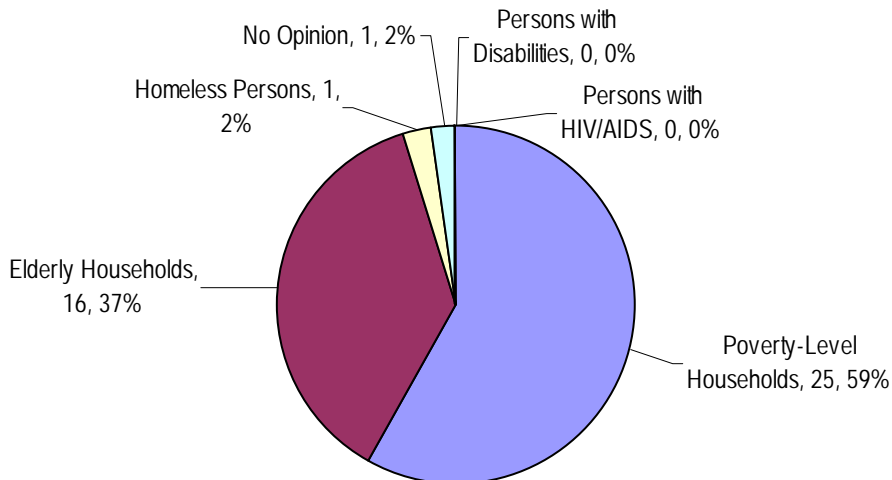
Capacity Building Activity with Greatest Need (43 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, almost 60 percent indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, selected by more than one third of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.

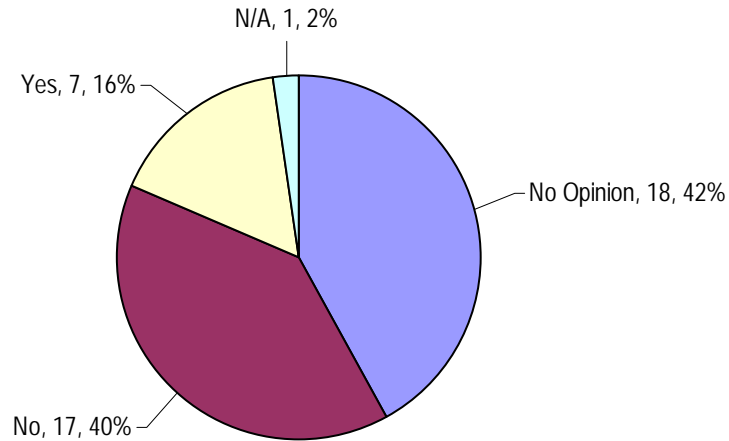
Population Most in Need of Assistance (43 Respondents)



MIGRANT FARM WORKERS

A much larger percentage of respondents from Region 2 had no opinion on the issue of migrant farm worker housing than respondents from the state as a whole. Another equally significant percentage saw no need in their communities for such temporary housing.

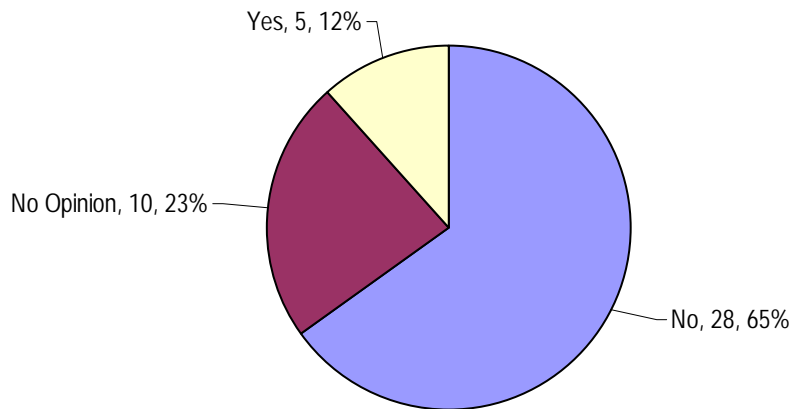
Need for Migrant Farm Worker Housing (43 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of all respondents in the region stated there was no need for training on fair housing laws in their communities. Only 12 percent stated a need was present.

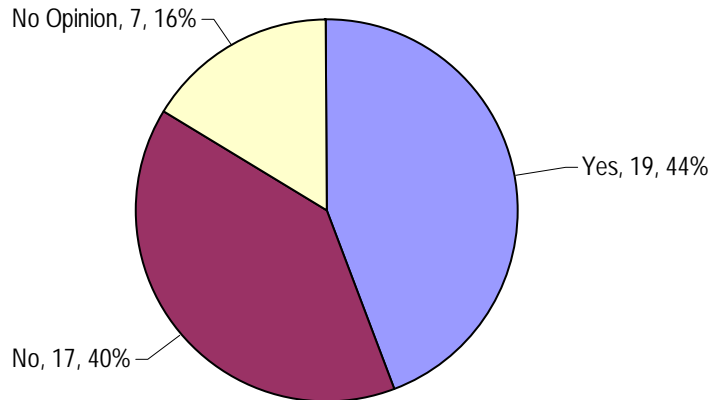
Need for Fair Housing Training (43 Respondents)



WORKING WITH TDHCA

A large percentage of the region's respondents said there was a need for more information about the programs offered by TDHCA. At the same time, however, a similar portion indicated they were already sufficiently informed about the Department.

Need for Information from TDHCA (43 Respondents)



SUMMARY

The survey response from Region 2 generally mirrored that from the state as a whole. Region 2 differed, however, in the category of migrant farm worker housing. A much larger percentage of respondents from the region as compared to statewide had no opinion on the issue of migrant farm worker.



REGION 3

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 3, Housing Assistance Activities was the category most often ranked the highest by respondents, while Energy Assistance Activities was the next most likely to receive a priority rank. Assistance for Homeless Persons appeared to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

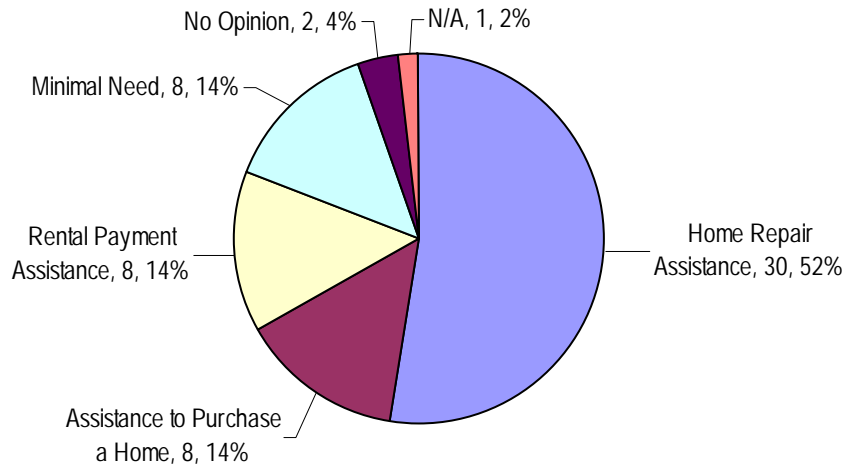
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	51% 20	21% 8	15% 6	5% 2	0%	8% 3	100% 39
2. Development of Apartments	5% 2	16% 6	22% 8	22% 8	19% 7	16% 6	100% 37
3. Energy Assistance	29% 14	29% 14	27% 13	10% 5	2% 1	2% 1	100% 48
4. Assistance for Homeless Persons	2% 1	7% 3	13% 6	17% 8	41% 19	20% 9	100% 46
5. Capacity Building Assistance	6% 3	15% 8	19% 10	24% 13	17% 9	20% 11	100% 54

HOUSING ASSISTANCE

Of all respondents, more than half indicated home repair assistance as the greatest need in their communities. Home purchasing assistance and rental payment assistance were both identified by equal, smaller percentages of the respondents.

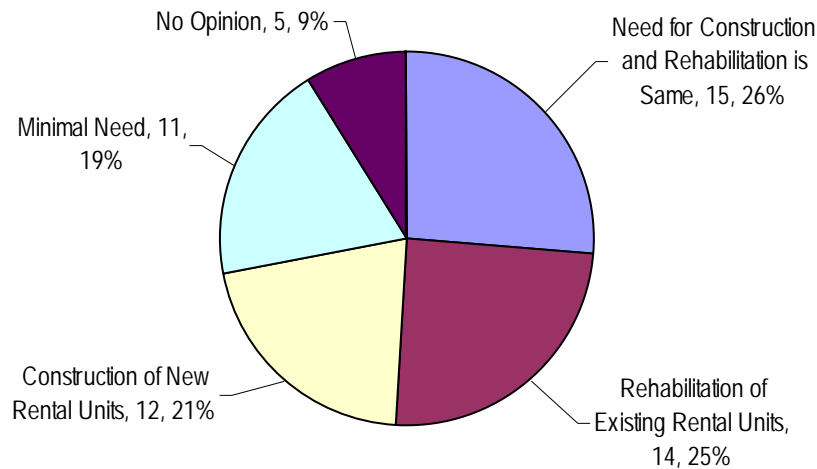
Housing Assistance Activity with Greatest Need (57 Respondents)



DEVELOPMENT OF RENTAL UNITS

Construction of new rental units appears to be a lesser priority to respondents in Region 3 than to those from the state as a whole. Only 47 percent of the region's respondents stated that new construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units, compared to 68 percent of the statewide respondents indicating the same opinion.

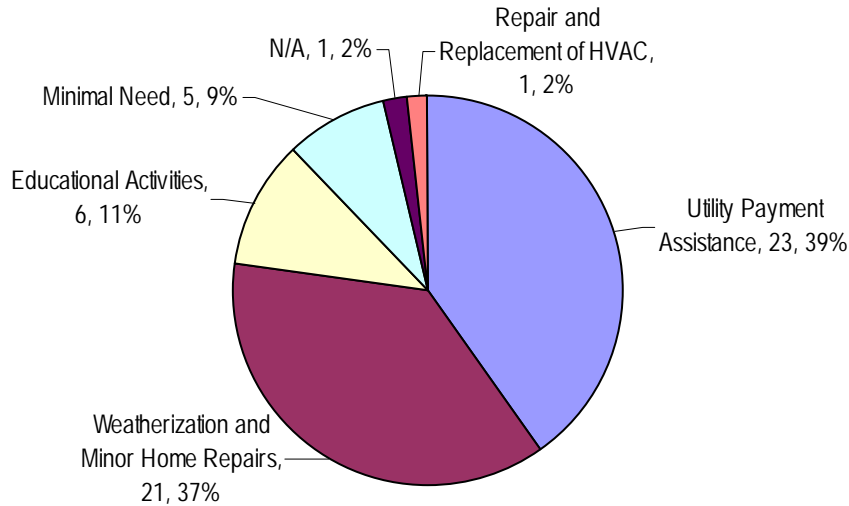
Rental Development Activity with Greatest Need (57 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all Region 3 respondents, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category, paralleling the state as a whole.

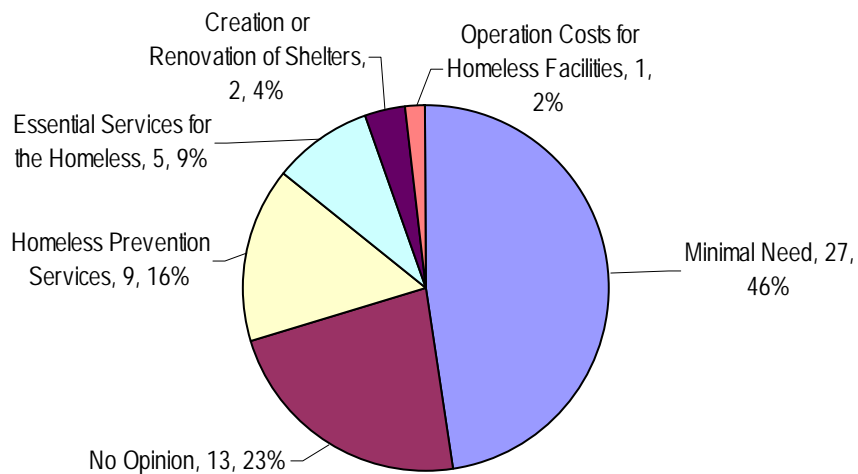
Energy Assistance Activity with Greatest Need (57 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 3 did not indicate a pressing need for homeless assistance activities. Nearly half of all respondents said there was only a minimal need for such activities in their communities and another 23 percent had no opinion. Of the respondents who did identify a need, most indicated homeless prevention services.

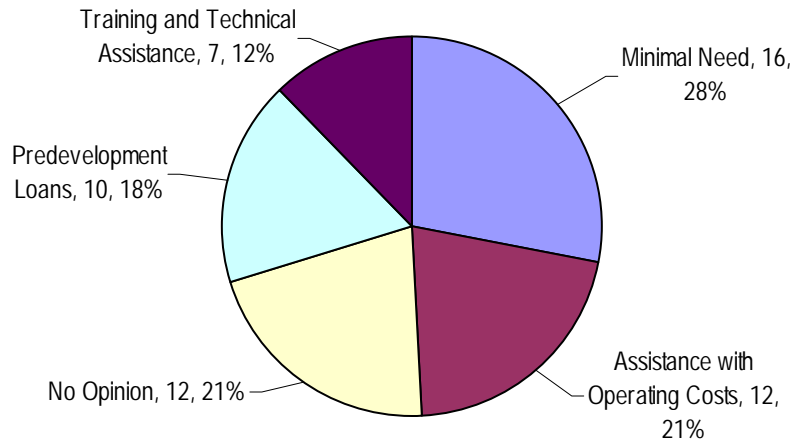
Homeless Assistance Activity with Greatest Need (57 Respondents)



CAPACITY BUILDING

Assistance with operating costs was the most identified capacity building activity in Region 3. However, a higher percentage of the region's respondents identified a minimal need or had no opinion than did respondents statewide.

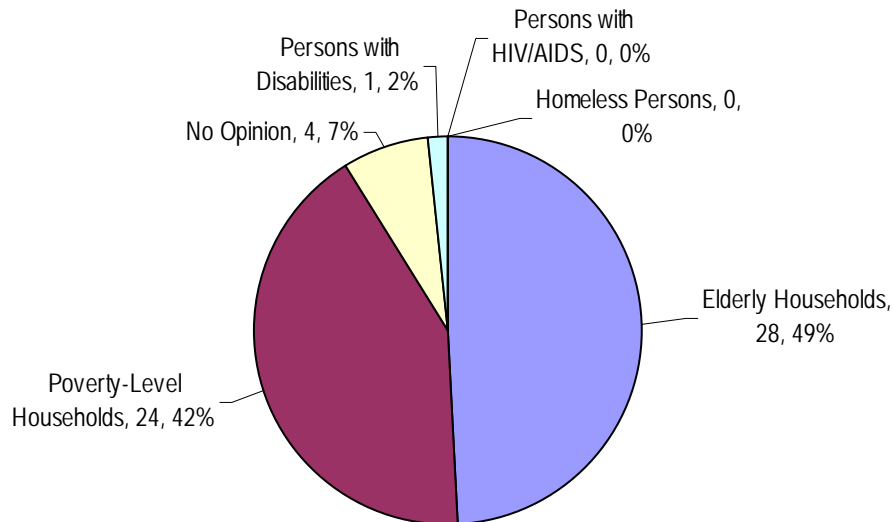
Capacity Building Activity with Greatest Need (57 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, almost half indicated elderly households as the population most in need of assistance in their communities. Poverty-level households was the second most popular choice, selected by more than 40 percent of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.

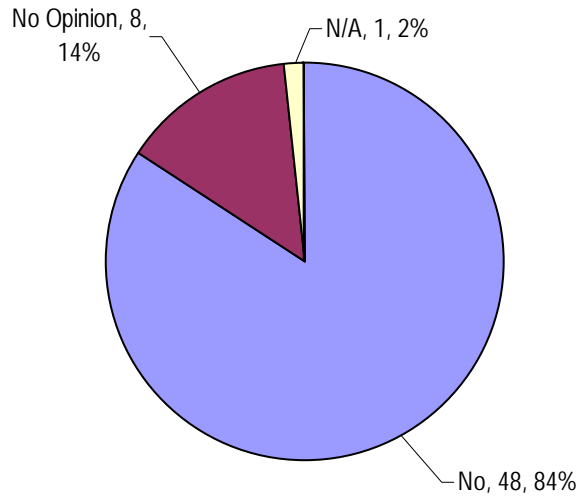
Population Most in Need of Assistance (57 Respondents)



MIGRANT FARM WORKERS

The vast majority of respondents in the region saw no need for migrant farm worker or temporary housing in their communities. While some respondents had no opinion on the issue, none said there was a need.

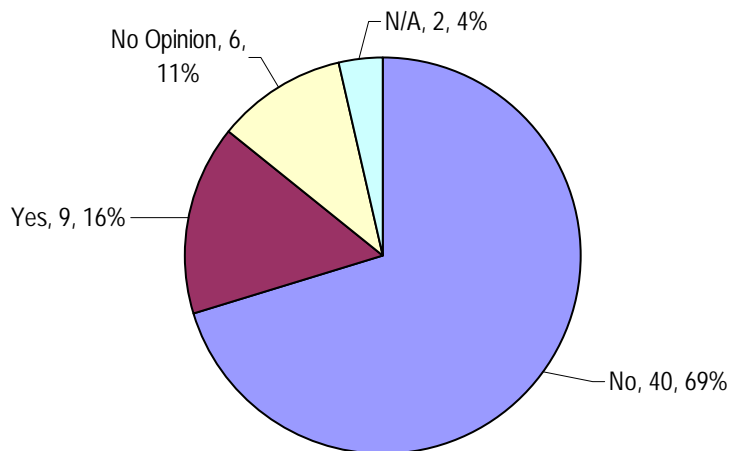
Need for Migrant Farm Worker Housing (57 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of respondents in the region stated there was no need for training on fair housing laws in their communities. Only 16 percent stated a need was present.

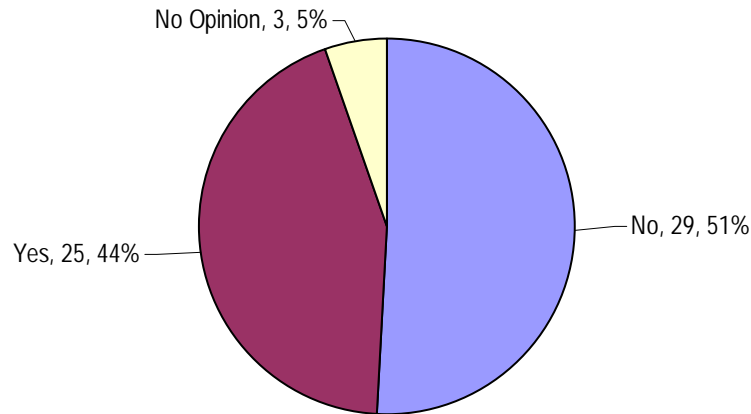
Need for Fair Housing Training (57 Respondents)



WORKING WITH TDHCA

Just over half of all respondents said there was a need for more information on the programs offered by TDHCA. At the same time, however, a similarly large portion indicated they were already sufficiently informed about the Department.

Need for Information from TDHCA (57 Respondents)



SUMMARY

The survey response from Region 3 generally mirrored that from the state as a whole. Variances arose, however in several categories. For one, rehabilitation of existing rental units appears to be a greater priority to respondents in Region 3 than to those from the rest of the state. The region also contained the most respondents of any region who stated migrant farm worker housing was unnecessary in their communities.



REGION 4

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest by the region's respondents, while Energy Assistance Activities was the next most likely to be selected as a top priority. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

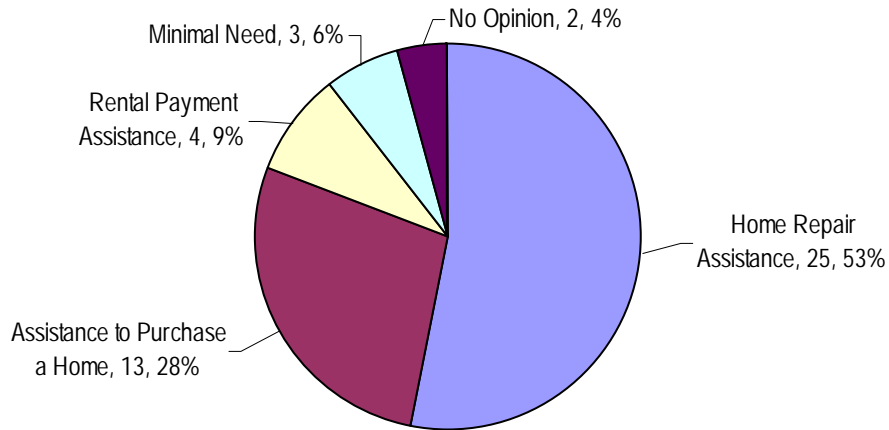
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	47% 15	19% 6	22% 7	6% 2	0%	6% 2	100% 32
2. Development of Apartments	15% 6	17% 7	29% 12	20% 8	7% 3	12% 5	100% 41
3. Energy Assistance	26% 10	33% 13	23% 9	10% 4	0%	8% 3	100% 39
4. Assistance for Homeless Persons	0%	12% 5	7% 3	22% 9	29% 12	29% 12	100% 41
5. Capacity Building Assistance	10% 4	10% 4	17% 7	24% 10	31% 13	10% 4	100% 42

HOUSING ASSISTANCE

Of all respondents in Region 4, more than half indicated home repair assistance as the greatest need in their respective communities. Home purchasing assistance was the next most selected, with over a quarter of the responses. Only 6 percent considered the need for housing assistance to be minimal.

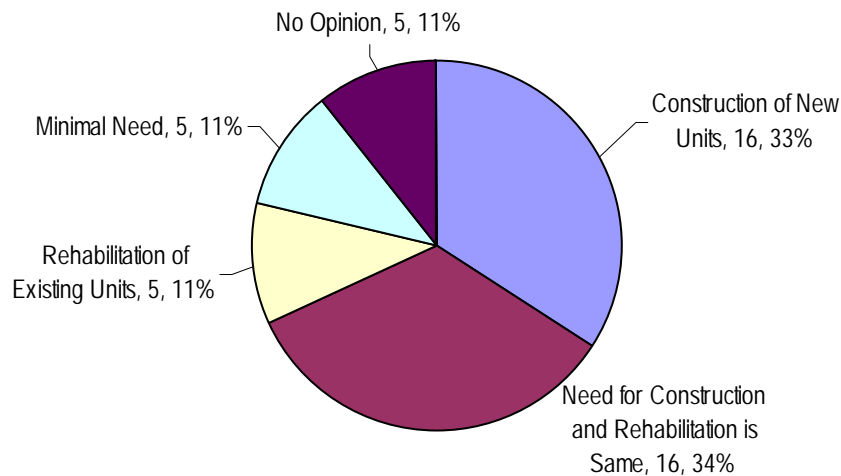
Housing Assistance with Greatest Need (47 Respondents)



DEVELOPMENT OF RENTAL UNITS

Paralleling the responses received from the state as a whole, a large majority of the total respondents in Region 4 stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

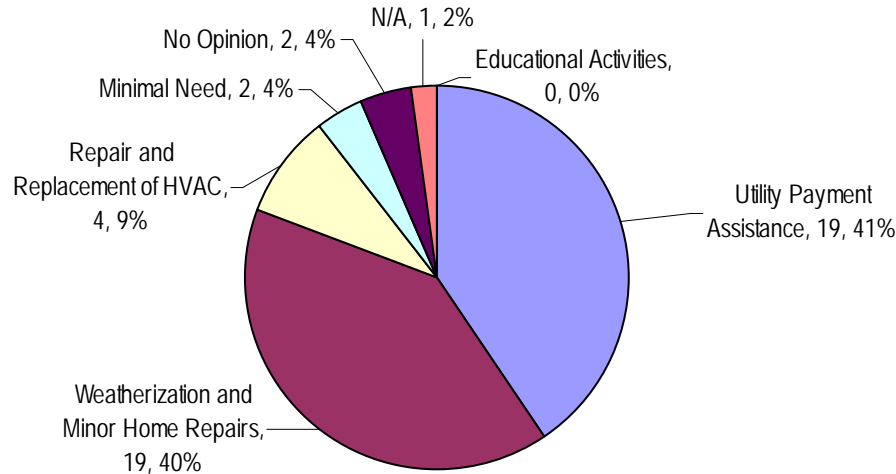
Rental Development with Greatest Need (47 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all Region 4 respondents, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category, paralleling the state as a whole.

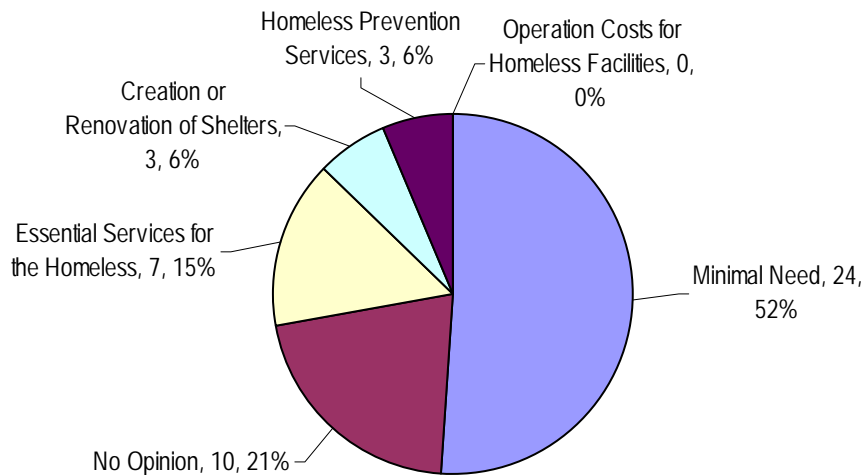
Energy Assistance Activity with Greatest Need (47 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 4 did not indicate a pressing need for homeless assistance activities. More than half of all respondents said there was only a minimal need for such activities in their communities and another 21 percent had no opinion. Of the respondents who did identify a need, most indicated essential services.

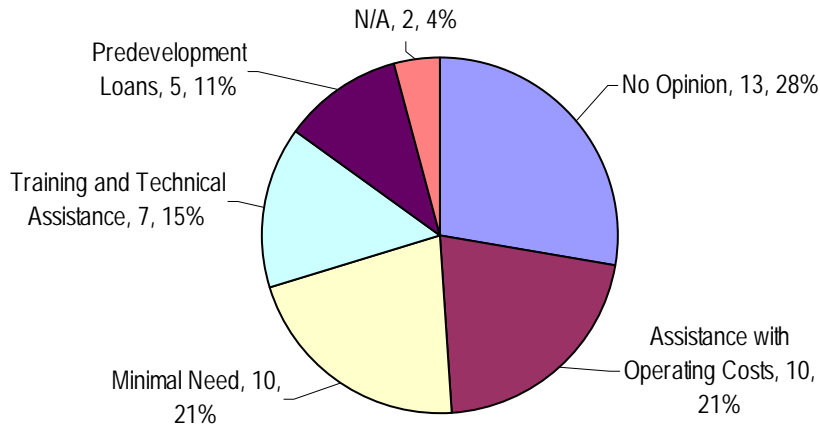
Homeless Assistance Activity with Greatest Need (47 Respondents)



CAPACITY BUILDING

Assistance with operating costs was the most identified capacity building activity in Region 4. However, a higher percentage of the region's respondents identified a minimal need or had no opinion than did respondents statewide.

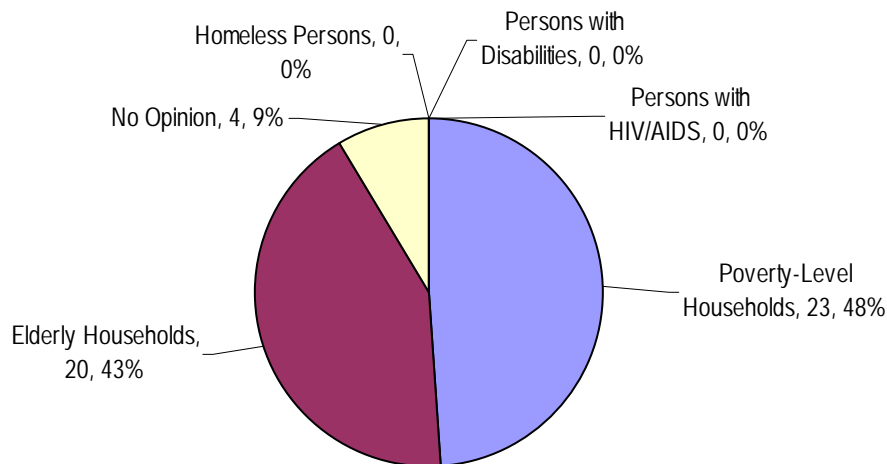
Capacity Building Activity with Greatest Need (47 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, almost half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most selected group, indicated in more than 40 percent of the responses. These two population groups together dominated the responses in this category, similar to responses from the state as a whole.

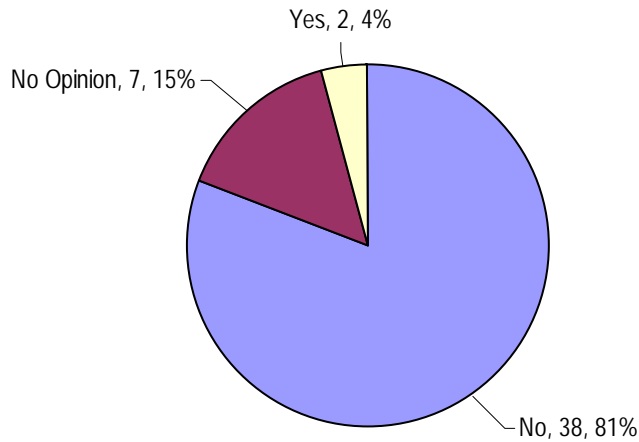
Population Most in Need of Assistance (47 Respondents)



MIGRANT FARM WORKERS

A significant majority of all respondents saw no need for migrant farm worker or seasonal housing in their communities. Only 4% stated that a need existed.

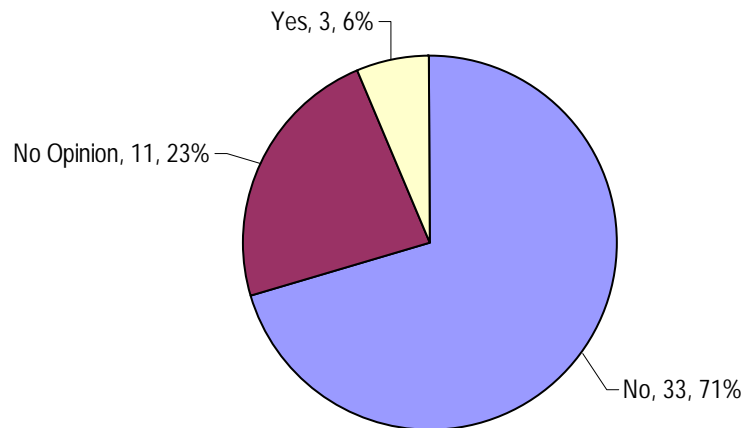
Need for Migrant Farm Worker Housing (47 Respondents)



FAIR HOUSING AND DISCRIMINATION

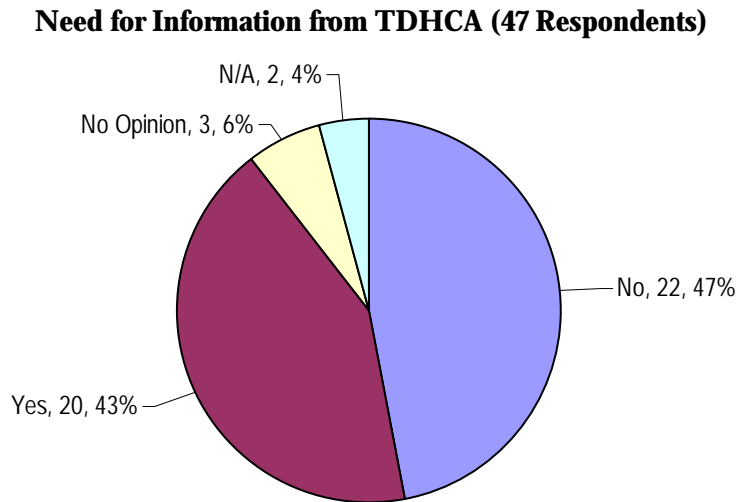
A majority of respondents in the region stated there was no need for training on fair housing laws in their communities. Only 6 percent stated a need was present.

Need for Fair Housing Training (47 Respondents)



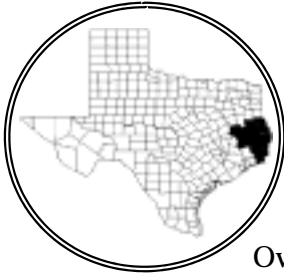
WORKING WITH TDHCA

Just under half of all respondents said there was a need for more information on the programs offered by TDHCA. At the same time, however, a similarly large portion indicated they were already sufficiently informed about the Department.



SUMMARY

The survey response from Region 4 generally mirrored the response from the state as a whole. In Region 4, however, a higher percentage of respondents identified a minimal need for capacity building assistance or had no opinion on the subject than did most respondents statewide.



REGION 5

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest by the region's respondents, while Energy Assistance Activities was the next most likely to be selected as a top priority. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

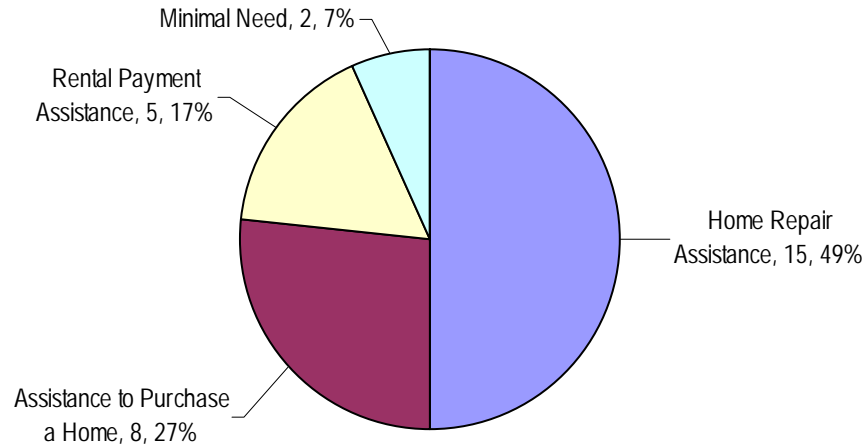
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	68% 17	20% 5	4% 1	4% 1	4% 1	0%	100% 25
2. Development of Apartments	17% 4	29% 7	38% 9	13% 3	4% 1	0%	24
3. Energy Assistance	13% 3	43% 10	17% 4	17% 4	9% 2	0%	23
4. Assistance for Homeless Persons	8% 2	0%	20% 5	20% 5	36% 9	16% 4	100% 25
5. Capacity Building Assistance	11% 3	7% 2	19% 5	33% 9	26% 7	4% 1	100% 27

HOUSING ASSISTANCE

Of all respondents in Region 2, nearly half indicated home repair assistance as the greatest need in their respective communities. Home purchasing assistance was the next most selected, more than a quarter of the responses. Only 7 percent considered the need for housing assistance to be minimal.

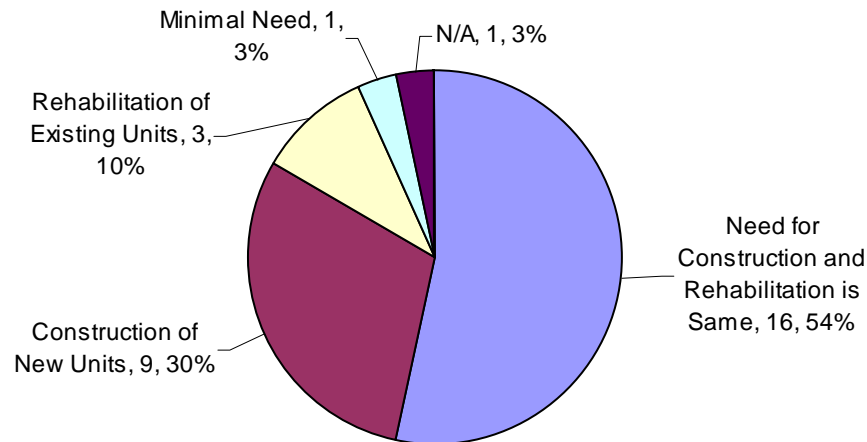
Housing Assistance Activity with Greatest Need (30 Respondents)



DEVELOPMENT OF RENTAL UNITS

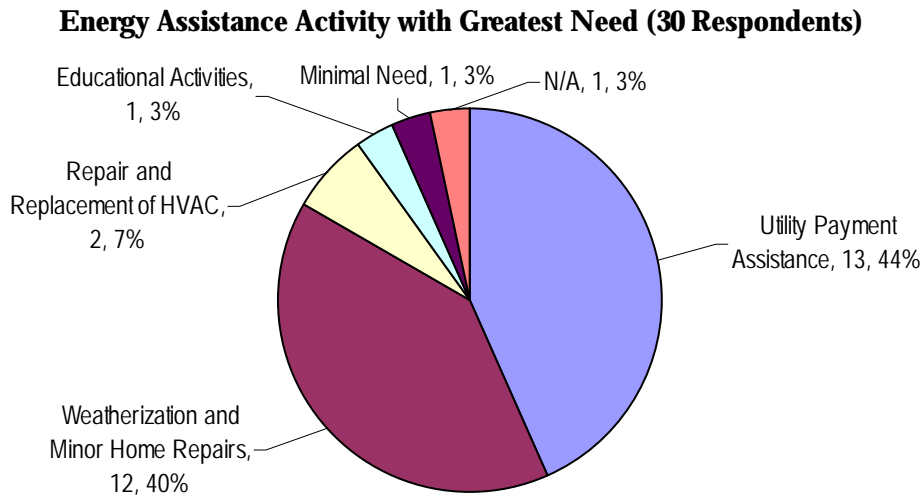
Paralleling the responses received from the state as a whole, a large majority of the total respondents in Region 5 stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A smaller percentage indicated only rehabilitation as the most pressing need.

Rental Development Activity with Greatest Need (30 Respondents)



ENERGY ASSISTANCE

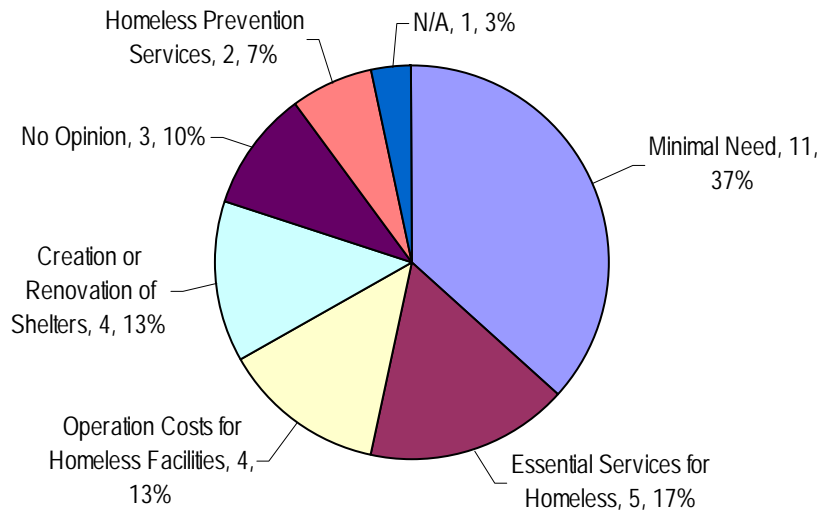
Utility payment assistance and assistance with weatherization and minor home repairs were identified as the greatest needs by similar percentages of respondents in the region. These two activities dominated the responses in this category, paralleling the state as a whole.



ASSISTANCE FOR HOMELESS PERSONS

Homeless assistance appears to be a somewhat greater priority to respondents in Region 5 than to the state as a whole, with fewer respondents in the region dismissing homeless assistance as a minimal need than in most regions. Of those respondents who identified need, a similar number indicated essential services, facility operation costs, and creation or renovation of temporary shelters.

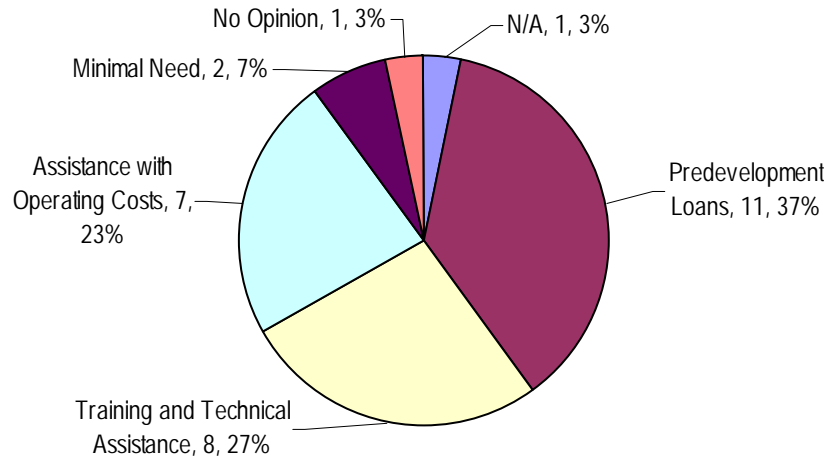
Homeless Assistance Activity with Greatest Need (30 Respondents)



CAPACITY BUILDING

Differing from the state as a whole, the most commonly identified capacity building need in Region 5 was Predevelopment loans. Operating cost assistance, the need chosen by most respondents across the state, was only the third most popular answer in this region.

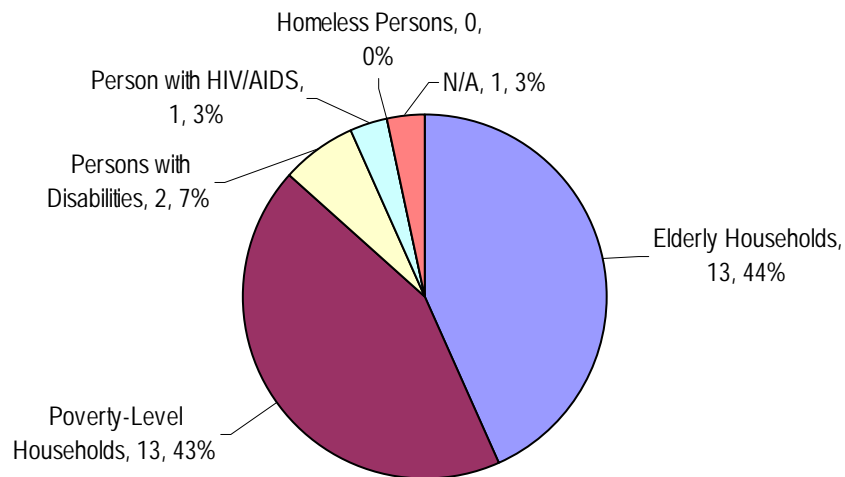
Capacity Building Activity with Greatest Need (30 Respondents)



SPECIAL NEEDS POPULATIONS

Equally substantial percentages of respondents indicated elderly and poverty-level households as the populations most in need of assistance in their communities. These two population groups together dominated the responses in this category, similar to the responses from the state as a whole.

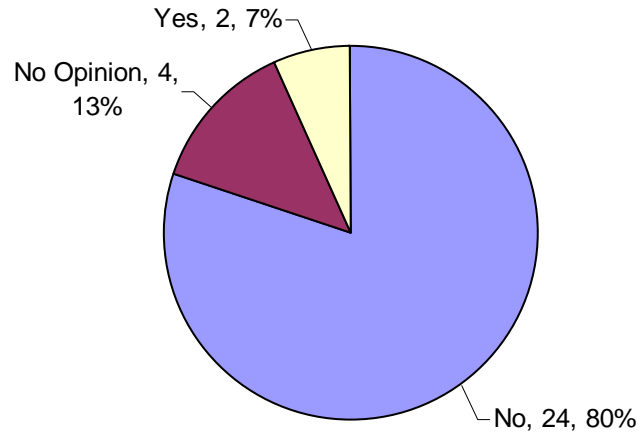
Population Most in Need of Assistance (30 Respondents)



MIGRANT FARM WORKERS

A significant majority of all respondents saw no need for migrant farm worker or seasonal housing in their communities. Only 15% stated that a need existed.

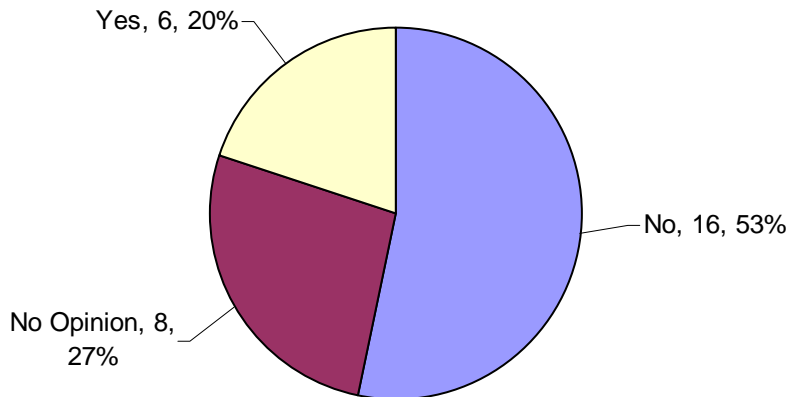
Need for Migrant Farm Worker Housing (30 Respondents)



FAIR HOUSING AND DISCRIMINATION

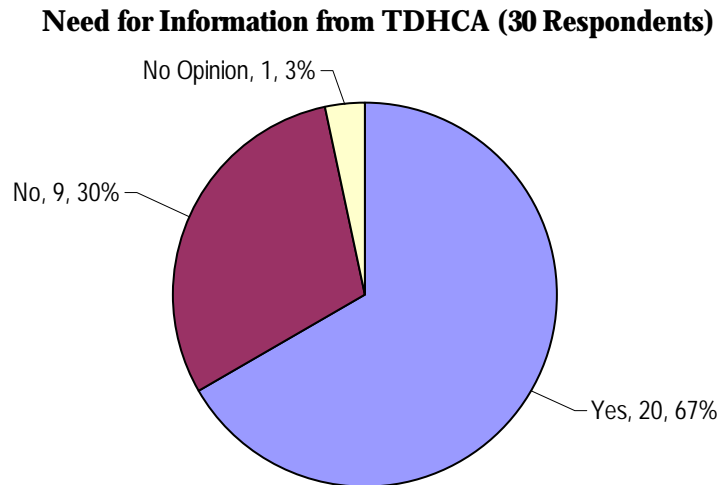
A majority of all respondents in the region stated there was no need for training on fair housing laws in their communities. 20 percent indicated a need was present.

Need for Fair Housing Training (30 Respondents)



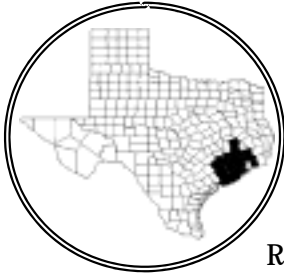
WORKING WITH TDHCA

Differing from the state as a whole, in which about half of respondents stated there was a need for more information about TDHCA programs, in Region 5 this opinion was shared by more than two-thirds of respondents.



SUMMARY

The survey response from Region 5 generally mirrored response from the state as a whole. However, homeless assistance appears to be a somewhat greater priority to respondents in Region 5 than to the rest of the state, with fewer respondents in this region dismissing homeless assistance as a minimal need. Also differing from the state as a whole, the most commonly identified capacity building need in Region 5 was Predevelopment loans. Statewide, this option was only the fourth most popular capacity building answer choice.



REGION 6

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 3, Housing Assistance Activities was the category most often ranked the highest by respondents, while Energy Assistance Activities was the next most likely to receive a priority (1 or 2) rank. Assistance for Homeless Persons, the category most often assigned a low rank, appeared to be the least relevant to the respondents.

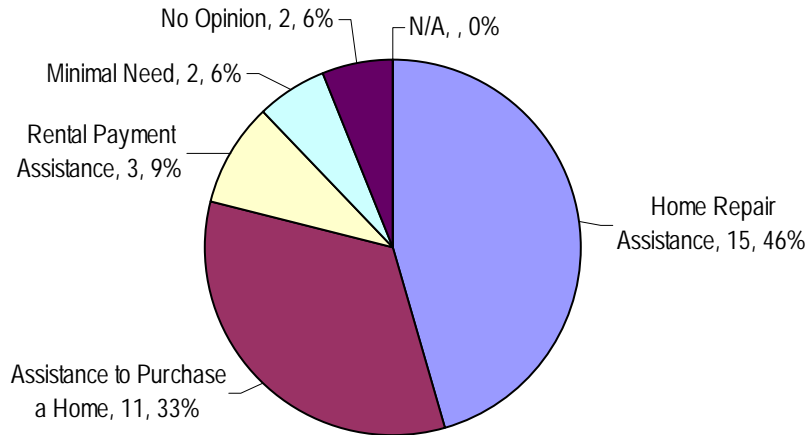
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	73% 16	14% 3	5% 1	0%	5% 1	5% 1	100% 22
2. Development of Apartments	14% 3	14% 3	27% 6	9% 2	23% 5	14% 3	100% 22
3. Energy Assistance	7% 2	41% 11	37% 10	7% 2	0%	7% 2	100% 27
4. Assistance for Homeless Persons	0%	8% 2	12% 3	38% 10	31% 8	12% 3	100% 26
5. Capacity Building Assistance	6% 2	18% 6	21% 7	24% 8	18% 6	12% 4	100% 33

HOUSING ASSISTANCE

Of all respondents, close to half indicated home repair assistance as the greatest need in their respective communities. Home purchasing assistance was the next most selected, with a third of the responses. Only 6 percent considered the need for housing assistance to be minimal.

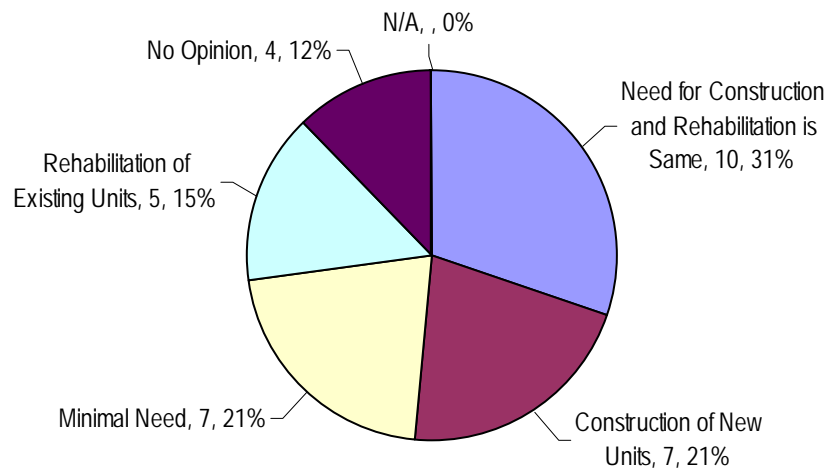
Housing Assistance Activity with Greatest Need (33 Respondents)



DEVELOPMENT OF RENTAL UNITS

Construction of new rental units and rehabilitation of existing units appear to be equally important to the respondents of Region 6. This differs from the response statewide, which favored new construction by a significant margin.

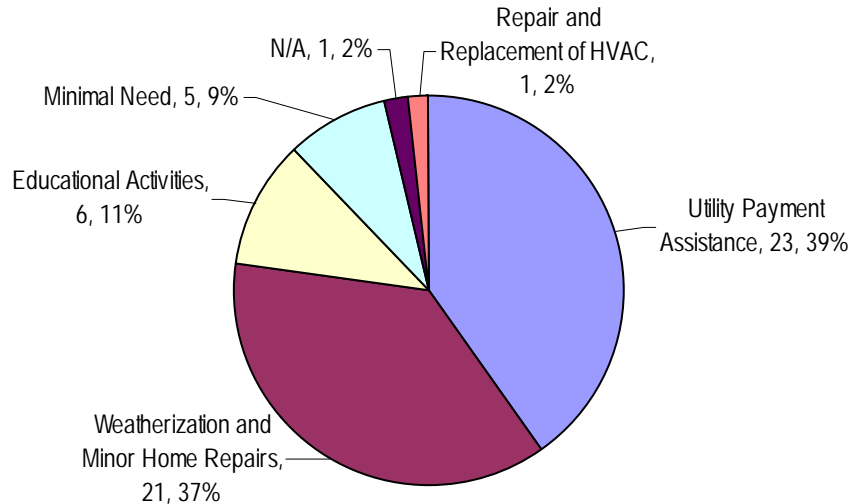
Rental Development Activity with Greatest Need (33 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all Region 6 respondents, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category, similar to the state as a whole.

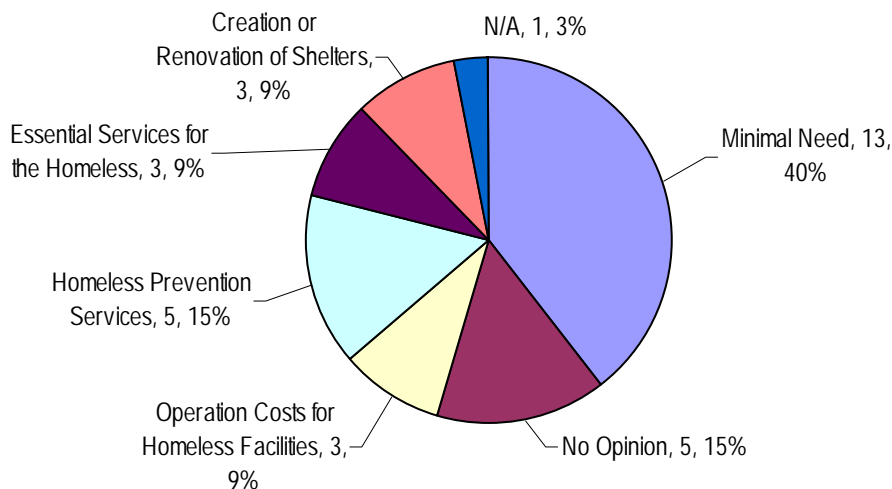
Energy Assistance Activity with Greatest Need (33 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

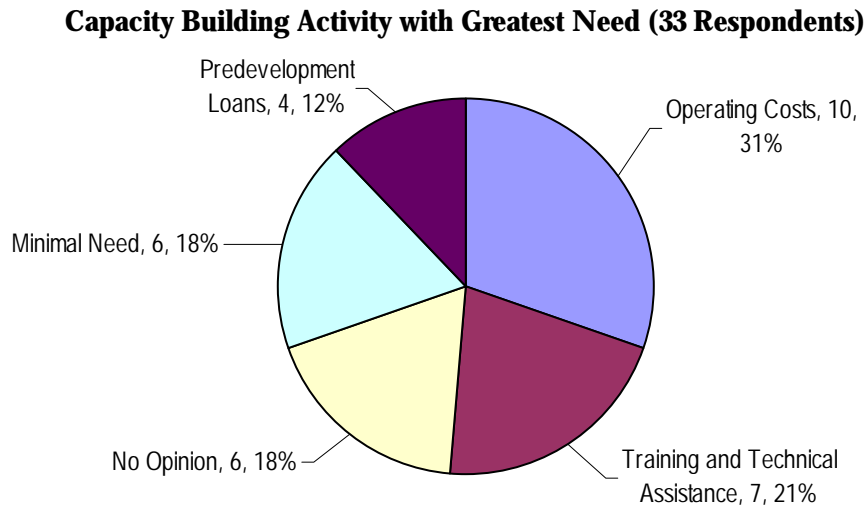
Like the state as a whole, most respondents in Region 6 did not indicate a pressing need for homeless assistance activities. More than half of all respondents either said there was only a minimal need for such activities or had no opinion on the issue. Of the respondents who did identify a need, most indicated homeless prevention services.

Homeless Assistance Activity with Greatest Need (33 Respondents)



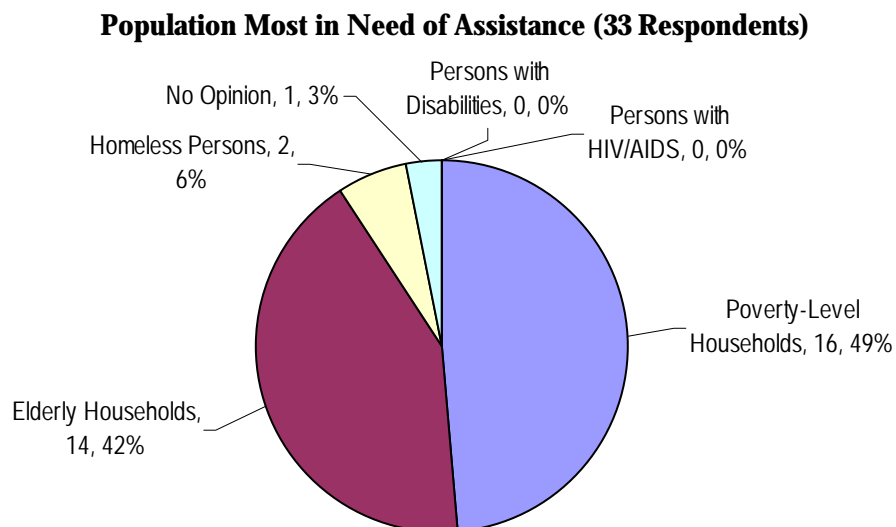
CAPACITY BUILDING

Of all respondents in the region, more than half selected either training and technical assistance or assistance with operating costs as the most needed capacity building activities. A significant portion also indicated a minimal need or gave no opinion.



SPECIAL NEEDS POPULATIONS

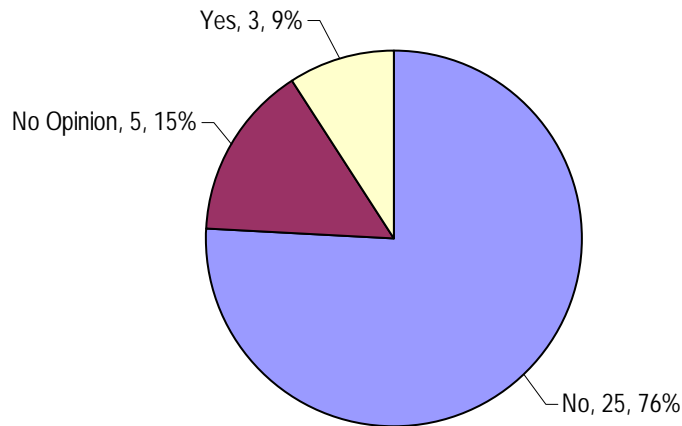
Of all respondents in the region, almost half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, indicated in more than 40 percent of the responses. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.



MIGRANT FARM WORKERS

A significant majority of the region's respondents saw no need for migrant farm worker or seasonal housing in their communities. Only 9% stated that a need existed.

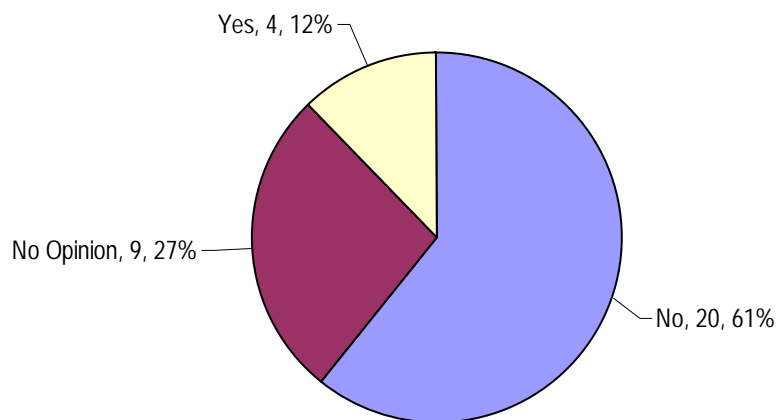
Need for Migrant Farm Worker Housing (33 Respondents)



FAIR HOUSING AND DISCRIMINATION

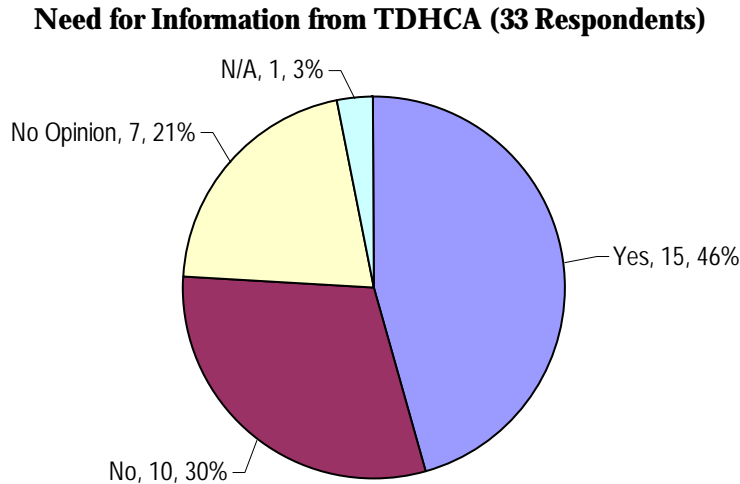
A majority of respondents in the region stated there was no need for training on fair housing laws in their communities. Only 12 percent stated a need was present.

Need for Fair Housing Training (33 Respondents)



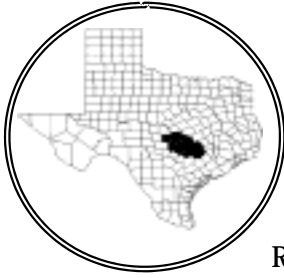
WORKING WITH TDHCA

Differing from the statewide opinion, less than half of Region 6 respondents saw a need for more information about TDHCA programs. The majority said either there was no need or gave no opinion.



SUMMARY

The survey response from Region 6 generally mirrored response from the state as a whole. There was no strong divergence from the statewide response trends.



REGION 7

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 7, Development of Apartments and Housing Assistance Activities were the two categories most often ranked the highest by respondents. Development of Apartments appears to be a greater priority to respondents from the region than from the state as a whole. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

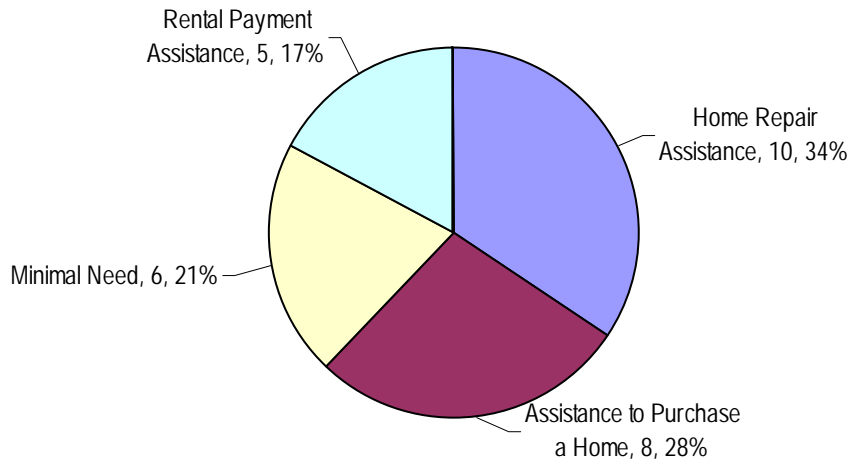
7.1. Ranking of Need for General Housing Assistance

	Number of responses per need rank, and percent of total responses within each activity						
Answer Choice	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	27% 6	23% 5	36% 8	9% 2	0%	5% 1	100% 22
2. Development of Apartments	32% 7	32% 7	18% 4	9% 2	9% 2	0%	100% 22
3. Energy Assistance	14% 3	23% 5	36% 8	23% 5	5% 1	0%	100% 22
4. Assistance for Homeless Persons	0%	13% 3	9% 2	17% 4	57% 13	4% 1	100% 23
5. Capacity Building Assistance	21% 6	18% 5	7% 2	25% 7	29% 8	0%	100% 28

HOUSING ASSISTANCE

In Region 7, home repair assistance and home purchasing assistance were both indicated as the top need by similar percentages, each with around a third of the responses. The percentage of respondents stating that a minimal need existed for housing assistance was significantly higher than in the state as a whole.

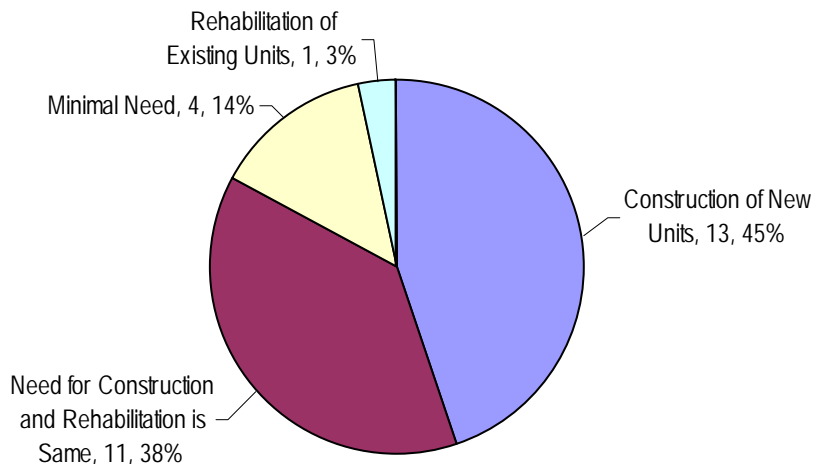
Housing Assistance with Greatest Need (29 Respondents)



DEVELOPMENT OF RENTAL UNITS

Paralleling the responses received from the state as a whole, a large majority of the total respondents in Region 7 stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

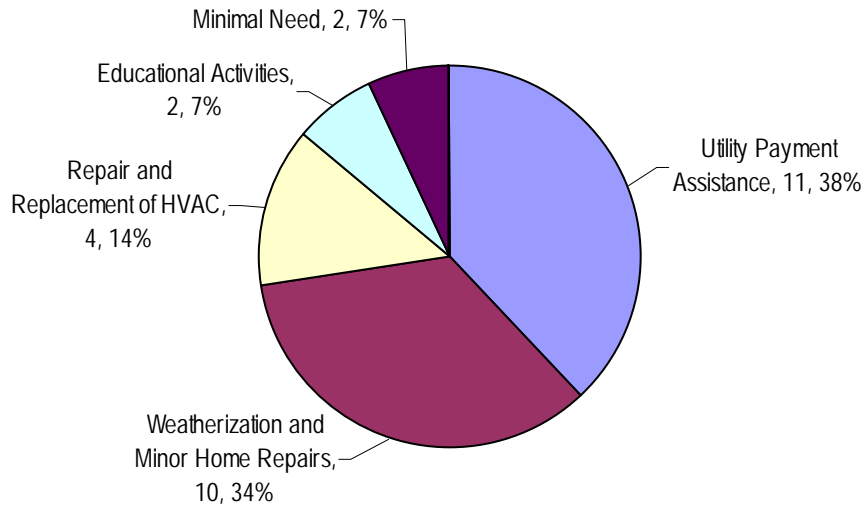
Rental Development with Greatest Need (29 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all Region 7 respondents, while assistance with weatherization and minor home repairs was a close second. Paralleling the state as a whole, these two activities dominated the responses in this category.

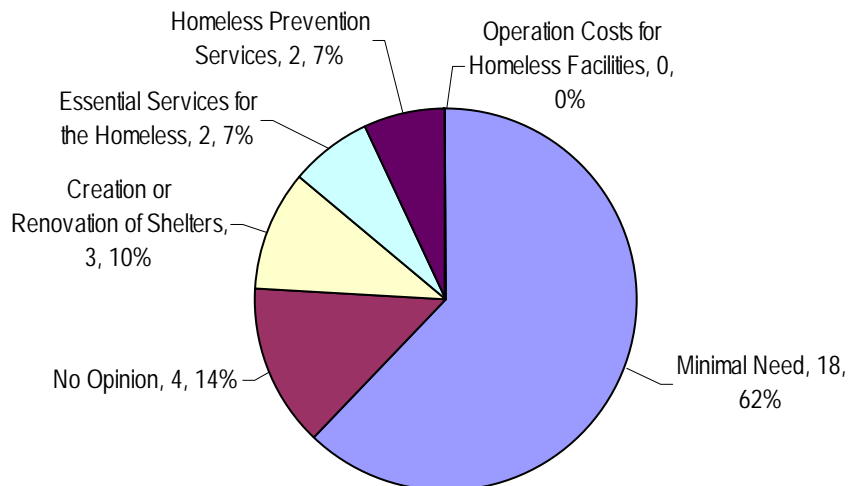
Energy Assistance Activity with Greatest Need (47 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 7 did not indicate a pressing need for homeless assistance activities. More than 60 percent of all respondents said there was only a minimal need for such activities in their communities and another 14 percent had no opinion. Of the respondents who did identify a need, a similar number indicated homeless prevention, essential services, and creation or renovation of shelters.

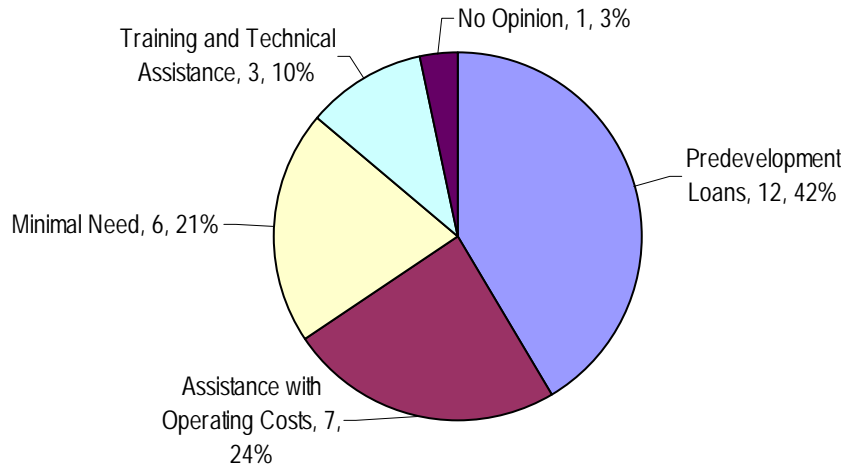
Homeless Assistance Activity with Greatest Need (47 Respondents)



CAPACITY BUILDING

Predevelopment loans appear to be a greater priority in Region 7 than in the state as a whole. Assistance with operating costs was also identified, as in most regions, by a significant percentage of respondents.

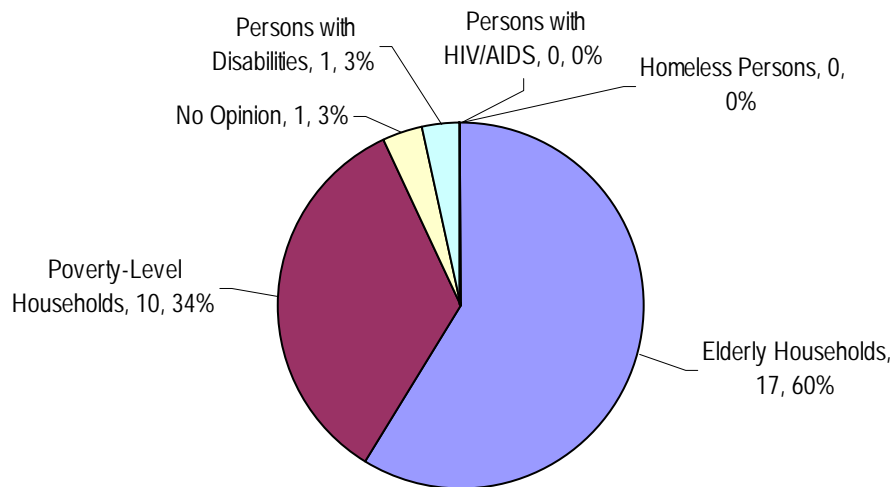
Capacity Building Activity with Greatest Need (29 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, 60 percent indicated elderly households as the population most in need of assistance in their communities. Poverty-level households was the second most selected group, indicated in more than one third of the responses. These two population groups together dominated the responses in this category, paralleling the statewide results.

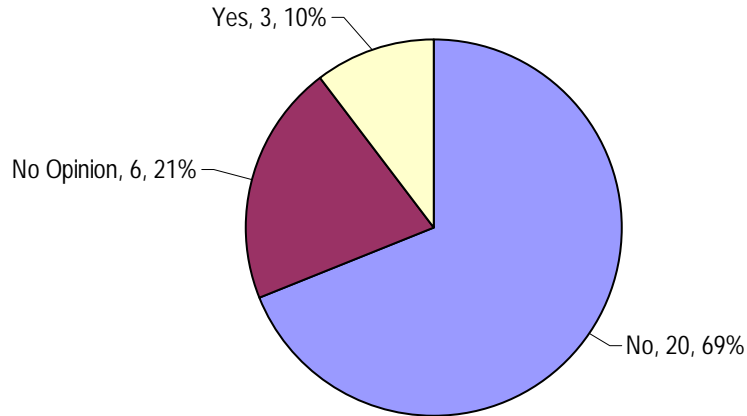
Population Most in Need of Assistance (29 Respondents)



MIGRANT FARM WORKERS

A significant majority of all respondents saw no need for migrant farm worker or seasonal housing in their communities. Only 10 percent stated that a need existed.

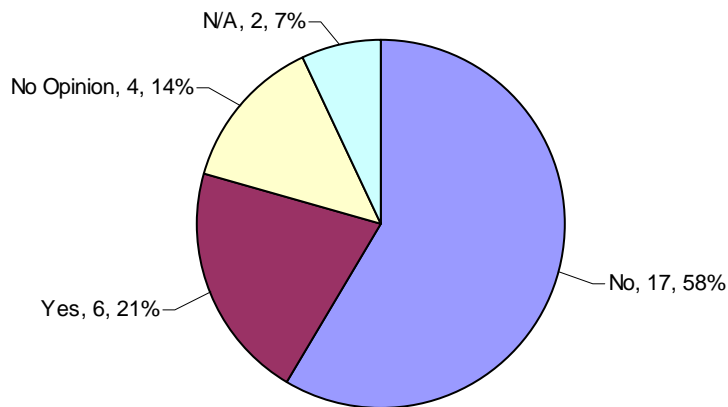
Need for Migrant Farm Worker Housing (29 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of respondents in the region stated there was no need for training on fair housing laws in their communities. Only 7 percent stated a need was present.

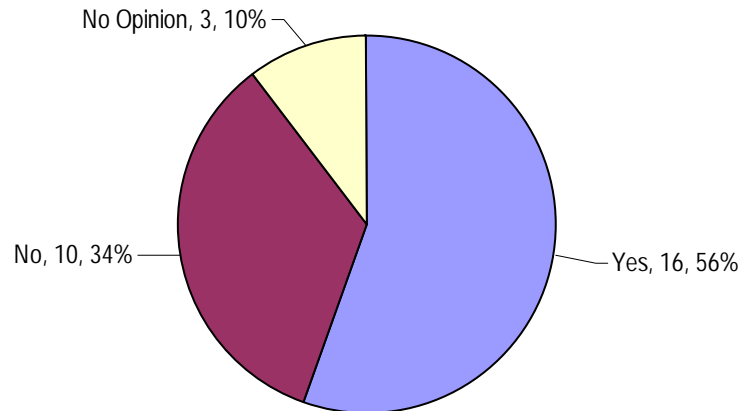
Need for Fair Housing Training (29 Respondents)



WORKING WITH TDHCA

More than half of all respondents said there was a need for more information on the programs offered by TDHCA. At the same time, however, one third indicated they were already sufficiently informed about the Department.

Need for Information from TDHCA (29 Respondents)



SUMMARY

The survey response from Region 7 generally mirrored response from the state as a whole. A few variances, however, should be noted. In the question of housing assistance need, a significantly greater percentage of respondents in Region 7 than in the state as a whole answered that need was minimal. Additionally, assistance for elderly populations and predevelopment loans for capacity building both appear to be higher priorities in this region than they are statewide.



REGION 8

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 8, Housing Assistance and Energy Assistance Activities were the two categories most often ranked the highest by respondents. Assistance for Homeless Persons appeared to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

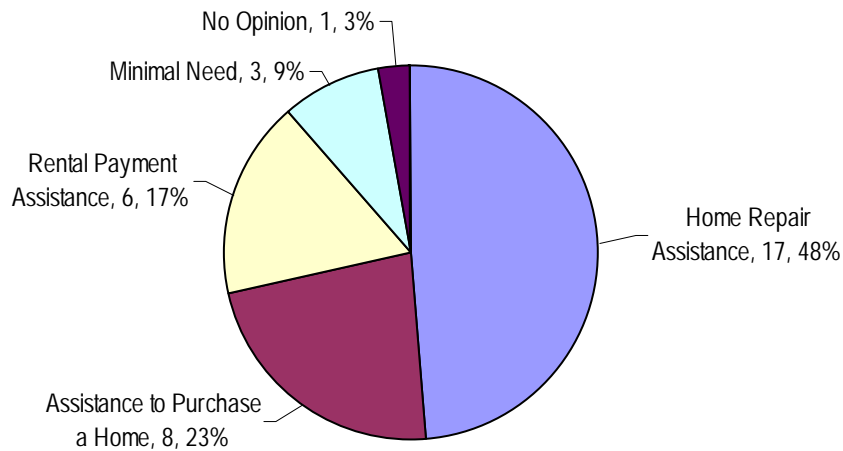
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
<i>Answer Choice</i>	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	28% 7	16% 4	32% 8	16% 4	0%	8% 2	100% 25
2. Development of Apartments	18% 5	14% 4	25% 7	21% 6	11% 3	11% 3	100% 28
3. Energy Assistance	21% 6	32% 9	21% 6	14% 4	7% 2	4% 1	100% 28
4. Assistance for Homeless Persons	10% 3	7% 2	7% 2	23% 7	40% 12	13% 4	100% 30
5. Capacity Building Assistance	18% 6	9% 3	12% 4	24% 8	21% 7	15% 5	100% 33

HOUSING ASSISTANCE

Of all respondents, nearly half indicated home repair assistance as the greatest need in their communities. Home purchasing assistance and rental payment assistance were both identified by similar numbers of respondents.

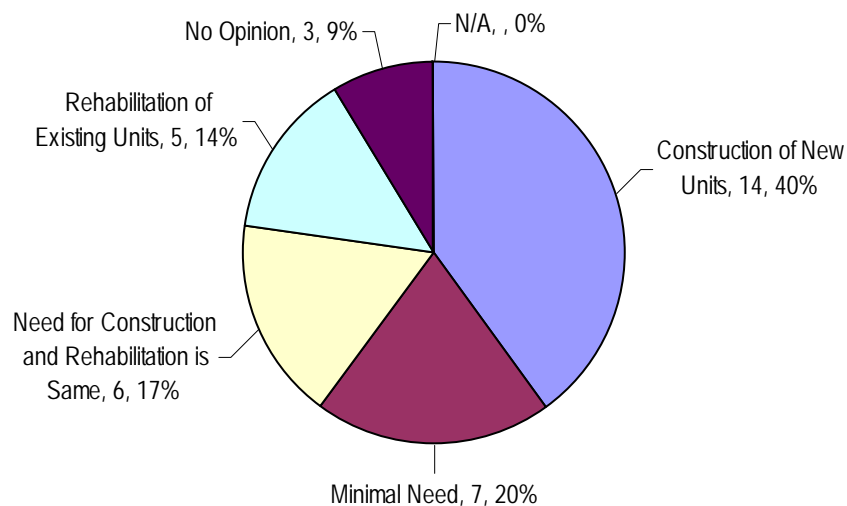
Housing Assistance Activity with Greatest Need (35 Respondents)



DEVELOPMENT OF RENTAL UNITS

A majority of the total respondents, 57 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A significantly smaller percentage indicated only rehabilitation as the most pressing need.

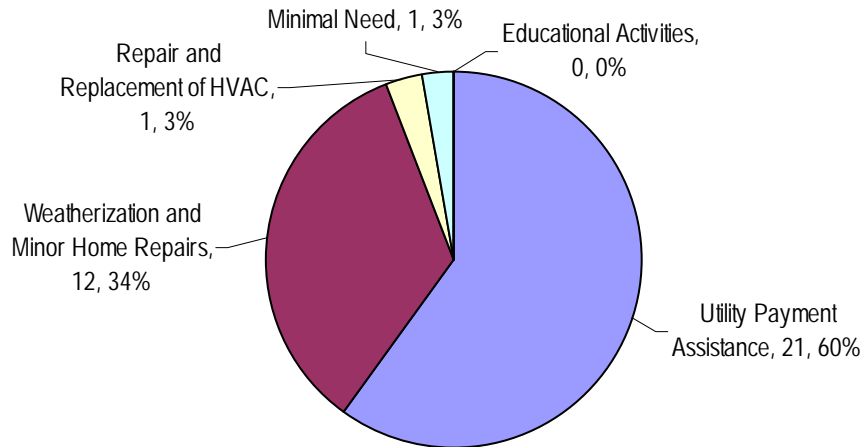
Rental Development Activity with Greatest Need (35 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all Region 8 respondents, while assistance with weatherization and minor home repairs was next most popular response. These two activities dominated the responses in this category, paralleling responses from the state as a whole.

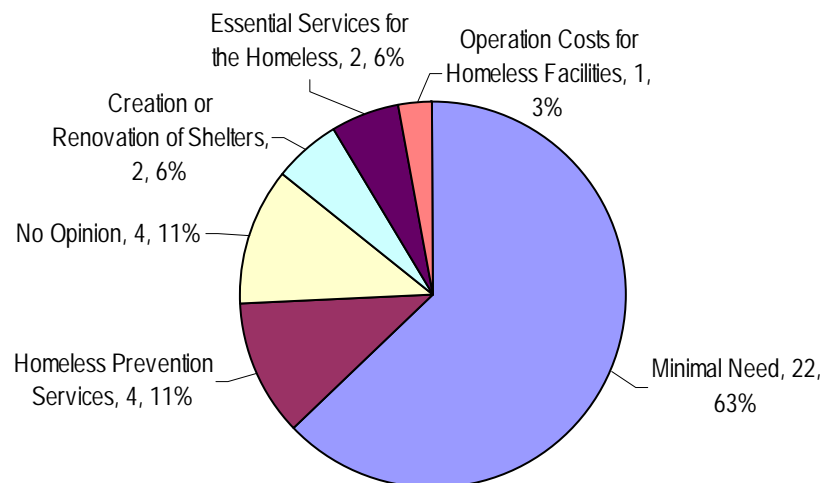
Energy Assistance Activity with Greatest Need (35 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

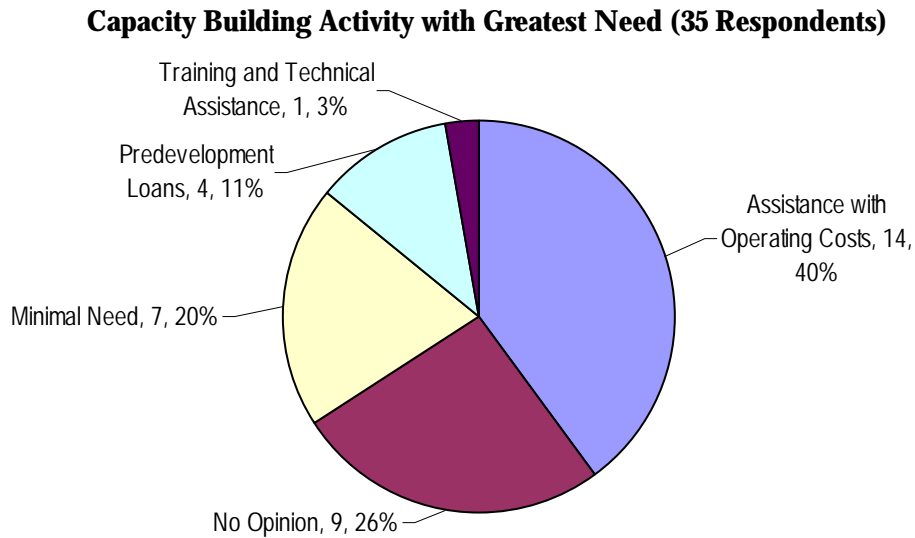
Like the state as a whole, most respondents in Region 8 did not indicate a pressing need for homeless assistance activities. Over 60 percent of all respondents said there was only a minimal need for such activities in their communities. Of the respondents who did identify a need, most indicated homeless prevention services.

Homeless Assistance Activity with Greatest Need (35 Respondents)



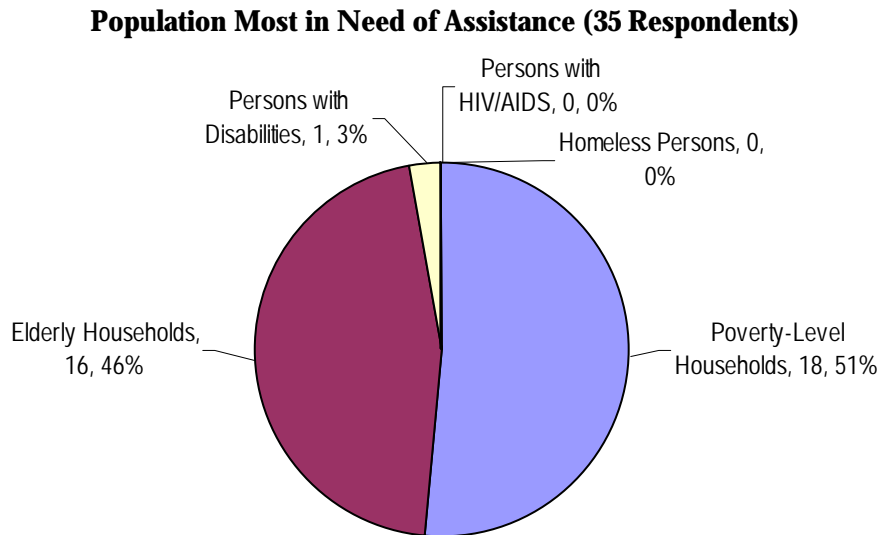
CAPACITY BUILDING

Assistance with operating costs was the most identified capacity building activity in Region 8. However, a higher percentage of the region's respondents identified a minimal need or had no opinion than did respondents statewide.



SPECIAL NEEDS POPULATIONS

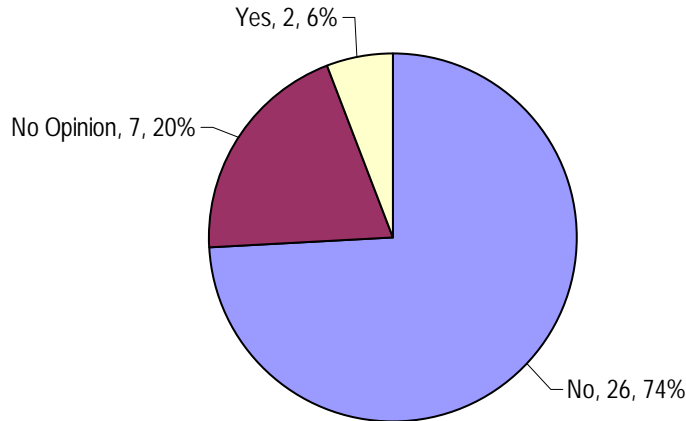
Of all respondents in the region, almost half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, selected by more than 40 percent of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.



MIGRANT FARM WORKERS

The vast majority of respondents in the region saw no need for migrant farm worker or temporary housing in their communities. Only 6 percent said a need existed.

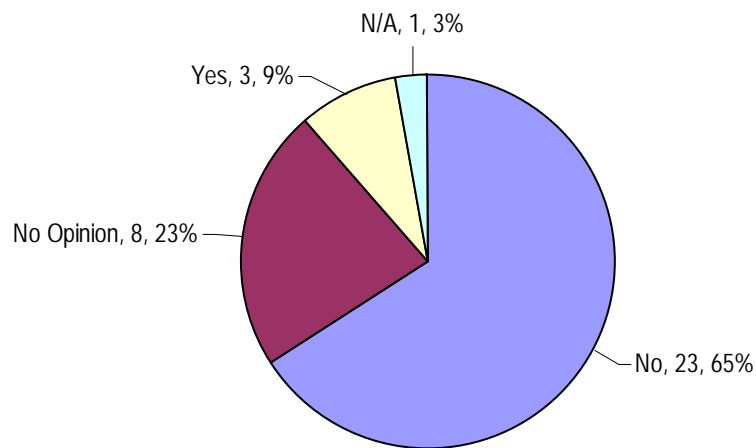
Need for Migrant Farm Worker Housing (35 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of respondents in the region stated there was no need for training on fair housing laws in their communities. Only 9 percent stated a need was present.

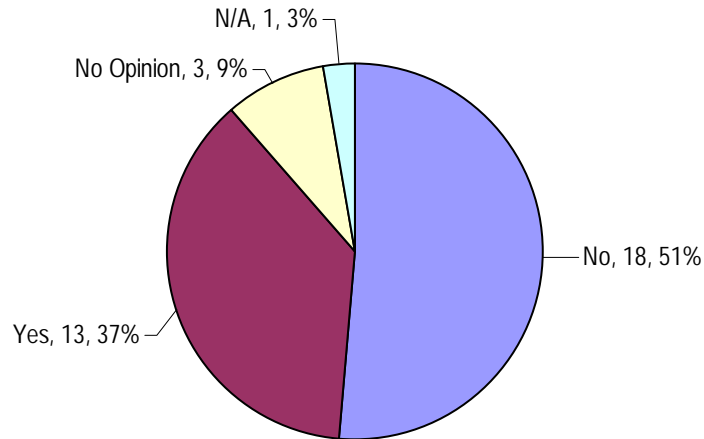
Need for Fair Housing Training (35 Respondents)



WORKING WITH TDHCA

Just over half of all respondents indicated they were sufficiently informed about the programs offered by TDHCA. At the same time, however, a smaller but significant number said there was a need for more information.

Need for Information from TDHCA (35 Respondents)



SUMMARY

The survey response from Region 8 generally mirrored response from the state as a whole. The region differed slightly, however, in the category of capacity building. A higher percentage of the region's respondents identified a minimal need or had no opinion about capacity building activities than did respondents statewide.



REGION 9

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. In Region 9, Housing Assistance and Energy Assistance Activities were the two categories most often ranked the highest by respondents. Assistance for Homeless Persons appeared to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

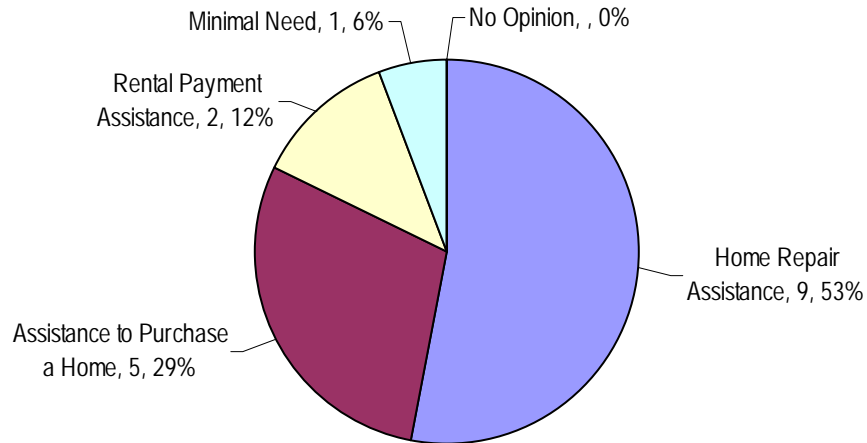
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
Answer Choice	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	28% 7	16% 4	32% 8	16% 4	0%	8% 2	100% 25
2. Development of Apartments	18% 5	14% 4	25% 7	21% 6	11% 3	11% 3	100% 28
3. Energy Assistance	21% 6	32% 9	21% 6	14% 4	7% 2	4% 1	100% 28
4. Assistance for Homeless Persons	10% 3	7% 2	7% 2	23% 7	40% 12	13% 4	100% 30
5. Capacity Building Assistance	18% 6	9% 3	12% 4	24% 8	21% 7	15% 5	100% 33

HOUSING ASSISTANCE

Of all respondents, more than half indicated home repair assistance as the greatest need in their communities. Home purchasing assistance was the next most selected, with over one quarter of the responses. Only 6 percent considered the need for housing assistance to be minimal.

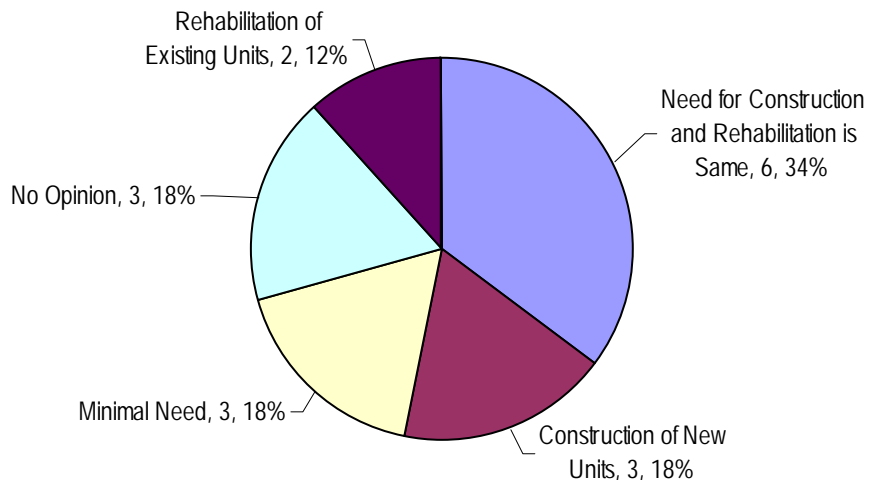
Housing Assistance Activity with Greatest Need (17 Respondents)



DEVELOPMENT OF RENTAL UNITS

Respondent opinion divided almost evenly between the greater importance of new construction of rental units or rehabilitation of existing units.

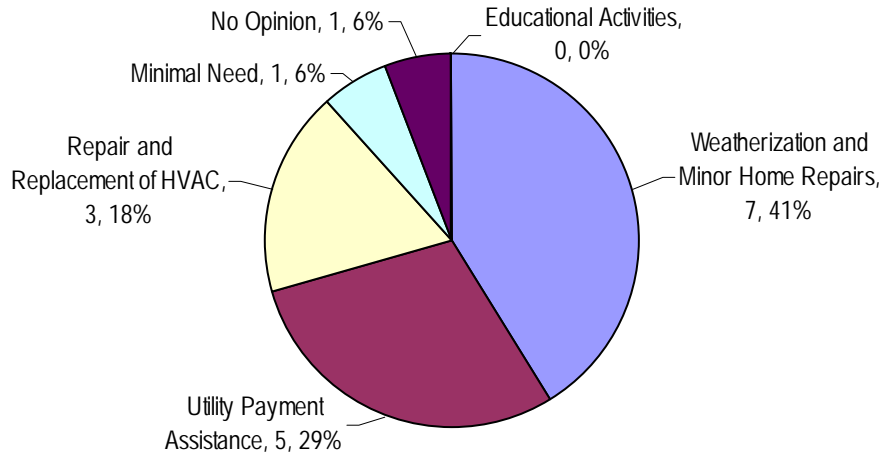
Rental Development Activity with Greatest Need (17 Respondents)



ENERGY ASSISTANCE

Assistance with weatherization and minor home repairs was the most commonly identified need amongst all Region 9 respondents, while utility payment assistance was the next most popular response.

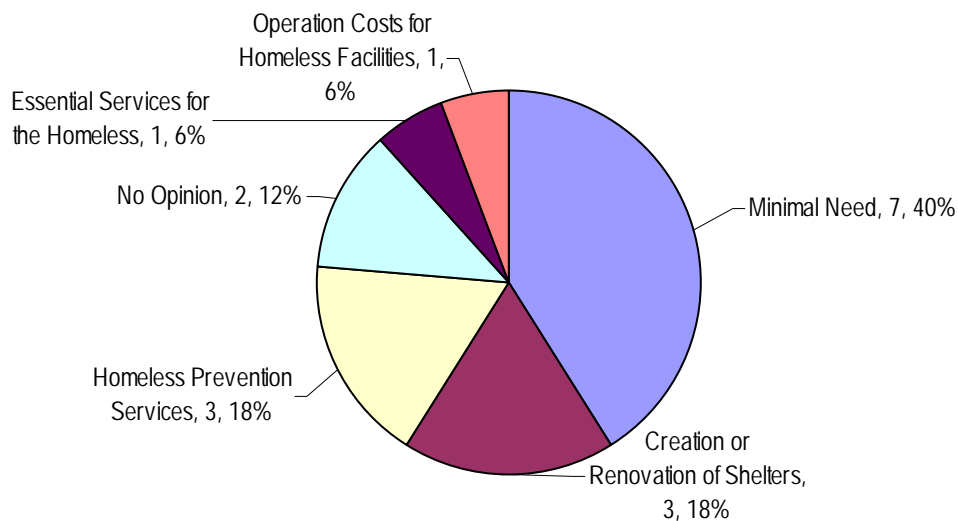
Energy Assistance Activity with Greatest Need (17 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

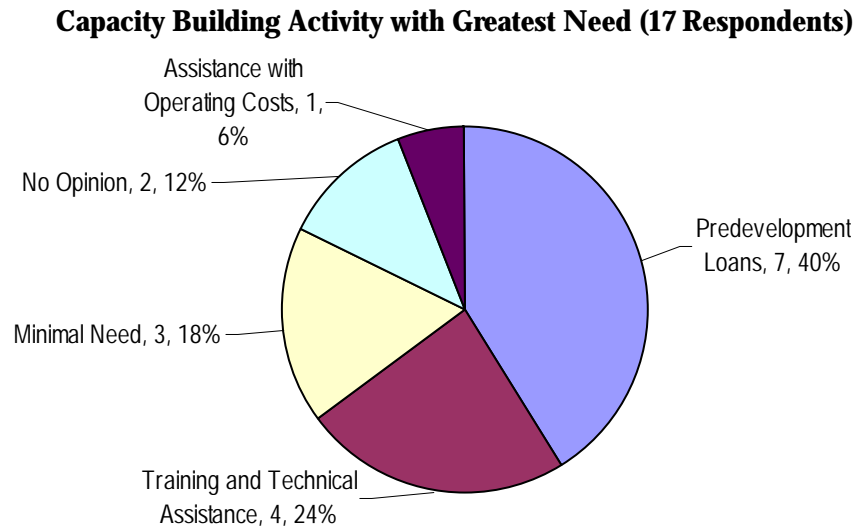
Like the state as a whole, most respondents in Region 9 did not indicate a pressing need for homeless assistance activities. More than half of all respondents said there was either a minimal need for such activities in their communities or had no opinion on the issue. Of the respondents who did identify a need, most indicated creation or renovation of shelters or homeless prevention services.

Homeless Assistance Activity with Greatest Need (17 Respondents)



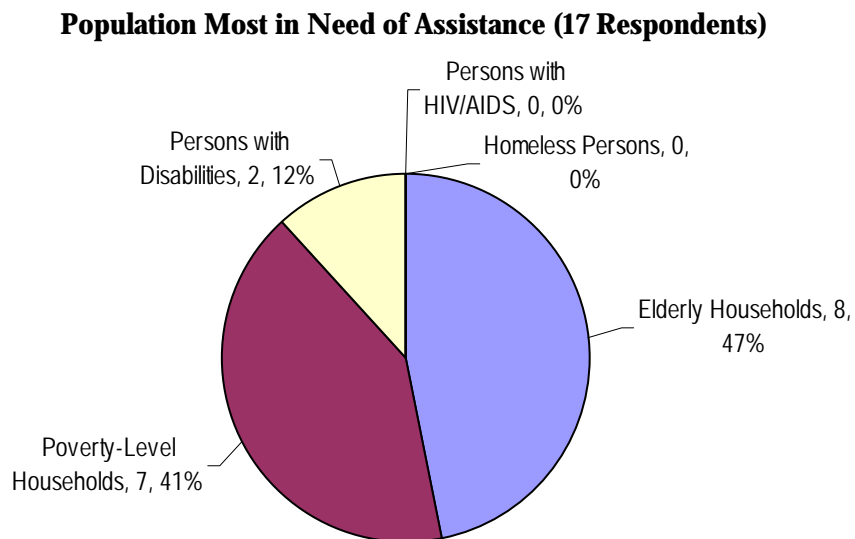
CAPACITY BUILDING

Predevelopment loans, with 40% of the category's responses, appear to be a greater priority in Region 9 than in the state as a whole. Operating cost assistance, the need chosen by most respondents across the state, was only the fifth most popular answer in this region.



SPECIAL NEEDS POPULATIONS

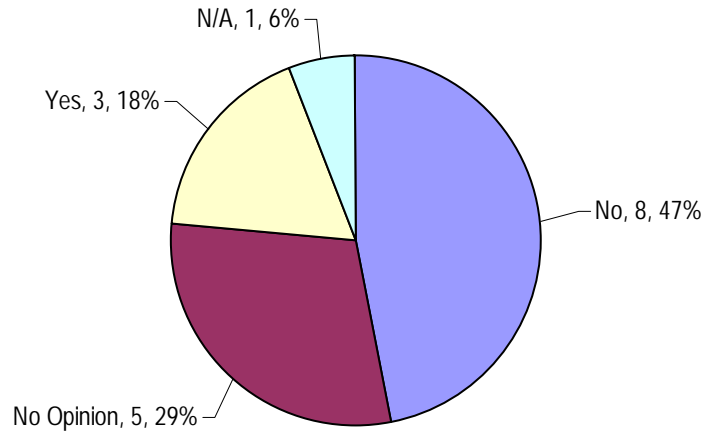
Of all respondents in the region, almost half indicated elderly households as the population most in need of assistance in their communities. Poverty-level households was the second most popular choice, selected by more than 40 percent of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.



MIGRANT FARM WORKERS

Almost half of respondents in the region saw no need for migrant farm worker or temporary housing in their communities. Another large percentage, about 30 percent, had no opinion on the issue.

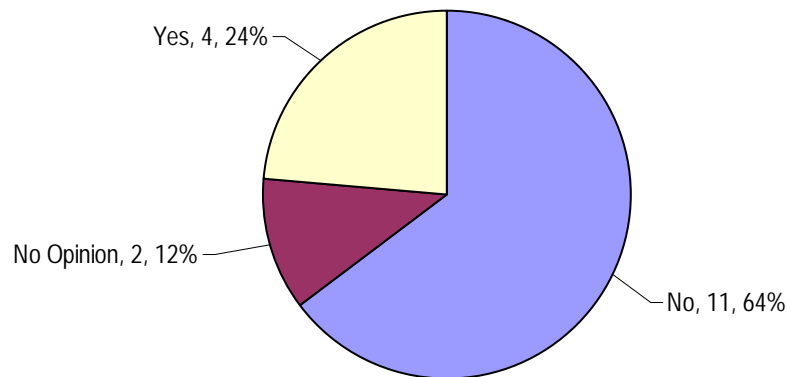
Need for Migrant Farm Worker Housing (17 Respondents)



FAIR HOUSING AND DISCRIMINATION

A majority of respondents in the region stated there was no need for training on fair housing laws in their communities, but about one quarter said such training was indeed needed. This distribution of opinion is similar to the responses from the state as a whole.

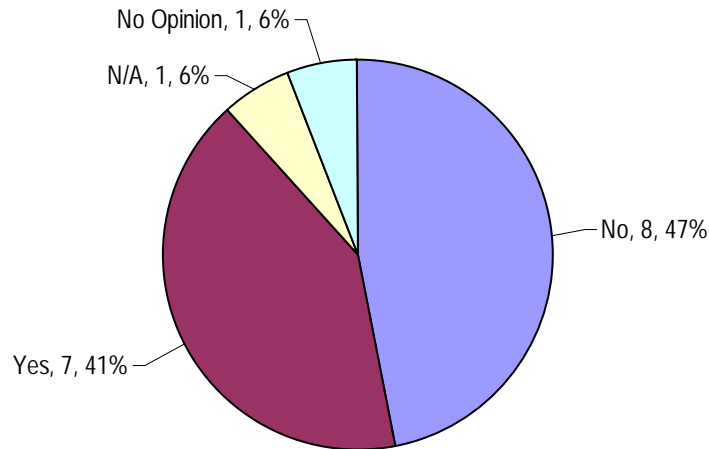
Need for Fair Housing Training (17 Respondents)



WORKING WITH TDHCA

Almost half of all respondents indicated they were sufficiently informed about the programs offered by TDHCA. At the same time, however, a smaller but significant number said there was a need for more information.

Need for Information from TDHCA (17 Respondents)



SUMMARY

The survey response from Region 9 generally mirrored response from the state as a whole. The region differed slightly, however, in the category of capacity building. Predevelopment loans, chosen by 40% of the respondents, appear to be a greater priority in Region 9 than to those statewide.



REGION 10

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest by the region's respondents, while Energy Assistance Activities was the next most likely to be selected as a top priority. Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

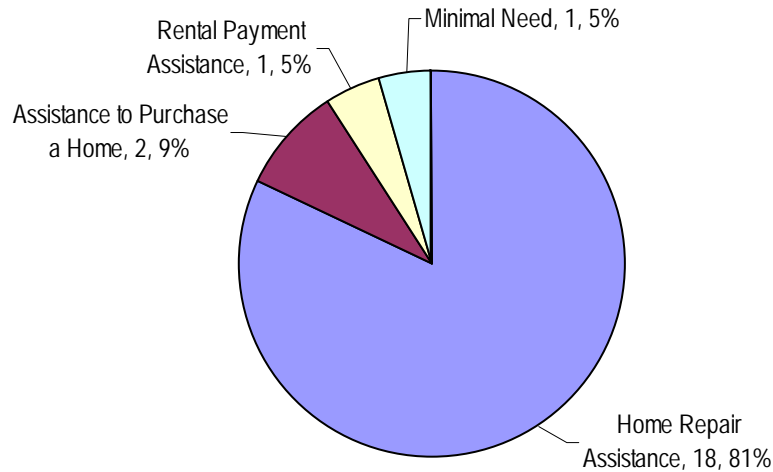
Ranking of Need for General Housing Assistance

Answer Choice	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	53% 8	20% 3	20% 3	7% 1	0%	0%	100% 15
2. Development of Apartments	19% 3	19% 3	31% 5	13% 2	13% 2	6% 1	100% 16
3. Energy Assistance	18% 3	41% 7	24% 4	18% 3	0%	0%	100% 17
4. Assistance for Homeless Persons	0%	17% 3	11% 2	11% 2	50% 9	11% 2	100% 18
5. Capacity Building Assistance	29% 6	0%	10% 2	33% 7	14% 3	14% 3	100% 21

HOUSING ASSISTANCE

More than 80 percent of Region 10's respondents identified home repair assistance as the greatest housing need, a figure comparatively greater than the 49 percent offering the same opinion statewide. Correspondingly, only a minor percentage of this region's respondents said that need for housing assistance was minimal.

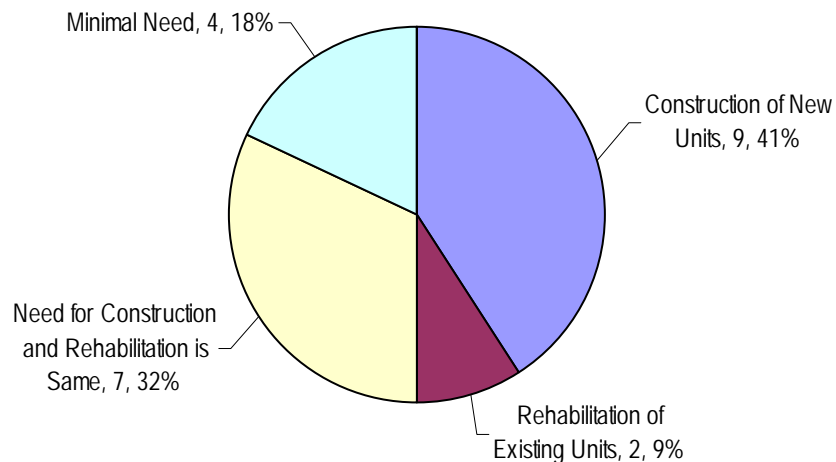
Housing Assistance Activity with Greatest Need (22 Respondents)



DEVELOPMENT OF RENTAL UNITS

A large majority of the total respondents, 73 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

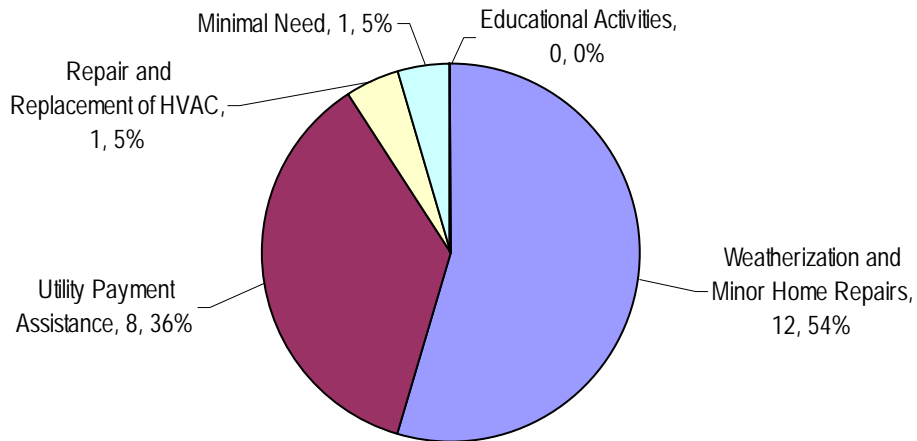
Rental Development Activity with Greatest Need (22 Respondents)



ENERGY ASSISTANCE

Assistance with weatherization and minor home repairs was the most commonly identified need amongst all Region 10 respondents, while utility payment assistance was the next most popular response. These two activities dominated the responses in this category, paralleling responses from the state as a whole.

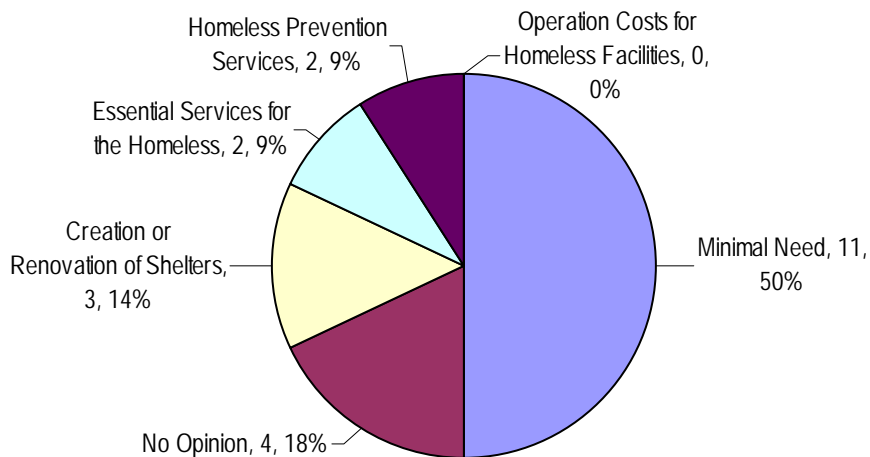
Energy Assistance Activity with Greatest Need (22 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 10 did not indicate a pressing need for homeless assistance activities. Half of all respondents said there was only a minimal need for such activities in their communities. Smaller percentages indicated homeless prevention, essential services, and creation or renovation of shelters in similar numbers.

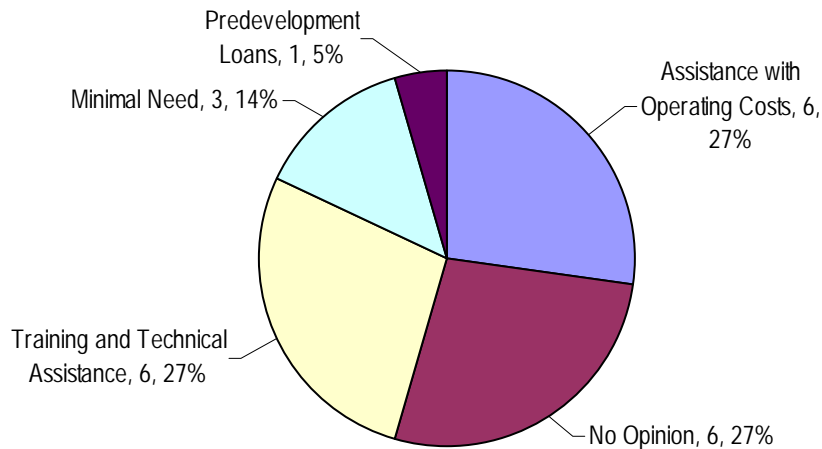
Homeless Assistance Activity with Greatest Need (22 Respondents)



CAPACITY BUILDING

Training and technical assistance and assistance with operating costs were the two most selected capacity building activities.

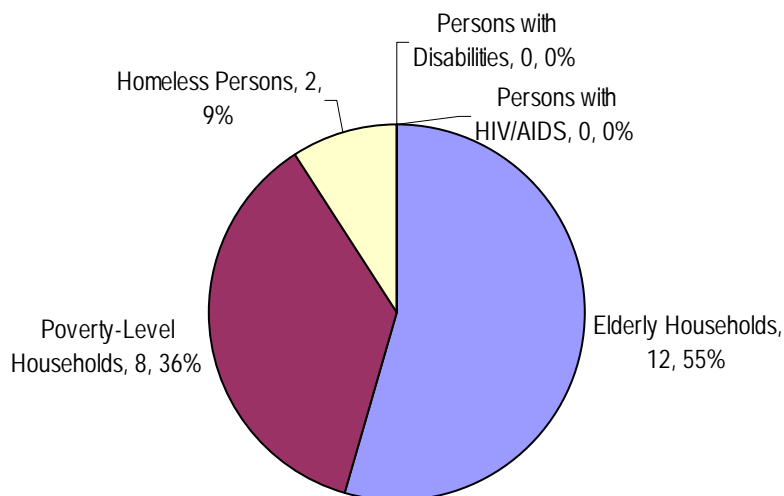
Capacity Building Activity with Greatest Need (22 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, more than half indicated elderly households as the population most in need of assistance in their communities. Poverty-level households was the second most popular choice, selected by more than one third of the respondents. These two population groups together dominated the responses in this category, paralleling the responses from the state as a whole.

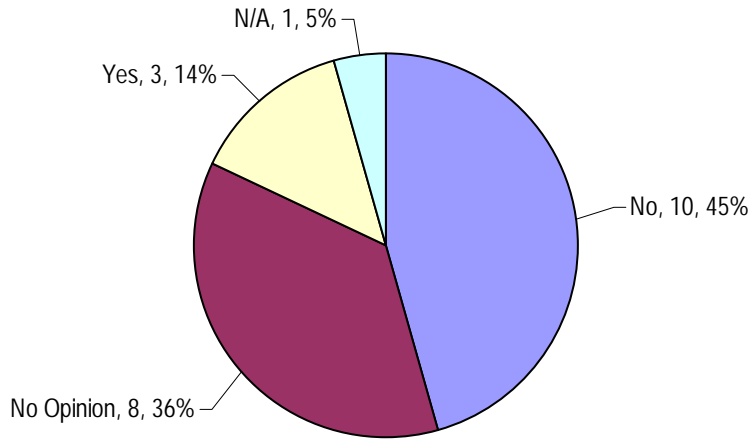
Population Most in Need of Assistance (22 Respondents)



MIGRANT FARM WORKERS

Similar to the response statewide, almost half of respondents in Region 10 saw no need for migrant farm worker or temporary housing in their communities. Another large percentage, more than one third, had no opinion on the issue.

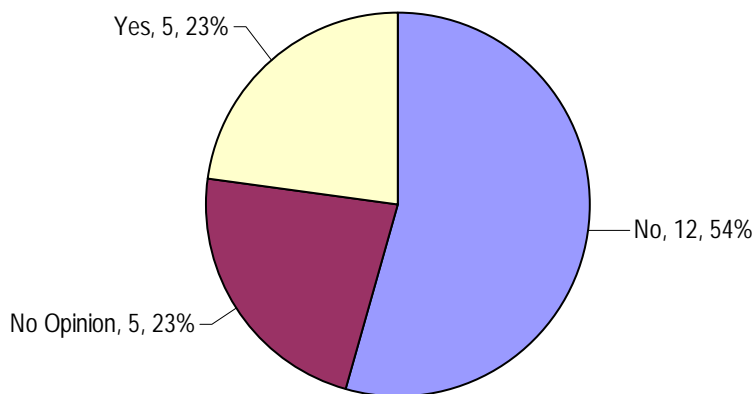
Need for Migrant Farm Worker Housing (22 Respondents)



FAIR HOUSING AND DISCRIMINATION

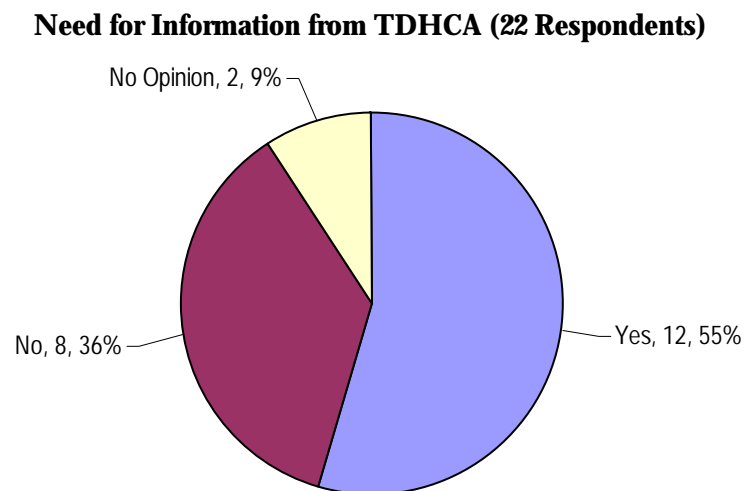
A majority of respondents in the region stated there was no need for training on fair housing laws in their communities, but about one quarter said such training was indeed needed. This distribution of opinion is similar to the responses from the state as a whole.

Need for Fair Housing Training (22 Respondents)



WORKING WITH TDHCA

More than half of all respondents indicated there was a need for more information about the programs offered by TDHCA. At the same time, however, a smaller but significant number said they were already sufficiently informed.



SUMMARY

The survey response from Region 10 generally mirrored response from the state as a whole. Although a majority of respondents statewide identified home repair assistance as the most important housing need, the need for this type of assistance was particularly emphasized in Region 10. Respondents there indicated home repair assistance in a greater percentage than in any other region.



REGION 11

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest by the region's respondents, while Energy Assistance and Rental Development Activities were the next most popular choices. Assistance for Homeless Persons, the category most likely to receive the lowest rank, appears to be the least relevant category to the respondents.

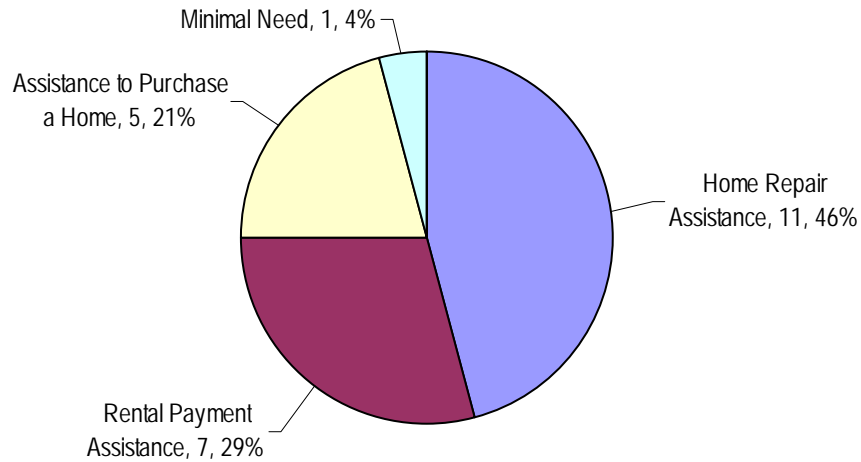
Ranking of Need for General Housing Assistance

Answer Choice	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	62% 8	15% 2	0%	15% 2	0%	8% 1	100% 13
2. Development of Apartments	31% 4	31% 4	31% 4	0%	8% 1	0%	100% 13
3. Energy Assistance	13% 2	47% 7	33% 5	0%	0%	7% 1	100% 15
4. Assistance for Homeless Persons	11% 2	6% 1	22% 4	22% 4	33% 6	6% 1	100% 18
5. Capacity Building Assistance	18% 4	18% 4	23% 5	18% 4	23% 5	0%	100% 22

HOUSING ASSISTANCE

Of all respondents in the region, almost half indicated home repair assistance as the greatest need in their respective communities. Rental Payment assistance was the next most selected, with more than one quarter of the responses. Only 4 percent stated that there was a minimal need for housing assistance.

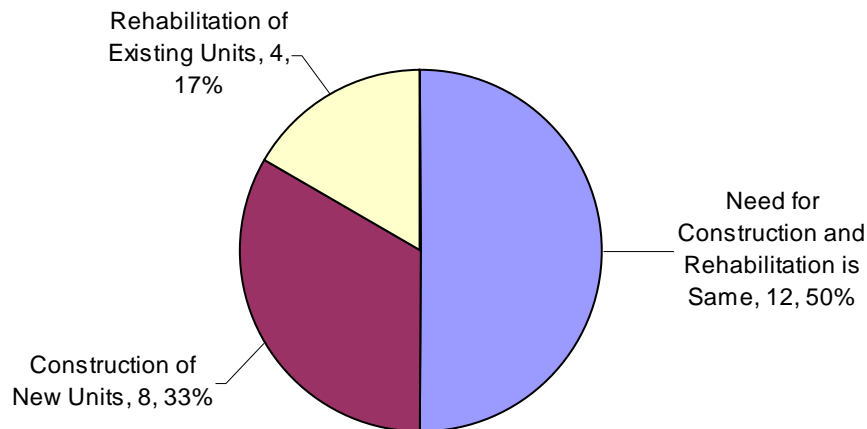
Housing Assistance Activity with Greatest Need (24 Respondents)



DEVELOPMENT OF RENTAL UNITS

A large majority of the total respondents, 83 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A smaller percentage indicated only rehabilitation as the most pressing need.

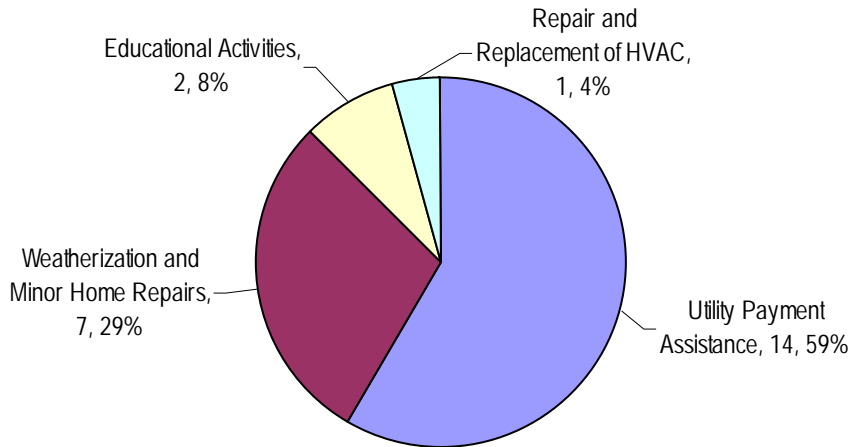
Rental Development Activity with Greatest Need (24 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all respondents in the region, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category, paralleling responses from the state as a whole.

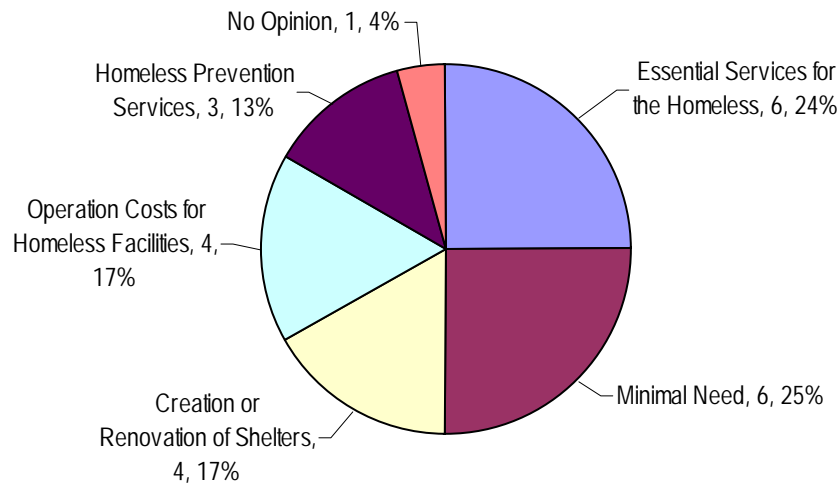
Energy Assistance Activity with Greatest Need (24 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

More respondents in Region 11 indicated a need for homeless assistance than did those in other regions. Only one quarter in Region 11 said there was a minimal need, compared to nearly 50 percent statewide. Additionally, similar numbers of Region 11 respondents identified facility operation costs, essential services, and creation or renovation of shelters as the most important needs.

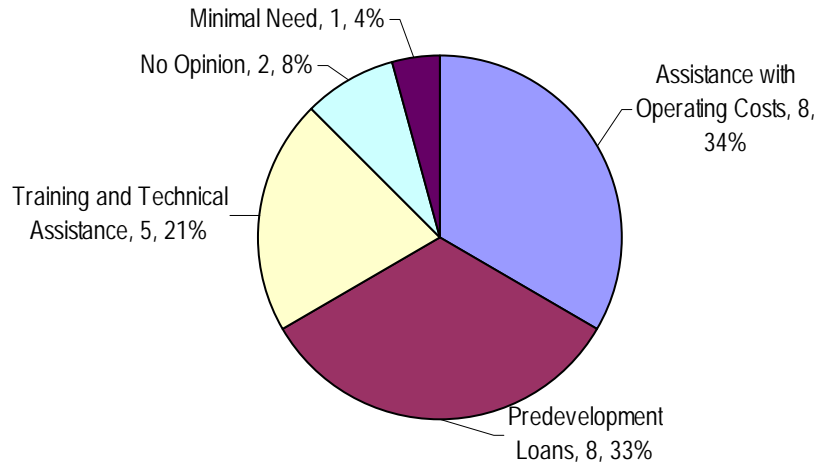
Homeless Assistance Activity with Greatest Need (24 Respondents)



CAPACITY BUILDING

Operating cost assistance and predevelopment loans were the two most selected capacity building activities. A significantly smaller percentage of respondents answered “there is a minimal need” or “no opinion” than in the state as a whole.

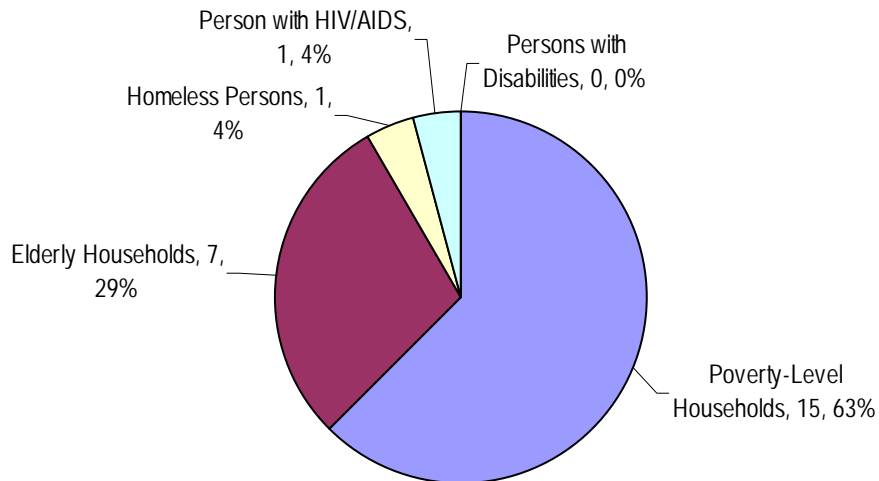
Capacity Building Activity with Greatest Need (24 Respondents)



SPECIAL NEEDS POPULATIONS

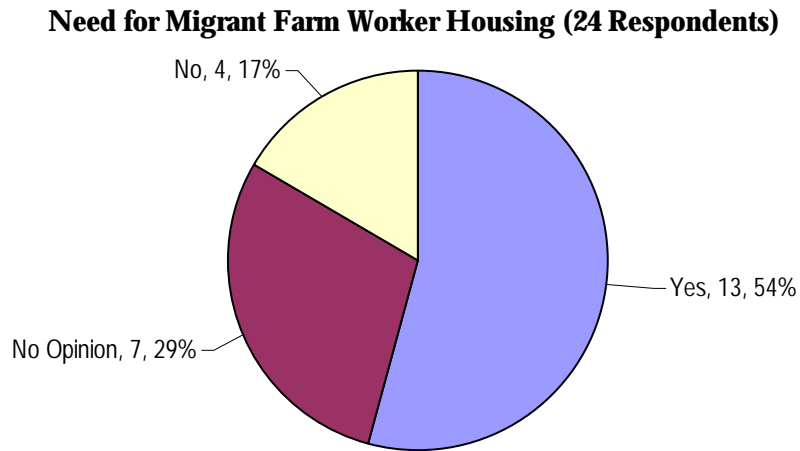
Of all respondents in the region, more than 60 percent indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, selected by more than one quarter of the respondents. These two population groups together dominated the responses in this category, similar to the responses from the state as a whole.

Population Most in Need of Assistance (24 Respondents)



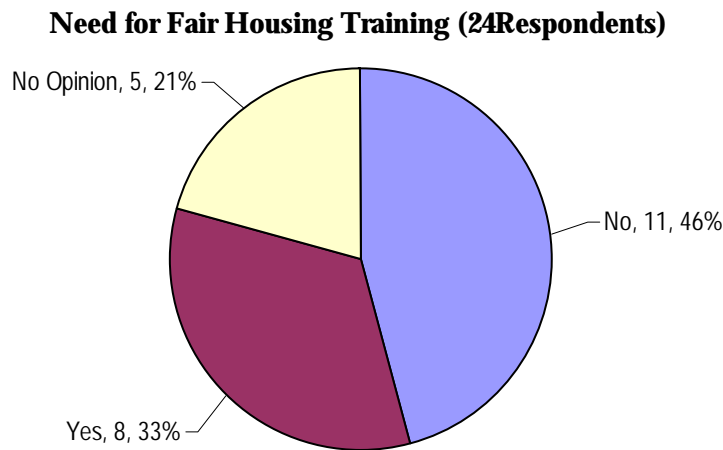
MIGRANT FARM WORKERS

In stark contrast to overall statewide response, in which need for migrant farm worker housing was not given wide support, more than half of respondents in Region 11 indicated a need for such temporary housing in their communities.



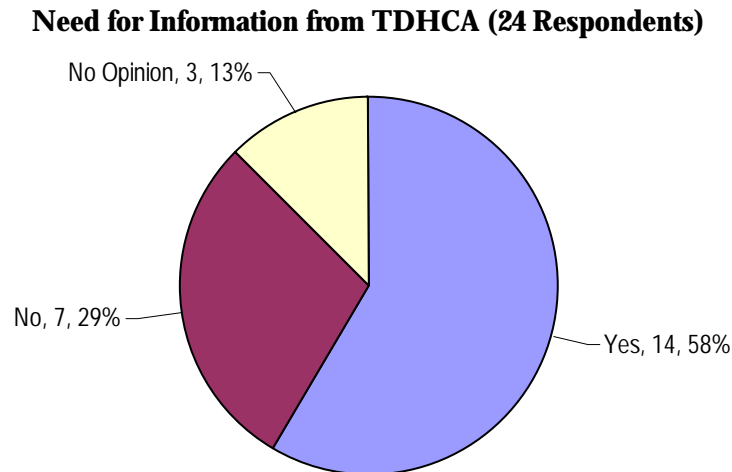
FAIR HOUSING AND DISCRIMINATION

A larger percentage of the region's respondents (33 percent) identified a need for fair housing training than did respondents from the state as a whole (18 percent).



WORKING WITH TDHCA

More than half of all respondents indicated there was a need for more information about the programs offered by TDHCA. At the same time, however, a smaller but significant number said they were already sufficiently informed.



SUMMARY

The survey response from Region 11 generally mirrored response from the state as a whole. However, the region differed in a few categories. First, in contrast with overall statewide response, more than half of respondents in this border region indicated a need for migrant farm worker housing. Also, larger percentages of the region's respondents identified needs for homeless assistance and fair housing training and than did respondents from the state as a whole.



REGION 12

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest. Overall, Housing Assistance Activities was the category most often ranked the highest by the region's respondents, while Energy Assistance Activities was the next most likely to be selected as a top priority (ranked 1 or 2). Assistance for Homeless Persons appears to be the least relevant category to the respondents, with a majority ranking it as the least needed or giving no opinion on the category.

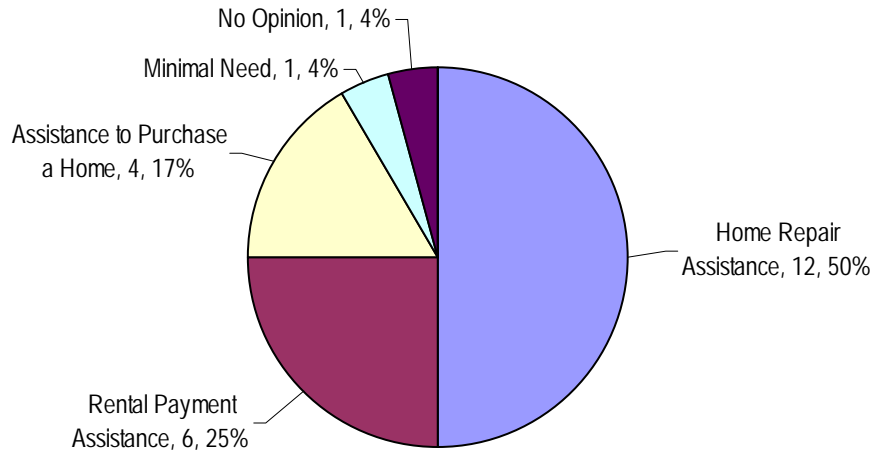
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
Answer Choice	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	50% 10	30% 6	15% 3	5% 1	0%	0%	100% 20
2. Development of Apartments	30% 6	10% 2	10% 2	15% 3	25% 5	10% 2	100% 20
3. Energy Assistance	12% 2	41% 7	35% 6	12% 2	0%	0%	100% 17
4. Assistance for Homeless Persons	9% 2	5% 1	14% 3	18% 4	45% 10	9% 2	100% 22
5. Capacity Building Assistance	9% 2	18% 4	23% 5	27% 6	14% 3	9% 2	100% 22

HOUSING ASSISTANCE

Of all respondents in the region, half indicated home repair assistance as the greatest need in their respective communities. Rental Payment assistance was the next most selected, with one quarter of the responses. Only 4 percent stated that there was a minimal need for housing assistance.

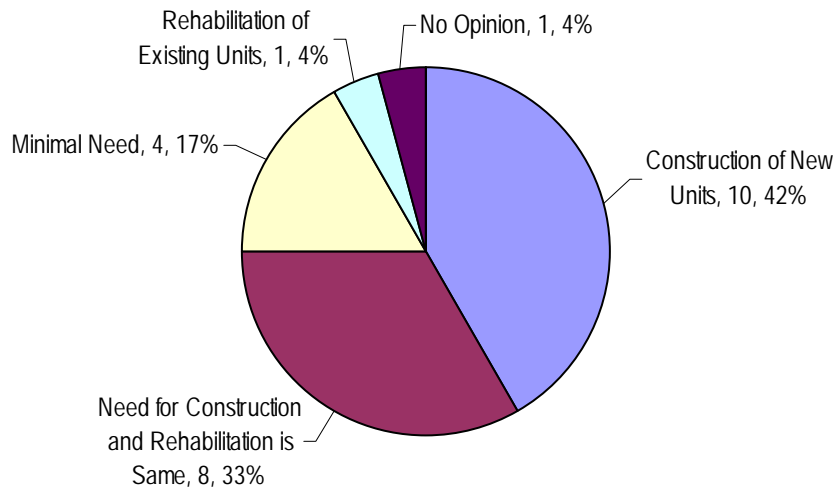
Housing Assistance Activity with Greatest Need (24 Respondents)



DEVELOPMENT OF RENTAL UNITS

A large majority of the total respondents, 75 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

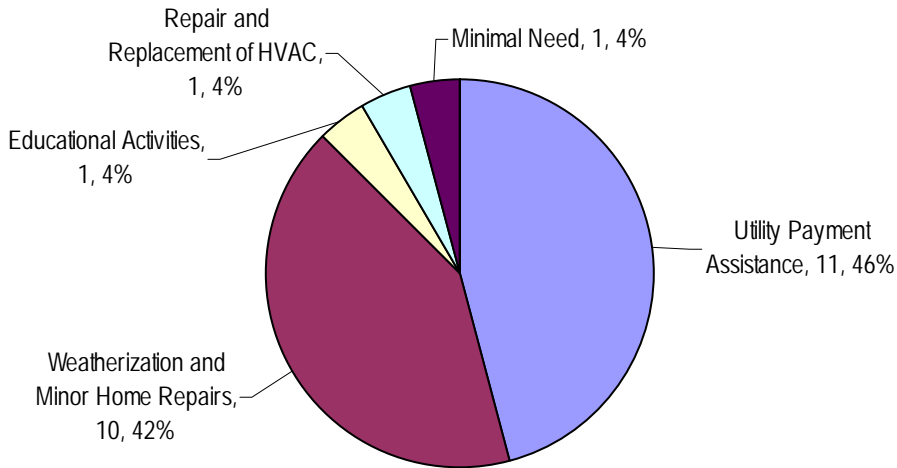
Rental Development Activity with Greatest Need (24 Respondents)



ENERGY ASSISTANCE

Utility payment assistance was the most commonly identified need amongst all respondents in the region, while assistance with weatherization and minor home repairs was a close second. These two activities dominated the responses in this category, paralleling responses from the state as a whole.

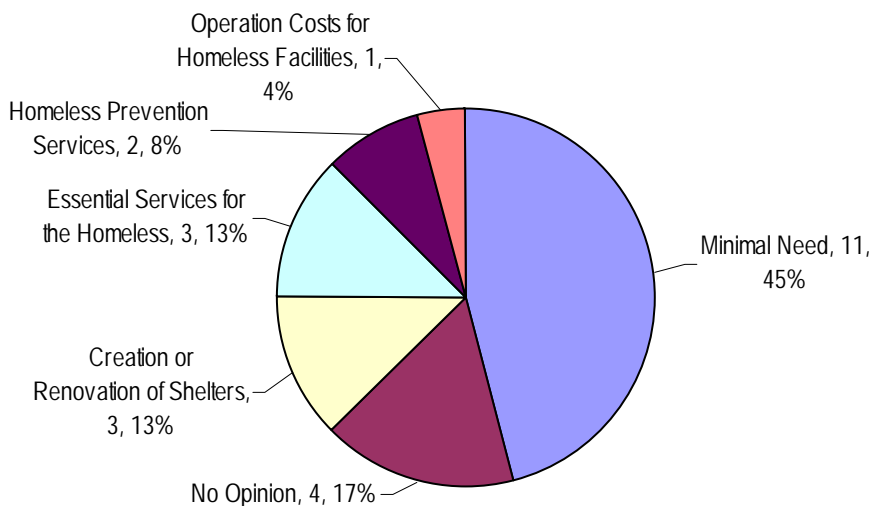
Energy Assistance Activity with Greatest Need (24 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

Like the state as a whole, most respondents in Region 12 did not indicate a pressing need for homeless assistance activities. Nearly half of all respondents said there was only a minimal need for such activities in their communities. Those who did identify need indicated essential services and creation or renovation of shelters in equal percentages.

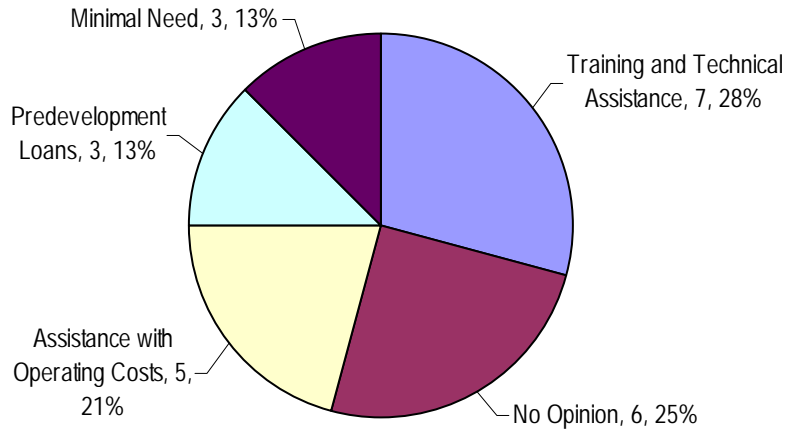
Homeless Assistance Activity with Greatest Need (24 Respondents)



CAPACITY BUILDING

Technical and training assistance and assistance with operating costs were the two most selected capacity building activities. At the same time, more than one third of respondents in the region stated need was minimal or gave no opinion on the issue.

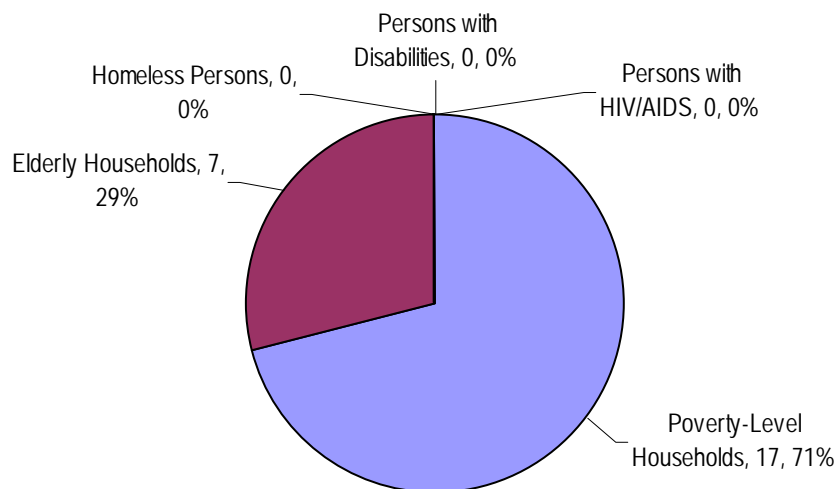
Capacity Building Activity with Greatest Need (24 Respondents)



SPECIAL NEEDS POPULATIONS

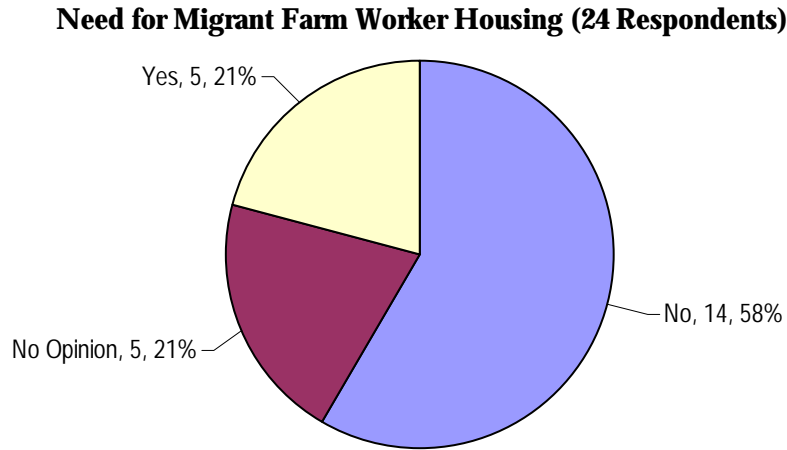
Of all respondents in the region, more than 70 percent indicated poverty-level households as the population most in need of assistance in their communities. Elderly households was the second most popular choice, selected by more than one quarter of the respondents. These two population groups together dominated the responses in this category, similar to the responses from the state as a whole.

Population Most in Need of Assistance (24 Respondents)



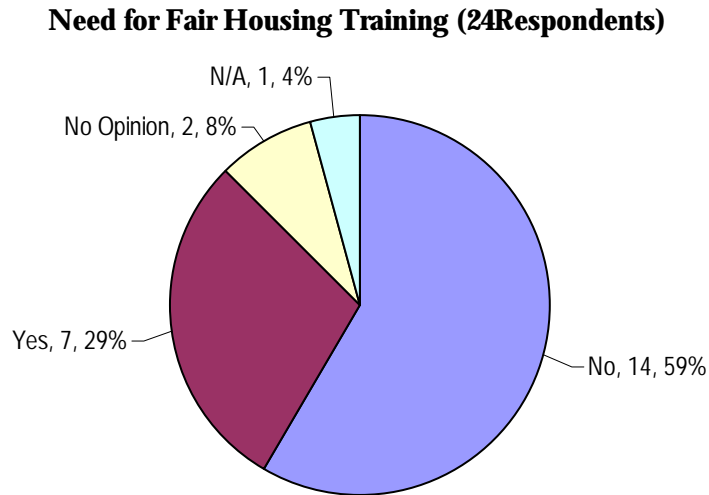
MIGRANT FARM WORKERS

A majority of all respondents saw no need for migrant farm worker or seasonal housing in their communities. Less than one quarter stated that a need existed.



FAIR HOUSING AND DISCRIMINATION

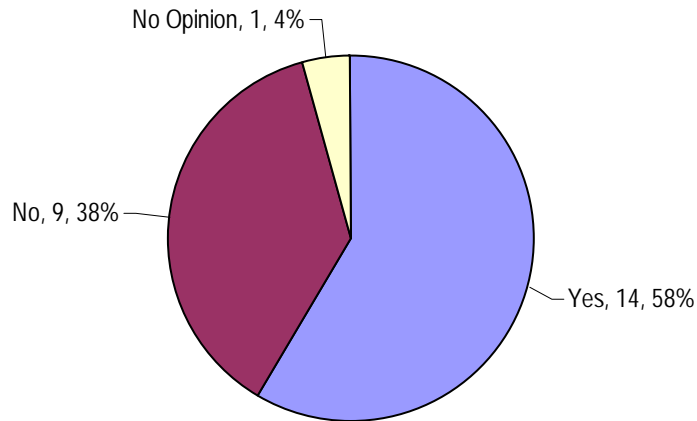
A majority of all respondents stated there was no need for training on fair housing laws in their communities. However, the percentage who stated there was indeed a need was higher in Region 12 than in the state as a whole.



WORKING WITH TDHCA

More than half of all respondents indicated there was a need for more information about the programs offered by TDHCA. At the same time, however, a smaller but significant number said they were already sufficiently informed.

Need for Information from TDHCA (24 Respondents)



SUMMARY

The survey response from Region 12 generally mirrored response from the state as a whole. One difference, however, was noteworthy in the special needs populations category. Although poverty-level households was the population most identified as in-need across the state, respondents in Region 12 pointed to poverty-level households in a greater percentage than in any other region.



REGION 13

GENERAL NEED

Respondents ranked five general categories of housing assistance activities from highest to lowest level of need, with 1 indicating the highest and 5 the lowest.

Overall, Housing Assistance Activities was the category most often ranked the highest by Region 13's respondents, while Development of Apartments was the next most likely to be selected as a top priority. Assistance for Homeless Persons, the category most likely to receive the lowest rank, appears to be the least relevant category to the respondents.

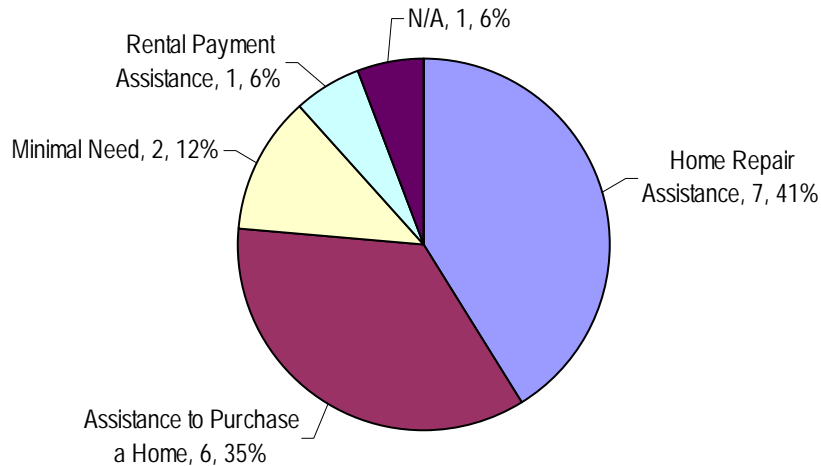
Ranking of Need for General Housing Assistance

	Number of responses per need rank (1 highest, 5 lowest), and percent of total responses within each activity						
Answer Choice	1	2	3	4	5	No Opinion	Total Responses
1. Housing Assistance	58% 7	33% 4	8% 1	0%	0%	0%	100% 12
2. Development of Apartments	43% 3	0%	29% 2	14% 1	14% 1	0%	100% 7
3. Energy Assistance	0%	56% 5	22% 2	22% 2	0%	0%	100% 9
4. Assistance for Homeless Persons	27% 3	9% 1	18% 2	9% 1	36% 4	0%	100% 11
5. Capacity Building Assistance	17% 2	8% 1	42% 5	17% 2	17% 2	0%	100% 12

HOUSING ASSISTANCE

Home repair assistance and rental payment assistance were the two most selected housing assistance needs in the region. This is similar to the responses from the state as a whole.

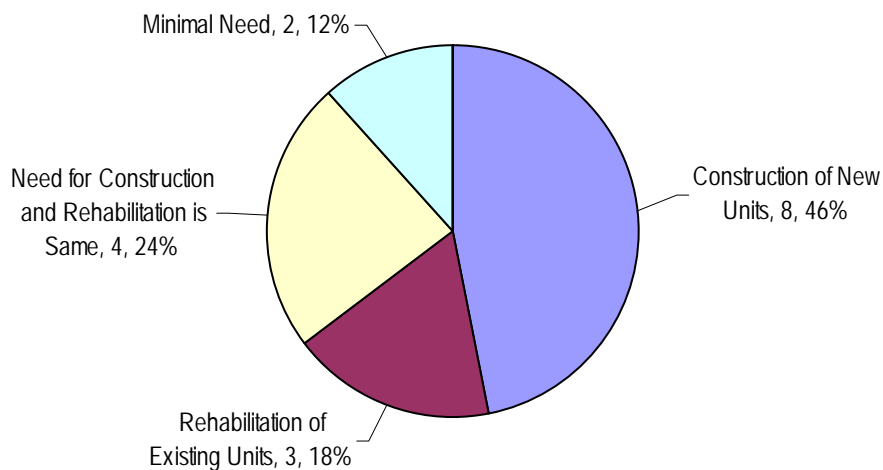
Housing Assistance Activity with Greatest Need (17 Respondents)



DEVELOPMENT OF RENTAL UNITS

A majority of the total respondents, 70 percent, stated that new rental-unit construction was either the greatest overall need, or that it was equally as necessary as rehabilitation of existing units. A much smaller percentage indicated only rehabilitation as the most pressing need.

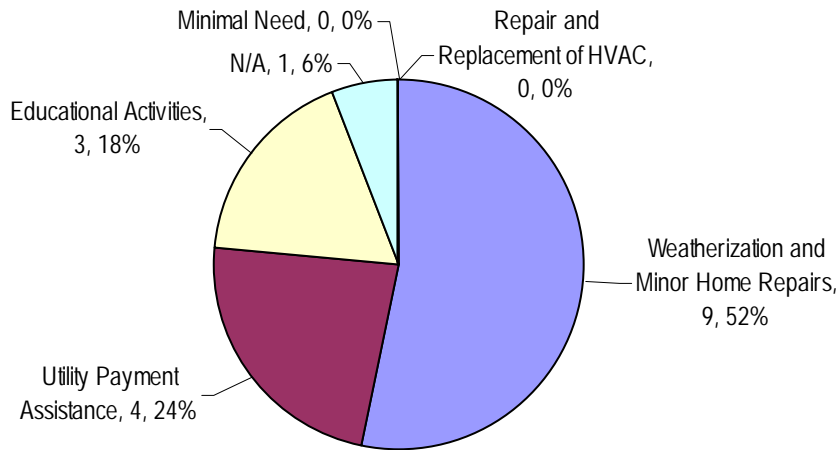
Rental Development Activity with Greatest Need (17 Respondents)



ENERGY ASSISTANCE

Differing from the other regions, a majority of Region 13's respondents identified weatherization and minor home repairs as the greatest energy assistance need in their communities. Utility payment assistance was the second most selected activity.

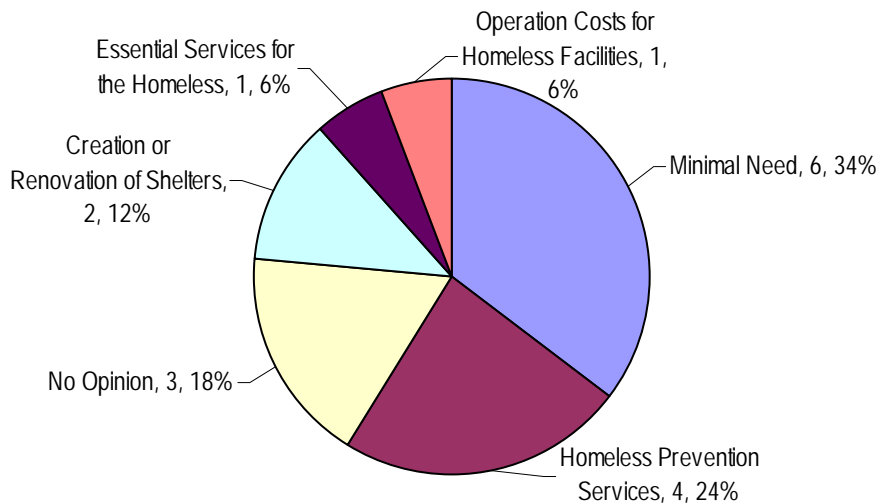
Energy Assistance Activity with Greatest Need (17 Respondents)



ASSISTANCE FOR HOMELESS PERSONS

More respondents in Region 13 indicated a need for homeless assistance than did those in most of the state. Only about one third in Region 13 said there was a minimal need, compared to nearly 50 percent statewide. Additionally, a quarter of Region 13 respondents identified homeless prevention services as the most important need.

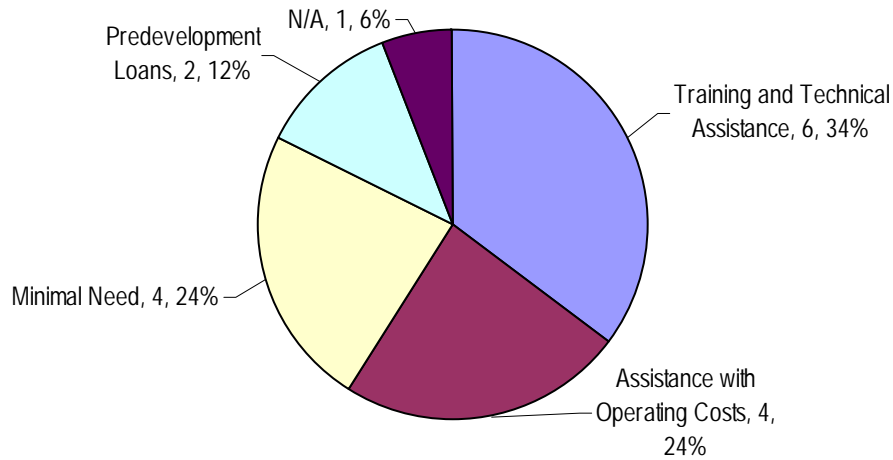
Homeless Assistance Activity with Greatest Need (17 Respondents)



CAPACITY BUILDING

Technical and training assistance and assistance with operating costs were the two most selected capacity building activities. At the same time, nearly a quarter of respondents in the region stated capacity building need was minimal.

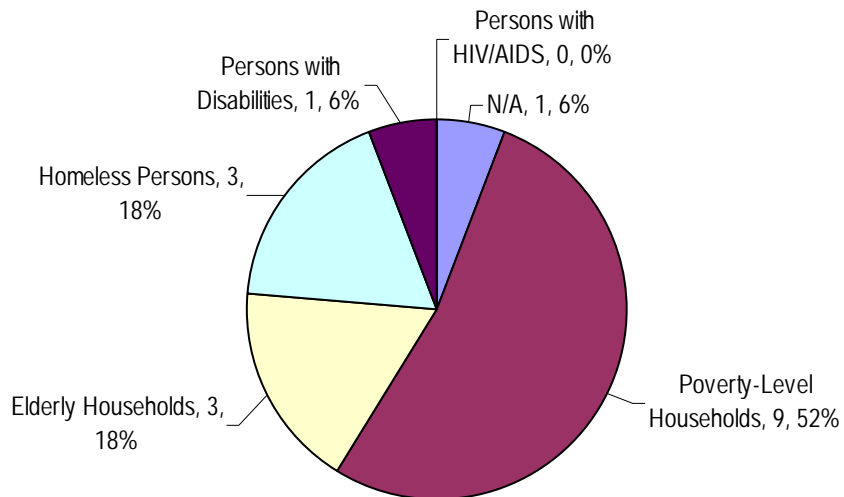
Capacity Building Activity with Greatest Need (17 Respondents)



SPECIAL NEEDS POPULATIONS

Of all respondents in the region, more than half indicated poverty-level households as the population most in need of assistance in their communities. Elderly households and homeless persons were the second most popular choices, selected by 18 percent each.

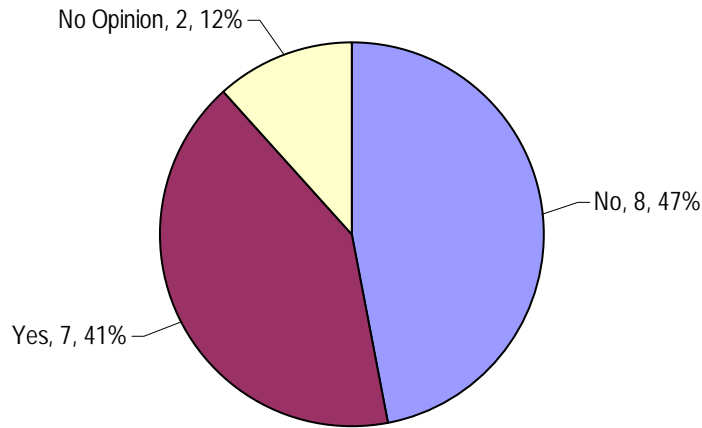
Population Most in Need of Assistance (17 Respondents)



MIGRANT FARM WORKERS

Similar percentages of respondents answered “yes” and “no” to the question of whether migrant farm worker housing was needed in the region. Even though there is no clear majority in either direction, this marks a significantly higher percentage of respondents indicating a need for this type of housing than is seen in the responses from the state as a whole.

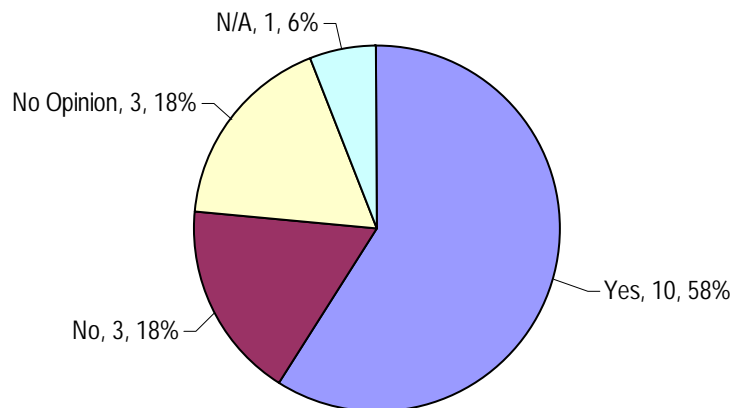
Need for Migrant Farm Worker Housing (17 Respondents)



FAIR HOUSING AND DISCRIMINATION

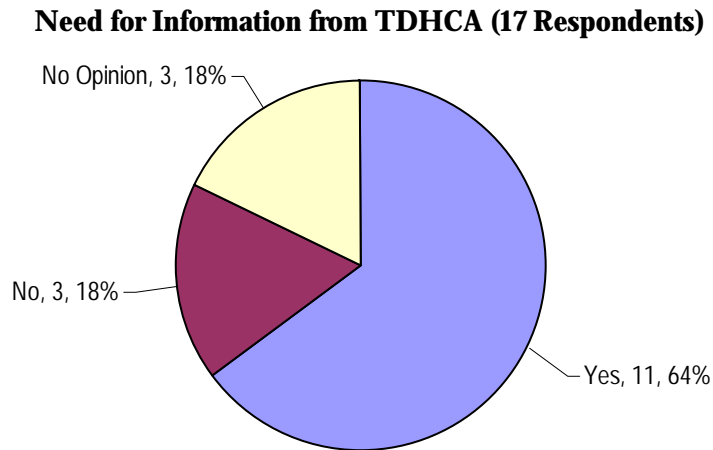
In stark contrast to overall statewide response, in which need for fair housing training was not given wide support, more than half of respondents in Region 13 indicated a need for such training in their communities.

Need for Fair Housing Training (17 Respondents)



WORKING WITH TDHCA

More than 60 percent of all respondents indicated there was a need for more information about the programs offered by TDHCA, the highest percentage of any region.



SUMMARY

The survey response from Region 13 generally mirrored response from the state as a whole. The region differed, however, in the category of Working with TDHCA. More respondents here than in any other region indicated there was a need for better information about the Department's programs. Also, in contrast to statewide opinion, more than half of respondents in Region 13 indicated a need for fair housing training.

SURVEY ANALYSIS

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

SURVEY CHANGES

In general, TDHCA was satisfied with the quality of responses received. The questions reflected each customer service element, and answers enabled the Department to examine each customer area and make necessary changes. Approximately 41.2 percent of respondents filled out the “Additional Comments” question, which provided valuable insight from customers. The main change TDHCA would make to the survey is to reach a broader and more random sample population.

Because this survey only reached those who have e-mail or visit the website, future surveys will incorporate those who do not have such access. This might include surveying people over the phone when they call seeking information, mailing surveys to clients who received assistance from TDHCA subgrantees, and making surveys available to customers who visit the Department (such as individuals who visit the Manufactured Housing Division for title assistance). TDHCA would also specifically distribute the survey to organizations and developers utilizing TDHCA funds. A better sample population will also enable the Department to determine confidence levels so that a reliable statement that reflects all TDHCA customers can be determined. Furthermore, a fixed survey population will enable the Department to calculate a definite response rate.

SURVEY FINDINGS

TDHCA takes the Survey results seriously, and welcomes customer service comments on how it can improve its ratings in future surveys. Survey respondents expressed a 69 percent general satisfaction rate with TDHCA. The customer service element with the highest overall satisfaction rate was the Website, with 74 percent of respondents agreeing that the TDHCA website contains clear and accurate information (including forms and instructions) on programs, services, and events.

The customer service element with the highest percentage of “disagree” selections was Communications and Service Timeliness, both with 16 percent of respondents disagreeing with the statements, “I can easily and quickly reach a TDHCA staff member by phone or e-mail” and “My requests for information or assistance are answered in a timely manner.” Staff believes that a significant reason for higher dissatisfaction rates for these two elements is unfamiliarity with the new TDHCA main telephone line. Another factor is lengthy wait times experienced by some callers to the Manufactured Housing telephone line due to limited staffing. TDHCA is constantly making changes to improve the telephone systems and to improve satisfaction with the system.

CUSTOMER SERVICE IMPROVEMENTS

Over the past year, TDHCA has strived to improve how the Department interacts with its customers and distributes information. Improvements listed by customer service category and suggestions by survey respondents are included on the next few pages.

FACILITY

In December 2005, TDHCA relocated from its location at 5th Street and Sabine in commercial space to the State-owned space at 221 East 11th Street. Though this location is convenient to the State Capitol and other State agencies, this location does not have free parking nearby. A few survey responses mentioned that parking for the new building was an issue, especially due to metered spots and the difficulty in locating parking spaces for those with disabilities. While there are parking spots designated for people with disabilities at the building, TDHCA is generally unable to address parking issues.

Another comment concerned the lack of customer meeting space near the lobby of the building. TDHCA has found that, at times, there is a shortage of meeting rooms. Due to this, TDHCA's Staff Services Section has developed an online meeting room reservation system so that TDHCA staff can see which rooms are available for use and plan accordingly. There are four meeting rooms now available on the first floor near the lobby available for meeting with customers.

STAFF

A great majority of survey respondents agreed that TDHCA staff is knowledgeable and courteous. Some comments specifically named TDHCA staff members that have done an especially good job. These staff members are being presented with a certificate that emphasizes appreciation by a customer. A couple comments did mention that some divisions and staff members say or do one thing while another division or staff members does another. Another mentioned that, as a subgrantee, having multiple people work on a contract makes it difficult to receive information and answers. This report and the detailed comments are being provided to all directors and managers.

COMMUNICATIONS

In January 2006, TDHCA introduced a main toll-free number for consumers. In addition, an Automated Attendant system was implemented that enables callers to be connected directly with the division of their choice. The use of this system also eliminates the need for a dedicated employee to answer the main telephone line, but callers are still able to talk to an employee when exiting the system. Survey comments expressed frustration with the phone system and the inability to reach a live person. Since the system was implemented, TDHCA has made changes as problems and improvements have been identified, and will continue to do so as necessary.

The Manufactured Housing Division maintains a separate toll-free number, but this division also has a choice on the Automated Attendant system on the main TDHCA line. Many survey comments concerned telephone wait times for customers contacting the Manufactured Housing Division. Staff recognizes that, at certain times of the day, there may be a shortage of staff available to answer calls; however, full-time employees dedicated to customer service phone calls has been increased from five in FY 2005 to eight in FY 2006. Manufactured Housing staff work as quickly as possible to answer all phone calls, but customers are also encouraged to send their questions by e-mail. Customers are also able to visit the website for title, tax lien, license, and inspection records.

One comment specifically requested a staff directory for the website in order to contact individuals and divisions directly, rather than using the phone system. This directory is now available online.

WEBSITE

TDHCA strives to make all information and documents available on the website, as well as make website materials accessible to persons with vision impairments.

There was a mix of comments regarding the website; some wrote that the website was “great” and it was easy to find information, others wrote that the website was “not friendly,” difficult to use, or that it was not updated. However, nearly 75 percent of respondents agreed that the website contains clear and accurate information.

TDHCA is constantly seeking ways to reorganize and improve the website so that it is easier for stakeholders, households seeking information, and industry professionals to locate information of interest. Various changes have been made to the website over the past year, which the Department believes are useful improvements.

In response to Hurricanes Katrina and Rita, the Department created a searchable database of rental properties for households seeking housing. TDHCA pulled information from other housing agencies so that the list contained properties from other funding sources in addition to TDHCA-funded rental properties. This database also included the number of vacant units at the property, as reported and updated by property managers. Due to the positive response to this system, TDHCA has kept the vacancy search online.

In addition, TDHCA has made improvements to its existing housing assistance search. For those searching for TDHCA-funded properties in their area, property owners are able to include information such as unit size, number of units, units with accessibility features, and vacancies in their search records.

In July 2004, the Manufactured Housing Division offered the ability to renew manufactured housing industry licenses online. This has streamlined the license process and has allowed industry professionals to receive their renewals quickly and easily. In addition, manufactured housing tax lien information was added to the website in June 2005, and the ability to search for tax liens on a home without an ownership record was added in April 2006.

The Department’s newsletter, *Breaking Ground*, is also posted on the website. In March 2006, the newsletter went from being an Adobe PDF document posted to the website to an HTML webpage document. Staff believes that this reduces loading times for readers.

COMPLAINT-HANDLING PROCESS

A fairly high number of survey respondents chose that they were “neutral/unsure” how to file a complaint. Staff suspects that this response choice was high because many respondents have not had a reason to file a complaint, so they have not used the process. TDHCA currently has a link called “File a Complaint” on the front page of the website. Overall, TDHCA and the Manufactured Housing Division are pleased with the complaint processes and no changes have been implemented or are intended.

SERVICE PROMPTNESS

TDHCA strives to answer all phone calls, e-mails, and letters as quickly as possible. The majority of survey respondents agreed that requests for information and assistance are answered by TDHCA staff in a timely manner. However, this was one of the categories with the highest rate of “disagree” responses.

Customer Service Performance Measures

A few commenters noted that they have experienced lengthy waits for return phone calls. TDHCA is currently considering revising the TDHCA Compact with Texans to include specific Department policies and timelines for return calls and correspondence. These policies would be distributed to all staff members.

PRINTED INFORMATION

TDHCA produces various forms of written information including website text, printed and bound documents required by state and federal mandates, legal forms and documents for program compliance, titling and licensing documents for manufactured housing, and a variety of other documents.

While most survey respondents agreed that TDHCA documents are clear and accurate, a few noted that some forms were redundant or that they allowed for misinterpretation. TDHCA values these comments and is always looking for ways to improve its forms and applications.

TDHCA will implement a marketing and communications plan in 2007 that outlines the Department's overall communications policies and projects. This plan includes numerous printed information projects that the Department produces and distributes widely.